

Terms of Service

Trackia GPS Vehicle Tracking Platform

Prepared for publication at trackiatech.com/terms



Important

These Terms govern use of Trackia's software and connected tracking services. Vehicle tracking and engine-control functions must be used lawfully, with proper authorization, and with safety as the first priority.

1. Acceptance of Terms

By accessing or using Trackia, you agree to these Terms of Service and the applicable Privacy Policy. If you do not agree, do not use the service.

2. The Service

Trackia provides GPS vehicle tracking, fleet-management tools, geofences, alerts, trip/history information, maintenance reminders, device and user management, navigation to a vehicle's latest known position, optional alert calling, engine control for supported devices, and related functionality.

3. Accounts and Access

Users must provide accurate account information, keep credentials secure, and use only accounts and vehicles they are authorized to access. Account roles and permissions may limit available screens and actions.

4. Vehicle Tracking and Location Data

Trackia displays vehicle-location data received from installed GPS tracking devices. Location, speed, ignition state, routes, stops, and other telemetry may be delayed, incomplete, inaccurate, or unavailable because of GPS conditions, mobile networks, tracker hardware, power, configuration, or third-party infrastructure. An offline position is a last known position and is not guaranteed to be the vehicle's current location.

5. Authorized and Lawful Use

You are responsible for ensuring that installation and use of tracking devices complies with applicable laws, employment rules, consent requirements, ownership rights, and privacy obligations. You must not use Trackia to unlawfully track, harass, threaten, or monitor another person.

6. Engine Control and Commands

Engine stop/resume and device commands are safety-sensitive functions. They may be used only by authorized users, only on supported devices, and only when doing so is lawful and safe. Never issue an engine-stop command where it could endanger occupants, road users, property, or the public. Trackia Tech is not responsible for unsafe or unauthorized commands issued through a valid account.

7. Geofences, Alerts and Notifications

Geofence events, overspeed alerts, battery alerts, ignition alerts, expiry alerts, maintenance reminders, push notifications, and calls are operational aids. Delivery is not guaranteed and can be affected by device, network, notification, telephony, or infrastructure availability. Users should not rely on alerts as an emergency-response system.

8. Navigation

Navigation may open a third-party mapping application using the selected vehicle's latest available coordinates. For offline vehicles, the destination can be stale. Navigation routes and instructions are provided by the third-party mapping service and should be followed only when safe and lawful.

9. Subscriptions, Expiry and Service Availability

Certain tracking services may depend on an active device subscription or service period. Expired, inactive, suspended, unsupported, or disconnected devices may lose some or all functionality. Commercial pricing, renewal terms, and service periods may be communicated separately.

10. Third-Party Services

Trackia relies on third-party infrastructure and services that may include mapping, cloud hosting, push notifications, telecommunications, GPS networks, and tracker platforms. Their availability and terms can affect Trackia functionality.

11. User Content and Configuration

Administrators and authorized users are responsible for the accuracy of vehicle information, phone numbers, user assignments, geofences, limits, permissions, maintenance readings, and other configuration entered into Trackia.

12. Security

Users must protect credentials and devices, promptly report suspected unauthorized access, and follow reasonable security instructions. Trackia may restrict or suspend access when necessary to protect users, vehicles, systems, or the service.

13. Prohibited Conduct

You may not attempt unauthorized access, interfere with the service, bypass permissions, misuse commands, reverse engineer or abuse the platform in violation of law, introduce malicious code, or use Trackia for unlawful surveillance or other illegal activity.

14. Service Changes and Availability

Trackia Tech may update, improve, modify, suspend, or discontinue features to maintain security, reliability, compatibility, legal compliance, or product development. Reasonable efforts are made to provide a reliable service, but uninterrupted availability is not guaranteed.

15. Disclaimer

Trackia is provided as a vehicle-tracking and fleet-management tool. To the extent permitted by applicable law, the service is provided without guarantees that GPS data, alerts, calls, routes, commands, or third-party services will always be accurate, immediate, uninterrupted, or error-free.

16. Limitation of Liability

To the extent permitted by applicable law, Trackia Tech will not be liable for indirect, incidental, special, consequential, or similar losses arising from network outages, inaccurate or delayed GPS data, unauthorized account use, third-party services, unsafe use of vehicle-control features, or failure to follow these Terms.

17. Termination

Users may stop using Trackia at any time. Trackia Tech may suspend or terminate access for security reasons, non-payment where applicable, misuse, violation of these Terms, legal requirements, or conduct that threatens the service or other users.

18. Privacy

Personal and service data is handled according to the Trackia Privacy Policy. The Privacy Policy explains the categories of information processed, how information is used and shared, retention, security, and account-deletion requests.

19. Changes to These Terms

These Terms may be updated from time to time. The current version should be published on the Trackia website. Continued use after an updated version takes effect constitutes acceptance where permitted by law.

20. Contact

Questions about these Terms may be sent to Trackia Tech at trackiatech@gmail.com. Address: Trackia Tech, Satellite Town (S/Town), Jhang, Punjab, Pakistan. Website: <https://trackiatech.com>.

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