

Privacy Policy

Trackia GPS Vehicle Tracking Platform

Effective: August 6, 2026 | Last updated: August 6, 2026



Privacy at a glance

Trackia processes account, vehicle, GPS-device, alert and service data to provide vehicle tracking and fleet-management functionality. Trackia does not sell personal information.

1. Introduction

Trackia is developed and operated by Trackia Tech, an independent software development brand owned and managed by Muhammad Rehman ("Trackia", "Trackia Tech", "we", "our", or "us").

Trackia provides GPS vehicle tracking, fleet management, geofencing, trip analytics, maintenance reminders, automatic alert calling, engine control, and related services through its mobile application, web application, backend platform, and connected GPS tracking devices.

2. Information We Collect

Account Information

- Name
- Phone number
- Login credentials
- User role and permissions
- Notification preferences

Passwords are securely hashed and never stored in plain text.

Vehicle Information

- Vehicle registration
- Tracker IMEI
- Tracker model
- Device SIM number
- Assigned users
- Owner information
- Subscription expiry
- Maintenance settings
- Engine control settings

GPS Location

Trackia does not collect the location of your mobile phone. Vehicle location is received exclusively from GPS tracking devices installed in registered vehicles.

- Latitude and longitude
- Speed
- Direction
- Ignition status
- Routes
- Trip history

- Stops
- Idle duration
- Geofence events
- Telemetry

Alerts

- Engine On/Off
- Overspeed
- Geofence Enter/Exit
- Battery Disconnected
- Device Expiry
- Oil Change Reminder

Automatic Calling

When enabled, Trackia processes receiver phone number, alert type, queue status, call result, and retry attempts. Trackia does not record voice conversations.

Push Notifications

Trackia stores Firebase notification tokens solely to deliver notifications.

3. How We Use Information

- Authenticate users
- Display live vehicle tracking
- Generate alerts
- Deliver notifications
- Process automatic alert calls
- Calculate trip analytics
- Calculate maintenance reminders
- Manage subscriptions
- Improve security and reliability
- Provide technical support

4. Information Sharing

Trackia does not sell personal information. Information is shared only with authorized users, with infrastructure providers needed to operate the service, or when required by law.

5. Security

- HTTPS encryption
- JWT authentication
- Password hashing
- Role-based permissions
- Device-level permissions

- Audit logging
- Secure database access

6. Data Retention

Information is retained only as long as necessary to provide the service, comply with legal obligations, maintain security, and resolve disputes.

7. Account Deletion

Users may request deletion by emailing trackiatech@gmail.com. Identity verification may be required before deletion.

8. Children's Privacy

Trackia is not intended for children under 13 years of age.

9. Changes

This policy may be updated from time to time. The latest version will always be published on the Trackia website.

10. Contact

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