



PRIVACY POLICY

Released on 05-March, 2025

Thanks for choosing BusStop Platform - a no-code API testing tool!

This [BusStop](#) Platform is owned and operated by Idea Expressions, a Sole Proprietorship Firm, (hereinafter referred to as “Idea Expressions”, “BusStop Platform”, “We”, “Our”, and “Us”) having its Office at H. No 312/4, COTTOCCO MOLL RAWANFOND, Aquem Baixo Navelim Salcete, South Goa, Goa, India – 403707.

To access and use the *BusStop* Platform and incidental services, “you”, “User” or “Visitor” provide certain personal information and we take your data privacy protection very seriously. Therefore, we have created this Privacy Policy (“Policy”) in compliance with the Digital Personal Data Protection Act, 2023 (DPDP Act, 2023), General Data Protection Regulation (GDPR), and other International Privacy Laws. This Policy will help you understand what personal data we collect from you, how we use, store, and secure data, whether we disclose it to third parties, and your privacy rights. It describes our commitment to safeguarding your privacy while using our API testing platform.

Our platform is designed with privacy at its core, implementing minimal data collection principles while maintaining the robust functionality needed for professional API testing. As a specialized technical service provider in the API testing and validation field, we understand the sensitive nature of the data processed through our *BusStop* Platform. As such we believe in transparency regarding our data practices and are committed to protecting your information throughout your use of our service.

This policy applies to all users whether accessing our free tier or subscription tiers.

USER CONSENT



We would like to collect your personal data to enhance your *BusStop* Platform user experience with us and offer you our services for future support. By clicking “Get OTP” you agree to Data Collection and Processing. You also confirm that you are 18 years old and explicitly and without any undue influence consent to your personal data collection and processing to avail of the Services you opt for on our *BusStop* Platform. By clicking "Agreed for sharing the Data", you consent to share your personal data to communicate relevant information, announcements, notifications, promotion, and marketing purposes.

If you cannot follow English, click the “select language” button available in the personal information section to choose your preference.

Please note that your consent will remain valid until you withdraw it by selecting an “opt-out” option on our *BusStop* Platform. You can withdraw your consent at any time. For all inquiries, requests, or concerns related to this agreement, the processing of personal data, or the exercise of rights, the user may contact the Data Protection Officer at the following contact details:

Name: _____

Email: _____

Phone Number: _____

1. INFORMATION WE COLLECT

- a. **Essential Account Information** - In keeping with our minimalist approach to data collection, we have designed our platform to require only essential information for service delivery. We collect the following information from you:
 - o Personal Identifiers – email ID, and date of birth. This data you enter voluntarily when you register with our *BusStop* Platform and use the Services
 - o Feedback – We allow you to leave feedback by raising a customer support ticket. Any posts you share will be publicly available in the form of testimonials.
 - o Information collected automatically – Each time you access and use our *BusStop* Platform, we automatically collect certain information about your device and your interaction with us.



- o **Paid Subscriber Information** – When you select upgrading to our paid services, we collect additional information necessary for service delivery and compliance with financial regulations:
 - ✓ billing address information for proper invoice generation and regulatory compliance;
 - ✓ payment processing information through our payment processor, Razorpay which handles payment processing securely, ensuring that sensitive financial information is not stored on our servers directly.
- b. Technical Data and Platform Usage** - Given the specialized nature of our API testing platform, we collect certain technical data essential for service delivery including but not limited to the following:
 - o API testing patterns and usage metrics;
 - o Response validation data;
 - o API call logs to ensure compliance with our tiered usage limits, particularly the 100-call daily limit for free tier users;
 - o Testing configurations and parameters;
 - o CSV files uploaded for bulk testing;
 - o Browser session information limited to single-tab usage to maintain security and prevent service abuse;
 - o Platform access timestamps and usage patterns solely to ensure optimal platform performance.
- c. Support System Information** – When you interact with our support team, we collect information necessary to provide effective assistance:
 - o Support ticket content and communications;
 - o Any voluntarily provided contact information;
 - o Optional file attachments provided for issue resolution;
 - o Communication records related to technical issues or service inquiries;
 - o Ticket status and resolution details.

2. HOW WE USE YOUR INFORMATION

We may use your information for:



