

ZYGO

A Product of Adyanaavya Technology Services Private Limited

Terms and Conditions of Use

Platform for Verified Professional Commute Groups

Effective Date: May 15, 2026 | Version 2.0

PLEASE READ THESE TERMS AND CONDITIONS ("AGREEMENT") CAREFULLY BEFORE ACCESSING OR USING THE ZYGO PLATFORM. BY REGISTERING, ACCESSING, OR USING THE PLATFORM IN ANY MANNER, YOU ACKNOWLEDGE THAT YOU HAVE READ, UNDERSTOOD, AND AGREE TO BE BOUND BY THIS AGREEMENT. IF YOU DO NOT AGREE TO ALL THE TERMS HEREIN, YOU MUST IMMEDIATELY DISCONTINUE USE OF THE PLATFORM.

1. Parties and Definitions

This Agreement is entered into between Adyanaavya Technology Services Private Limited, a company incorporated under the Companies Act, 2013, having its registered office at Bengaluru, Karnataka, India (hereinafter referred to as "Company", "We", "Us", or "Our"), which owns and operates Zygo, a verified professional commute network platform (hereinafter referred to as "Zygo" or the "Platform"), and the individual accessing or using the Platform (hereinafter referred to as "User", "You", or "Your").

For the purposes of this Agreement, the following definitions shall apply:

- "Platform" refers to the Zygo mobile application, website (gowithzygo.com), and all associated services, features, and tools made available by Adyanaavya Technology Services Private Limited under the Zygo brand.
 - "Commute Partner" or "Driver" refers to a verified User who offers seats in their private vehicle to other verified Users traveling on the same route.
 - "Rider" refers to a verified User who occupies a seat in a Commute Partner's vehicle in exchange for a cost-sharing contribution.
 - "Commute Group" refers to a recurring group of verified Users matched by the Platform to share daily office commutes on a common route.
 - "Cost-Share Contribution" refers to the monetary amount agreed between a Rider and Commute Partner as a fair share of fuel and incidental vehicle operating costs. This is expressly not a fare, hire charge, or commercial consideration.
 - "Verification" refers to the multi-layer identity and vehicle authentication process administered by Zygo, including phone number verification, work email verification, Driving Licence (DL) verification, and Vehicle Registration Certificate (RC) verification.
 - "Applicable Law" means the laws of the Republic of India, including but not limited to the Information Technology Act, 2000; the Motor Vehicles Act, 1988; the Digital Personal Data Protection Act, 2023 (DPDP Act); the Consumer Protection Act, 2019; and all rules and regulations made thereunder.
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2. Nature of the Platform

2.1 Zygo is a technology platform that facilitates the formation of trusted recurring commute groups among verified working professionals. The Platform enables Users to discover,

connect, and coordinate shared daily commutes with colleagues and peers traveling on common routes.

2.2 Zygo is expressly NOT a transport service provider, cab aggregator, taxi operator, or ride-hailing company. The Company does not own, operate, lease, or control any vehicle on the Platform. Zygo does not employ any Commute Partner or Driver.

2.3 All rides facilitated through the Platform constitute private carpooling arrangements between verified individuals. Cost-Share Contributions exchanged between Riders and Commute Partners represent a proportionate sharing of actual vehicle operating costs and do not constitute commercial hire or reward.

2.4 Zygo's role is limited to providing technology infrastructure for matching, verification, group management, and communication between Users. Any arrangement, agreement, or transaction between Users is solely between those Users.

2.5 The Company expressly disclaims any responsibility for the conduct, acts, omissions, or decisions of any User, whether as a Rider or Commute Partner, during or in connection with any commute facilitated through the Platform.

3. Eligibility and Registration

3.1 The Platform is available exclusively to individuals who: (a) are eighteen (18) years of age or older; (b) are currently employed by or engaged with a registered company, organisation, or educational institution; (c) possess a valid, government-issued identity document; and (d) are legally capable of entering into binding contracts under Applicable Law.

3.2 Registration on the Platform requires submission of accurate, current, and complete information, including full legal name, mobile number, work email address, and company affiliation. Users who register as Commute Partners must additionally submit a valid Driving Licence and Vehicle Registration Certificate for manual verification.

3.3 You represent and warrant that all information provided during registration and at any time thereafter is truthful, accurate, and not misleading. Zygo reserves the right to suspend or permanently terminate any account found to have been registered with false, misleading, or incomplete information.

