

Privacy policy

How we handle your data when you use the Odobase website and service.

Last updated 25 September 2026. Online at <https://odobase.com/privacy-policy>

Summary

Odobase is business software. We collect what we need to open your account, run your fleet and bill you for it. We do not sell your data, and we never receive your card details — payments are handled by Polar. If you are a driver using the Odobase Driver Android app, the policy that covers that app is the [driver app privacy policy](#).

1. Information we collect

1.1 Personal data

While using the Service, we may ask you to provide certain personally identifiable information that can be used to contact or identify you (“Personal Data”). This may include, but is not limited to:

- Email address
- First name and last name
- Phone number
- Company, fleet or organisation name
- Billing address, city, state or province, postal code and country

1.2 Usage data

We also collect information on how the Service is accessed and used (“Usage Data”). This may include your device’s Internet Protocol address, browser type and version, the pages of the Service you visit, the date and time of your visit, the time spent on those pages, and other diagnostic data.

1.3 Fleet data you enter

The Service stores the operational records you and your team create in it — vehicles, drivers, trips, customers, expenses and invoices. That data belongs to you. We process it to provide the Service and for no other purpose.

1.4 When you contact us

When you send us a message through the contact form on odobase.com, we receive what you enter: your name, email address and message, and, if you give them, your phone number, company name and fleet size. With it we receive the page you sent it from, any campaign tags in that page’s address (such

as utm_source), your IP address, your browser type and your preferred language. We use these details to reply to your enquiry and to protect the form from spam.

1.5 Cookies and Cloudflare

odobase.com sets only necessary cookies: one remembers your cookie choice and one the language you picked. We use no analytics or advertising cookies. The website is delivered through Cloudflare, which processes your IP address to protect the site and tells us the country of your connection, which we use only to show the home page in your language and never store. Our [cookie policy](#) lists every cookie and explains how to change your choice.

2. How we use your data

EqualPixels uses the collected data for the following purposes:

- To provide and maintain the Service
- To create and administer your account
- To notify you about changes to the Service
- To provide customer support
- To monitor usage of the Service and improve it
- To detect, prevent and address technical issues and abuse
- To process payments through our Merchant of Record, Polar

We do not sell your personal data, and we do not share it with advertisers.

3. Payment processing

Our order process is conducted by our online reseller, Polar (Polar Software, Inc.), which is the Merchant of Record for all our orders. Polar handles payment processing, sales tax and VAT, receipts, billing enquiries and refunds.

We do not store or collect your payment card details. You enter them, together with your billing details, directly into Polar's checkout, and card details are collected by Polar's payment processor, Stripe. To open that checkout we send Polar your email address, an identifier for your Odobase account and your IP address, which Polar uses to work out your country. Polar's use of your personal information is governed by their own privacy policy.

Polar's Privacy Policy can be viewed at <https://polar.sh/legal/privacy-policy>.

4. Data retention

We retain your Personal Data only for as long as is necessary for the purposes set out in this Privacy Policy. We retain and use your Personal Data to the extent necessary to comply with our legal obligations, resolve disputes and enforce our agreements and policies.

When you close your account, we delete or anonymise the data associated with it, except where we are required to keep records — billing records in particular — for a longer period by law.

Enquiries sent through the contact form are deleted two years after we last act on them, unless they lead to a customer relationship. Messages marked as spam are deleted after 30 days, and the IP address and browser details are removed from every enquiry after 90 days.

5. Security of your data

The security of your data matters to us. Traffic between your browser and the Service is encrypted in transit, access to production systems is restricted, and each customer's records are isolated from every other customer's.

No method of transmission over the internet or method of electronic storage is completely secure. While we use commercially acceptable means to protect your Personal Data, we cannot guarantee its absolute security.

6. Your data protection rights

Depending on where you live, you may have rights under data protection law — including the GDPR and the CCPA — over the personal data we hold about you. These may include the right to access it, correct it, export it, restrict how it is processed, or have it deleted.

To exercise any of these rights, contact us at info@odobase.com. We will respond within the period required by the law that applies to you.

7. Changes to this policy

We may update this Privacy Policy from time to time. We will publish any change on this page and update the “last updated” date above. Material changes will be notified to account holders by email before they take effect.

8. Contact us

If you have any questions about this Privacy Policy, please contact us:

- Email: info@odobase.com
- EqualPixels, F-16 Ali View Garden, Phase 3, Lahore Cantt, Lahore 58200, Pakistan