- a. **Core Service Delivery** – The information we collect from you is primarily used to deliver and improve our *BusStop* Platform API testing services, including but not limited to –
- o Authentication and Security – We use your email address to deliver one-time passwords, ensuring secure access to your account while maintaining our minimal data collection principle. This system provides robust security without requiring the storage of permanent passwords.
 - o Usage Monitoring – We track API calls and testing activities to process and validate API testing requests, enforce single-tab session restrictions, manage your daily API call allowances (100 calls for free tier) and enforce our fair usage policies, ensuring equitable service delivery across all users. This monitoring is essential for maintaining our tiered service structure and preventing abuse of *BusStop* Platform resources.
 - o Performance Optimization – Technical data collected during your platform usage helps us optimize our services, improve response times, and enhance the overall testing experience. This data is analysed in aggregate to identify patterns and areas for improvement.
- b. **Service Enhancement** – We continuously analyse your platform usage patterns and performance metrics to optimize our platform performance, enhance API testing capabilities, study common testing scenarios, identify potential bottlenecks, improve response validation accuracy, and develop new features to address user needs. In all such analyses, we prioritize user privacy by focusing on aggregate patterns rather than individual usage.
- c. **Communication Practices** – Our communication with users is purposeful and limited to essential service-related matters, including:
- o Authentication Communications – Delivery of one-time passwords (OTP) for account access.
 - o Service Notifications – Important updates about Subscription status, renewal notices, platform maintenance or service interruptions.
 - o Usage Alerts – Notifications when approaching or exceeding API call limits.
 - o Support Responses – Communications related to submitted support tickets and technical assistance.



- d. **Marketing and promotional** – We may use your information, such as your email address, to send you special offers and promotions, contact you about services, or other information we think may interest you.
- e. **Analysing our Business** – We will use your Personal Data (by anonymizing and aggregating it with other data) for sales, anti-fraud, and financial analysis purposes, to determine how we are performing, where improvements can be made and wherever necessary, for financial reporting purposes. This is necessary for our legitimate interests in understanding how our business is performing and considering how to improve our business performance.
- f. **Investigation** – Where we believe it necessary to investigate, prevent, or act regarding illegal activities, suspected fraud or error, situations involving potential threats to the safety of any person, or violations of our Terms and Conditions or this Privacy Policy.

3. DISCLOSURE TO THIRD PARTIES

We will not share any personal information that we have collected except to:

- a. **Email Service Providers** - *BusStop* Platform use email service providers to deliver critical authentication services, including One-Time Passwords (OTPs) for user login and account verification. Your email address is shared with our email service providers solely for authentication-related communications limited to essential platform operations such as OTP delivery, account verification, and critical service notifications
- b. **Payment Processing** – *BusStop* Platform does not ask for your financial information. it integrates with a third-party payment processing partner Razorpay, to bill you through your selected mode of payment. We do not store or process any payment card information on our servers. We only retain payment-related data including but not limited to transaction records necessary for accounting and customer support purposes. *BusStop* Platform and Idea Expressions shall not be responsible for your data disclosure to the payment processor/partner.
- c. **Analytics and Monitoring** – We use Google Analytics and Cookies to understand platform usage, collect and analyze platform usage data and improve our services. To understand more about Cookie usage, refer to our Cookie Policy.



- d. **Legal Process** – We may disclose your information when we reasonably believe compliance is necessary due to a search, notices/subpoena, court order, or similar request from a law enforcement or other government agency.

4. DATA OWNERSHIP AND SECURITY MEASURES

- a. **Data Ownership** – Idea Expressions owns the code, databases, and all rights to their services and the Users retain ownership, control, and all rights to their records and data which are their property.
- b. **Data Retention** - We will retain your Personal Data for as long as you use the *BusStop* Platform until your account is deleted. Our data retention practices are designed to balance service quality with privacy protection. We maintain timeframes for data retention:
 - o Active Account Data – While your account is active, we retain the minimum data necessary for service delivery and support.
 - o Account Termination – Upon account termination, all user account data is permanently deleted within seven (7) business days of account termination.
 - o Support Records – Support ticket information is retained for quality assurance and training purposes, with personal identifiers removed after resolution.
- c. **Data Processing** - Our data processing activities are limited to information necessary for Service operation. From Free User, we collect and process only email address, birth date, and usage metrics. Paid Subscribers' data processing extends to billing information and optional contact details required for enhanced service delivery. We explicitly do not store payment card information, as all payment processing is conducted through our authorized payment processor, Razorpay which operates under its privacy policy. Idea Expressions shall not be responsible towards data retained by the payment processor/partner or any third party and the user is responsible for reading the third-party privacy policy which is available on the respective websites.
- d. **Technical Security Implementation** - The security and confidentiality of user data are fundamental to our Service operations and as such, we utilize reasonable and industry-standard security measures to protect your data throughout its lifecycle on our platform. All stored data is encrypted using AES-256-CBC encryption and data in transit is protected by SHA256 With RSA Encryption - TLSv1.2. Additionally, all user authentication is conducted through secure OTP delivery to registered email addresses.



Even though we use industry-standard security measures, no electronic data transmission or information storage can be 100% guaranteed to be secure. Therefore, we cannot ensure or warrant the security of any information you transmit to us.

- e. If we become aware of a security breach that affects our users, we will notify you, within 72 business hours of discovering the breach, through email or other direct communication, or by posting a blog on our Help and Support Centre to inform the public. If you suspect that your data has been compromised, contact us at support@busstopsolutions.com

5. EMPLOYEE ACCESS CONTROLS

We maintain strict controls over employee access to user data. Our support staff operate under comprehensive confidentiality agreements and are granted access only to the specific data necessary to provide technical support or maintain platform operations.

