TUXANO
PRIVATE TRANSPORTATION

PRIVACY POLICY

Effective Date: October 28, 2026 | Last Updated: October 28, 2026

TUXANO Inc. ("TUXANO," "we," "us," or "our") respects the privacy of our clients and website visitors. This Privacy Policy explains what information we may receive, how we use it, and how we protect it when you visit our website, submit an inquiry or reservation request, communicate with us, or use our transportation services.

1. Information We Collect

We collect only information reasonably necessary to respond to inquiries, arrange reservations, provide transportation services, communicate with clients, and process applicable payments.

Depending on how you contact or book with us, this information may include:

- First and last name
- Email address
- Phone number
- Business or company name, when applicable
- Pickup and drop-off locations
- Billing address, when applicable
- Flight information
- Passenger information
- Reservation date and time
- Vehicle preference
- Number of passengers and luggage
- Child seat requirements (such as age or weight, when needed)
- Special instructions or additional information provided by the client
- Information necessary to process or document payment

TUXANO does not require customers to create an account or customer profile in order to request or use our services.

2. How We Receive Information

Personal information may be provided directly by you when you:

- Submit a reservation or contact form through our website;
- Contact us by email;
- Call or text us;
- Communicate with us through WhatsApp or another communication service;
- Make or modify a reservation; or
- Provide information necessary for transportation or payment.

Information submitted through our website may be delivered to TUXANO by email or through the systems used to operate the website.

3. How We Use Your Information

We use personal information only for legitimate business purposes related to providing our services, including:

- Responding to inquiries and reservation requests;
- Confirming and managing transportation reservations;
- Communicating with clients and passengers;

- Coordinating chauffeurs, vehicles, pickups, and drop-offs;
- Monitoring flights when flight information is provided;
- Processing or documenting payments;
- Providing receipts and invoices;
- Responding to customer-service requests;
- Maintaining necessary business and transaction records; and
- Complying with applicable legal, tax, accounting, or regulatory requirements.

We do not use personal information for purposes unrelated to our transportation services unless permitted by law or authorized by the client.

4. Customer Accounts & Information Storage

Clients are not required to create a website login account or customer profile to request transportation services.

Information submitted through our website may be received and maintained in business email, reservation management systems, or other technology services used to process inquiries and bookings.

Certain information may remain in our business email, invoices, payment records, reservation communications, or other records for as long as reasonably necessary to provide services, maintain business records, resolve disputes, or comply with legal, accounting, tax, or regulatory obligations.

We do not intentionally retain personal information longer than reasonably necessary for these purposes.

5. Payment Information

When electronic or credit card payments are accepted, payment processing may be handled by a third-party payment processor.

TUXANO does not require clients to create a payment account with us.

Payment processors may collect and process payment information according to their own privacy and security practices.

TUXANO may retain transaction-related information necessary for receipts, invoices, accounting, dispute resolution, and business records, but we do not intentionally maintain a separate database of customers' complete payment-card information.

6. Sharing of Information

TUXANO does not sell or rent personal information.

We may share limited information when reasonably necessary to provide the requested transportation service.

For example, relevant reservation information may be provided to a chauffeur, transportation partner, or qualified affiliate performing or assisting with the client's reservation.

Only information reasonably necessary to perform or coordinate the transportation should be shared for this purpose.

Information may also be provided to service providers that support our business operations, such as payment processors, email providers, website hosting providers, or other technology providers.

We may also disclose information when required by law, legal process, court order, or governmental authority, or when reasonably necessary to protect the rights, safety, or property of TUXANO, our clients, chauffeurs, or others.

7. Website & Technical Information

Like most websites, our website and hosting infrastructure may automatically receive limited technical information when a visitor accesses the site.

This may include information such as IP address, browser type, device information, referring pages, and basic website activity or server logs.

Such information may be processed automatically by our website, hosting provider, security services, or other technology providers for website operation, security, performance, and troubleshooting.

If our website offers an optional device-location feature, location information may be obtained only when you choose to use the feature and grant the required browser or device permission.

8. Cookies & Similar Technologies

Our website may use cookies or similar technologies that are necessary for website functionality, security, performance, or features such as reservation forms.

Third-party services incorporated into the website may also use cookies or similar technologies according to their own policies.

Where required by applicable law, additional consent may be requested for non-essential cookies or tracking technologies.

9. Information Security

TUXANO takes reasonable administrative and technical measures to protect personal information under our control.

However, no website, email system, electronic communication, or method of data transmission can be guaranteed to be completely secure.

Clients should avoid sending sensitive information through ordinary email, text message, or website forms unless reasonably necessary for the requested service.

10. Information About Other Passengers

A person making a reservation may provide information about another passenger, such as the passenger's name, phone number, pickup location, or flight information.

By providing another person's information, the person making the reservation represents that the information is being provided for the legitimate purpose of arranging transportation for that passenger.

We use such information only as reasonably necessary to coordinate and provide the requested service.

11. Third-Party Services

Our website or transportation services may involve third-party providers, including payment processors, website hosting providers, communication services, mapping or navigation services, and transportation affiliates.

These third parties may process information according to their own privacy policies and practices.

Our website may use Google Maps and related mapping services to assist with address selection, route calculations, and transportation estimates. Location or address information entered into these features may be processed by the applicable providers in accordance with their privacy policies.

TUXANO is not responsible for the privacy practices of independently operated third-party websites or services.

12. Your Information

Clients may contact TUXANO regarding personal information they have provided to us, including requests to correct inaccurate information or inquire about information maintained in our business records.

Where required by applicable law, we will honor applicable rights relating to personal information.

Certain information may need to be retained for legitimate business purposes or to satisfy legal, accounting, tax, transaction, dispute-resolution, or regulatory requirements.

13. Children's Privacy

TUXANO does not knowingly collect personal information directly from children for the purpose of creating customer accounts or marketing profiles.

Transportation for minors may be arranged by a parent, guardian, or other authorized adult, in which case information reasonably necessary to provide the transportation service may be collected.

Information about minors, including child seat requirements, is collected only as reasonably necessary to arrange and safely provide the requested transportation service.

14. Changes to This Privacy Policy

TUXANO may update this Privacy Policy from time to time to reflect changes in our services, website, business practices, or applicable requirements.

The Last Updated date at the top of this Privacy Policy indicates when the policy was most recently revised.

15. Contact Us

Questions regarding this Privacy Policy or personal information provided to TUXANO may be directed to:

TUXANO Inc.
Carol Stream, Illinois
Email: info@tuxano.com
Phone: +1 (717) 434-6195