3.4 You are responsible for maintaining the confidentiality of your account credentials and for all activities that occur under your account. You agree to notify Zygo immediately upon becoming aware of any unauthorised access to or use of your account.

3.5 Zygo reserves the right to refuse registration to, or to revoke the access of, any individual at its sole discretion, without obligation to provide reasons.

4. Verification Framework

4.1 Zygo operates a multi-layer verification process to promote safety and accountability on the Platform. Completion of verification steps does not constitute an endorsement, guarantee, or warranty by Zygo regarding the character, conduct, competence, or fitness of any User.

4.2 Basic verification (applicable to all Users) includes: (a) mobile phone number verification via one-time password (OTP); and (b) professional work email verification to confirm active employment or affiliation.

4.3 Commute Partner verification (applicable to Users offering rides) additionally requires: (a) submission of a valid Driving Licence; and (b) submission of a valid Vehicle Registration Certificate. These documents are subject to manual review by Zygo's trust and safety team.

4.4 Zygo does not conduct criminal background checks, psychological assessments, or driving history verifications. Users acknowledge and accept this limitation and agree that they assume all risk associated with carpooling with other Platform Users.

4.5 Zygo reserves the right to re-verify any User at any time and to restrict or revoke Platform access if verification documents are found to be expired, forged, invalid, or otherwise unsatisfactory.

5. Payments, Cost-Sharing, and Financial Arrangements

5.1 DIRECT PAYMENT MODEL: All Cost-Share Contributions are transacted directly between Riders and Commute Partners. Zygo does not process, hold, collect, or intermediary any payment between Users. The Platform does not operate a payment gateway, escrow, or wallet for commute cost-sharing purposes.

5.2 The Cost-Share Contribution amount shall be mutually agreed upon by the Rider and Commute Partner prior to commencement of any Commute Group arrangement. Such amounts should reasonably reflect a proportionate share of actual fuel costs, toll charges, and incidental vehicle operating expenses for the shared route.

5.3 Cost-Share Contributions shall not be structured so as to constitute commercial profit, hire charge, or remuneration for the Commute Partner. The Company strongly advises Users to ensure that cost-sharing arrangements comply with applicable provisions of the Motor Vehicles Act, 1988 and any state-specific regulations governing private carpooling.

5.4 Zygo bears no liability whatsoever for: (a) any disputes arising between Users regarding payment amounts, non-payment, or delayed payment; (b) any financial loss suffered by a User as a result of a Commute Group arrangement; (c) any tax liability arising from cost-sharing arrangements between Users.

5.5 Platform Access Fee: Zygo may, at its discretion and with advance notice, introduce subscription fees for Commute Partners seeking continued access to the Platform following any applicable free-access period. Such fees, if introduced, shall be clearly communicated to Users in advance and shall be subject to a revised pricing policy which shall form part of this Agreement.

5.6 All disputes regarding payments between Users shall be resolved solely between those Users. Zygo shall have no obligation to mediate, arbitrate, or adjudicate any such dispute, though the Company may, at its sole discretion, assist Users in resolving disputes through its trust and safety mechanisms.

6. User Obligations and Conduct

6.1 All Users agree to use the Platform in a lawful, respectful, and responsible manner at all times. Users shall not use the Platform for any purpose that is illegal, harmful, threatening, abusive, harassing, defamatory, or otherwise objectionable.

6.2 PROHIBITION ON COMMERCIAL USE: Users shall not use the Platform for commercial passenger transportation, taxi operations, or any profit-generating transport activity. The Platform is strictly limited to facilitating private cost-sharing carpooling arrangements between individuals making journeys they are independently undertaking for their own personal or professional purposes. Any use of the Platform to operate a commercial transport service, whether licensed or unlicensed, constitutes a material breach of this Agreement and may be reported to relevant transport authorities.

6.3 ALREADY-TRAVELING DECLARATION: Each Commute Partner, by offering rides through the Platform, represents, warrants, and declares that: (a) they are independently undertaking the relevant commute for their own personal or professional purposes and

would be making the journey regardless of whether any Rider accompanies them; (b) the vehicle is not being operated primarily or substantially for the purpose of commercial passenger transport; and (c) any Cost-Share Contribution received represents only a proportionate sharing of actual operating costs and does not constitute remuneration, hire, reward, or profit.