6. YOUR RIGHTS UNDER THE DIGITAL PERSONAL DATA PROTECTION ACT, 2023

- a. Consent and withdrawal – Where you are requested to provide consent to process your personal information, you have the right to withdraw your consent at any time.
- b. Access and Transparency – You have a right to know what personal information we collect, process, and share or sell. This policy is meant to provide transparency related to your data. If you have additional questions, you can email us at support@busstopsolutions.com. You can request a copy of the personal information we have collected about you from us.
- c. Accuracy & Rectification – If you find any information we are processing is inaccurate, you can contact us to correct your information. In response, we will cancel or remove your information but, may retain and use copies of your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements. For certain requests, we may request you provide additional information.
- d. Notification – If you have exercised your right to rectification, erasure, or restriction on processing of data, we are obliged to notify each recipient to whom the personal data has been disclosed, of this rectification, erasure, or restriction of processing unless this proves impossible or involves disproportionate effort.



- e. Erasure and control – You can request us to erase/delete all the information we have collected about you. It is important to note that by exercising this right, you may lose access to your account and any purchases, points, or related features.
- f. Processing Limitations and Objections – You can object to our processing of your personal information by raising a customer support ticket. By objecting to processing, you may limit your access to some or all of our services. This right is limited to personal data processed for commercial purposes. You have a right to object to the processing of your data for automated decision-making about you.
- g. Data portability – You have the right to receive the personal data provided to us in a structured, commonly used, and machine-readable format.
- h. Nominate – You have the right to nominate, in such manner as may be prescribed, any other individual, who will, in the event of your death or incapacity, exercise your rights in accordance with the provisions of the DPDP Act, 2023 Act and the rules made thereunder.
- i. Complaint – you have a right to file a complaint with the Data Protection Board of India as per Sec. 13 & 27 of DPDP Act, 2023.

7. INTERNATIONAL STANDARDS

While the *BusStop* Platform primarily operates under Indian law, we recognize the global nature of API testing activities. Therefore, we maintain compliance with key international data protection standards and regulations, including but not limited to the General Data Protection Regulation (GDPR), California Online Privacy Protection Act, Personal Information Protection and Electronic Documents Act (PIPEDA) and other relevant international data protection requirements. This ensures that users from various jurisdictions can use our platform with confidence in our data protection practices.

8. LINKS TO OTHER WEBSITES

Our *BusStop* Platform contains links to other websites. If you choose to click on a third-party link, you will be redirected to that third-party website. We do not exercise control over third-party websites. These other websites may place their cookies or other files on your computer, collect data or solicit Personal Information from you. We encourage you to read the privacy policies or statements of the other websites you visit.



9. GOVERNING LAW

Our Privacy Policy and any relationship between us and you in connection with your usage of the *BusStop* Platform shall be governed by and construed in accordance with the laws of the Union of India and Digital Personal Data Protection Act, 2023, without regard to its conflict of law provisions.

10. DISPUTE RESOLUTION

In case of a dispute arising from any clause stated in the Privacy Policy, it shall be resolved in the following manner:

- (i) You will need to email the details of your dispute/complaint at the email address provided in the contact section, and we will attempt to resolve your claim within a period of 3 months from the date of receipt of your complaint/dispute notice.
- (ii) Your email should specify the following particulars explicitly:
 - Your name
 - Operational contact details (Email Address, Phone Number, Mailing Address, etc.)
 - Details of the claim along with any measures you took on your own, to correct the issue at hand and remedy or corrective measures you seek from us for your inconvenience.
- (iii) If your complaint or dispute is not resolved pursuant to Provision (i) above, such dispute shall be referred to the Data Protection Board of India under section 27 of the DPDP Act, 2023.
- (iv) If the Board opines that the complaint may be resolved by mediation, it may direct the parties concerned to attempt resolution of the dispute through such mediation by such mediator as the parties may mutually agree upon, or as provided for, under any law for the time being in force in India.
- (v) If you are aggrieved by an order or direction made by the Board as per Section 28 of the DPDP Act, 2023, you may prefer an appeal before the Appellate Tribunal within Sixty (60) days from the date of the receipt of the order or direction of the Board. The Appellate Tribunal may execute its decree or transfer it to the Civil Court for the final execution of the Decree.



11. POLICY UPDATES

This privacy policy is effective as of the abovementioned released date. We may update this privacy policy at any time, to reflect changes in our practices or legal requirements. The material changes will be effective immediately upon posting. We encourage you to review policy updates to maintain awareness of how we protect your information. When we update our Privacy Policy, you have the right to review the changes and make informed decisions about your continued use of our platform. If you disagree with any material changes, you may close your account.

12. CONTACT US

For all inquiries, requests, or concerns related to this agreement, the processing of personal data, or the exercise of rights, you may contact at:

Contact details of the Data Protection Officer:

Name: Wendy Fernandes

Idea Expressions

Address: H. No 312/4, COTTOCCO MOLL RAWANFOND, Aquem Baixo Navelim
Salcete, South Goa, Goa, India – 403707

Email: support@busstopsolutions.com