6.4 Commute Partners specifically agree to: (a) possess a valid and subsisting Driving Licence at all times while operating a vehicle through the Platform; (b) maintain valid motor insurance covering passengers and third parties as required by law; (c) ensure their vehicle holds a valid Pollution Under Control (PUC) certificate; (d) never drive while under the influence of alcohol, narcotics, or any substance impairing judgment; (e) adhere to all traffic laws and regulations; (f) not carry more passengers than the vehicle's registered seating capacity.

6.5 COMMUNICATION AND CONDUCT POLICY: All in-Platform communications between Users, including chat, messaging, and profile interactions, must comply with the following standards: (a) Users shall not send unsolicited commercial messages, spam, or promotional content to other Users; (b) Users shall not engage in any form of harassment, intimidation, threats, hate speech, or discriminatory communication; (c) Users shall not solicit personal financial information, passwords, or sensitive data from other Users through the Platform; (d) Users shall not use Platform communication features to arrange transportation services outside the Platform's intended scope; (e) Zygo reserves the right to monitor, review, and act upon in-Platform communications that are reported as violating this policy, consistent with Applicable Law.

6.6 FRAUD AND IDENTITY INTEGRITY: Impersonation of any individual or organisation, misrepresentation of employer affiliation or workplace, submission of forged, altered, or invalid verification documents, and sharing or selling of Platform accounts shall each constitute a material breach of this Agreement. Such conduct shall result in immediate permanent account suspension without notice and may be reported to relevant law enforcement authorities and regulatory bodies.

6.7 CANCELLATION AND RELIABILITY OBLIGATIONS: Users acknowledge that recurring Commute Groups depend upon mutual reliability and punctuality. Users agree to: (a) provide advance notice of at least two (2) hours prior to a scheduled commute if they are unable to participate; (b) not engage in a pattern of repeated no-shows, late cancellations, or persistent tardiness that disrupts other Commute Group members; (c) not engage in abusive, threatening, or disrespectful conduct towards any Commute Group member in connection with scheduling or cancellation matters. Zygo reserves the right to restrict or suspend the accounts of Users who demonstrate a pattern of unreliable behaviour as determined by User reports and Platform data.

6.8 All Users agree to: (a) treat fellow Commute Group members with courtesy and respect; (b) not engage in any conduct that compromises the safety or comfort of other Users; (c) promptly report to Zygo any conduct, incident, or safety concern arising in connection with any Platform-facilitated commute; (d) not share their account credentials with any third party.

6.9 Users shall not attempt to circumvent, disable, or interfere with any security, verification, or matching feature of the Platform. Users shall not use the Platform to harvest personal information of other Users for any purpose beyond the facilitation of legitimate commute arrangements.

6.10 Users shall not misrepresent their employer, workplace location, commute route, or any other material information relevant to their Commute Group matching.

7. Intermediary Status and Platform Monitoring

7.1 INTERMEDIARY SAFE HARBOR: Zygo operates as an intermediary within the meaning of Section 2(1)(w) of the Information Technology Act, 2000 and in accordance with the Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021, as amended from time to time. Zygo's role is strictly limited to providing technology infrastructure and tools that enable Users to independently discover, connect, and coordinate private commute-sharing arrangements. Zygo does not initiate, control, direct, or modify any commute arrangement between Users.

7.2 MONITORING LIMITATION: Zygo does not actively monitor, supervise, control, or oversee individual commute activities between Users in real time. Zygo's matching, verification, and safety features are automated technology tools and do not constitute active supervision of User conduct during commutes. This limitation is consistent with Zygo's status as a technology intermediary and does not diminish Users' individual responsibility for their own conduct and safety.

7.3 Notwithstanding Clause 7.2, Zygo reserves the right to review User-reported content, safety complaints, and account activity for the purposes of enforcing this Agreement and maintaining Platform integrity. Such review is reactive and complaint-driven and does not constitute proactive monitoring.

7.4 LAW ENFORCEMENT COOPERATION: Zygo reserves the right, and shall be obligated where required by law, to cooperate fully with law enforcement authorities, regulatory bodies, and courts of competent jurisdiction. This includes disclosing User information, account records, communication logs, and any other Platform data when required pursuant to a lawful order, warrant, or statutory obligation. Users acknowledge and consent to such disclosure to the extent permitted by the DPDP Act and other Applicable Law.

8. Insurance Disclaimer and Safety, Risk, and Liability

8.1 INSURANCE DISCLAIMER: Zygo does not provide, arrange, underwrite, or maintain any insurance coverage of any kind for Users, Commute Partners, Riders, vehicles, passengers, or property in connection with any commute facilitated through the Platform, unless explicitly and separately stated in writing by Zygo. The existence of the Platform and any verification conducted by Zygo does not create or imply any insurance relationship between Zygo and any User.

8.2 Each Commute Partner is solely responsible for ensuring that their personal motor vehicle insurance policy: (a) provides adequate coverage for carpooling and the carriage of non-fare-paying passengers; (b) complies with the minimum insurance requirements under the Motor Vehicles Act, 1988; and (c) is valid and subsisting at all times during Platform-facilitated commutes. Zygo strongly recommends that Commute Partners seek written confirmation from their insurer that carpooling activities are covered under their policy.

8.3 ASSUMPTION OF RISK: By using the Platform, each User expressly acknowledges that carpooling inherently involves risks, including but not limited to: road accidents, vehicle breakdowns, personal injury, property damage, and exposure to unknown individuals. Each User voluntarily assumes all such risks.

8.4 TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, ZYGO SHALL NOT BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, PUNITIVE, OR EXEMPLARY DAMAGES ARISING OUT OF OR IN CONNECTION WITH: (a) ANY COMMUTE OR RIDE FACILITATED THROUGH THE PLATFORM; (b) THE CONDUCT OR ACTS OF ANY USER; (c) ANY ACCIDENT, INJURY, DEATH, PROPERTY DAMAGE, OR LOSS OCCURRING DURING OR IN CONNECTION WITH A PLATFORM-FACILITATED COMMUTE; (d) ANY FAILURE OF VERIFICATION TO DETECT MISREPRESENTATION OR MISCONDUCT BY ANY USER; (e) ANY INADEQUACY OR LAPSE IN ANY USER'S MOTOR VEHICLE INSURANCE COVERAGE.

8.5 Zygo strongly recommends that all Users: (a) share their live location with a trusted contact during commutes; (b) use the Platform's in-app safety features; (c) trust their instincts and immediately exit any commute they feel unsafe in; (d) report any safety concerns to Zygo and, where appropriate, to law enforcement.

8.6 In the event of an emergency during a commute, Users should immediately contact emergency services (Police: 100, Ambulance: 108). Zygo's customer support is not a substitute for emergency services.

8.7 Zygo's total aggregate liability to any User for any claim arising under this Agreement shall not exceed the total subscription fees, if any, paid by that User to Zygo in the three (3) calendar months preceding the event giving rise to the claim.

9. Beta and Early-Access Disclaimer

9.1 The Platform, or certain features thereof, may be made available to Users in a beta, early-access, or limited-release capacity during initial launch phases. In such instances, Users acknowledge and agree that: (a) the Platform may contain bugs, errors, interruptions, inaccuracies, incomplete features, or unexpected behaviour; (b) features, interfaces, matching algorithms, and pricing structures may be modified, suspended, or discontinued without prior notice during the beta phase; (c) Zygo makes no warranty or representation regarding the availability, reliability, accuracy, or completeness of the Platform during early-access periods.

9.2 Zygo's liability in connection with any loss, inconvenience, or damage arising from bugs, interruptions, or inaccuracies during a beta or early-access phase is expressly excluded to the maximum extent permitted by Applicable Law.

9.3 User feedback, ratings, and reports submitted during the beta phase may be used by Zygo to improve the Platform. By submitting feedback, Users grant Zygo a perpetual, royalty-free licence to use such feedback for product development purposes.

10. Women's Safety Features

10.1 Zygo provides the option for female-identifying Users to join or form Commute Groups exclusively comprising other verified female-identifying Users and Commute Partners ("Women-Only Groups"). This feature is offered as an additional safety measure and is operated on a best-efforts basis.

10.2 Zygo does not guarantee the absolute exclusivity of Women-Only Groups in all circumstances and shall not be liable for any breach of such preference arising from User misrepresentation or technical error.

10.3 Any misrepresentation of gender identity for the purpose of gaining access to Women-Only Groups constitutes a material breach of this Agreement and shall result in immediate permanent account termination.

11. Intellectual Property

11.1 All intellectual property rights in the Platform, including but not limited to the Zygo name, logo, software, algorithms, matching technology, user interface, and content, are and shall remain the exclusive property of Adyanaavya Technology Services Private Limited.

11.2 Users are granted a limited, non-exclusive, non-transferable, revocable licence to access and use the Platform solely for personal, non-commercial commute facilitation purposes in accordance with this Agreement.

11.3 Users shall not copy, reproduce, modify, distribute, reverse-engineer, decompile, or create derivative works from any part of the Platform without the prior written consent of Zygo.

12. Data Privacy and Protection

12.1 Zygo collects, processes, and stores User personal data in accordance with the Digital Personal Data Protection Act, 2023 (DPDP Act) and its Privacy Policy, which is incorporated into this Agreement by reference.

12.2 By registering on the Platform, Users expressly consent to the collection and processing of their personal data, including professional identity, contact information, location data, commute preferences, and verification documents, for the purposes of identity verification, commute matching, safety operations, and service improvement.

12.3 Zygo shall implement reasonable technical and organisational safeguards to protect User personal data against unauthorised access, disclosure, alteration, or destruction. However, no data transmission over the internet is entirely secure, and Users acknowledge this inherent limitation.

12.4 Users have the right to access, correct, and request deletion of their personal data in accordance with the DPDP Act. Requests may be submitted to: privacy@gowithzygo.com.

12.5 Zygo shall not sell User personal data to third parties. Zygo may share data with trusted service providers who assist in platform operations, subject to appropriate data processing agreements.

13. Termination and Suspension

13.1 Zygo reserves the right to suspend or permanently terminate any User account at any time, without prior notice, for conduct that: (a) violates any provision of this Agreement; (b) poses a safety risk to any User or third party; (c) involves fraud, misrepresentation, or illegal activity; (d) receives sustained negative ratings or safety reports from other Users.

13.2 Users may terminate their account at any time by submitting a written request to support@gowithzygo.com. Account termination shall not affect any outstanding obligations or liabilities between Users arising from prior Commute Group arrangements.

13.3 Upon termination, the User's licence to access the Platform shall immediately cease. Zygo shall retain User data for such periods as required by Applicable Law or legitimate business necessity.

14. Dispute Resolution

14.1 In the event of any dispute, claim, or controversy arising out of or relating to this Agreement or the use of the Platform, the parties shall first attempt to resolve the matter through good-faith negotiation.

14.2 If the dispute is not resolved through negotiation within thirty (30) days, either party may refer the matter to arbitration in accordance with the Arbitration and Conciliation Act, 1996. The seat of arbitration shall be Bengaluru, Karnataka. The proceedings shall be conducted in the English language.

14.3 Nothing in this Agreement shall prevent Zygo from seeking urgent injunctive or other equitable relief from a court of competent jurisdiction.

14.4 This Agreement shall be governed by and construed in accordance with the laws of the Republic of India. Subject to the arbitration clause above, the courts of Bengaluru, Karnataka shall have exclusive jurisdiction over any disputes not resolved by arbitration.

15. Amendments and Modifications

15.1 Zygo reserves the right to amend, modify, or update these Terms and Conditions at any time. Material changes shall be communicated to Users via registered email or in-app notification at least fourteen (14) days prior to the effective date of such changes.

15.2 Continued use of the Platform following the effective date of any amendment shall constitute the User's acceptance of the revised terms. If a User does not agree to the revised terms, they must immediately cease using the Platform and request account deletion.

16. Miscellaneous

16.1 Severability: If any provision of this Agreement is found by a court or arbitral tribunal of competent jurisdiction to be invalid, illegal, or unenforceable, such provision shall be severed from the Agreement, and the remaining provisions shall continue in full force and effect.

16.2 Waiver: Failure by Zygo to enforce any right or provision of this Agreement shall not constitute a waiver of such right or provision.

16.3 Entire Agreement: This Agreement, together with the Privacy Policy and any other policies incorporated herein by reference, constitutes the entire agreement between the parties with respect to the subject matter hereof and supersedes all prior agreements, understandings, and representations.

16.4 Assignment: Users may not assign or transfer any rights or obligations under this Agreement without the prior written consent of Zygo. Zygo may freely assign its rights and obligations under this Agreement.

16.5 Force Majeure: Zygo shall not be liable for any failure or delay in performance resulting from causes beyond its reasonable control, including but not limited to acts of God, natural disasters, strikes, government action, or network failures.

Contact Information

For questions, concerns, or notices under this Agreement, please contact:

Adyanaavya Technology Services Private Limited

(Owners and Operators of the Zygo Platform)

Email: info@gowithzygo.com

Support: info@gowithzygo.com

Privacy: info@gowithzygo.com

Phone: +91 90085 18250

Address: Bengaluru, Karnataka, India

By accessing or using the Zygo Platform, you confirm that you have read, understood, and agree to be bound by these Terms and Conditions.

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