

Why does our app need access to some features of your device?

Android

iOS



All popular apps need access to some of a smartphone’s features in order to fulfill their functionality and provide a relevant user experience.

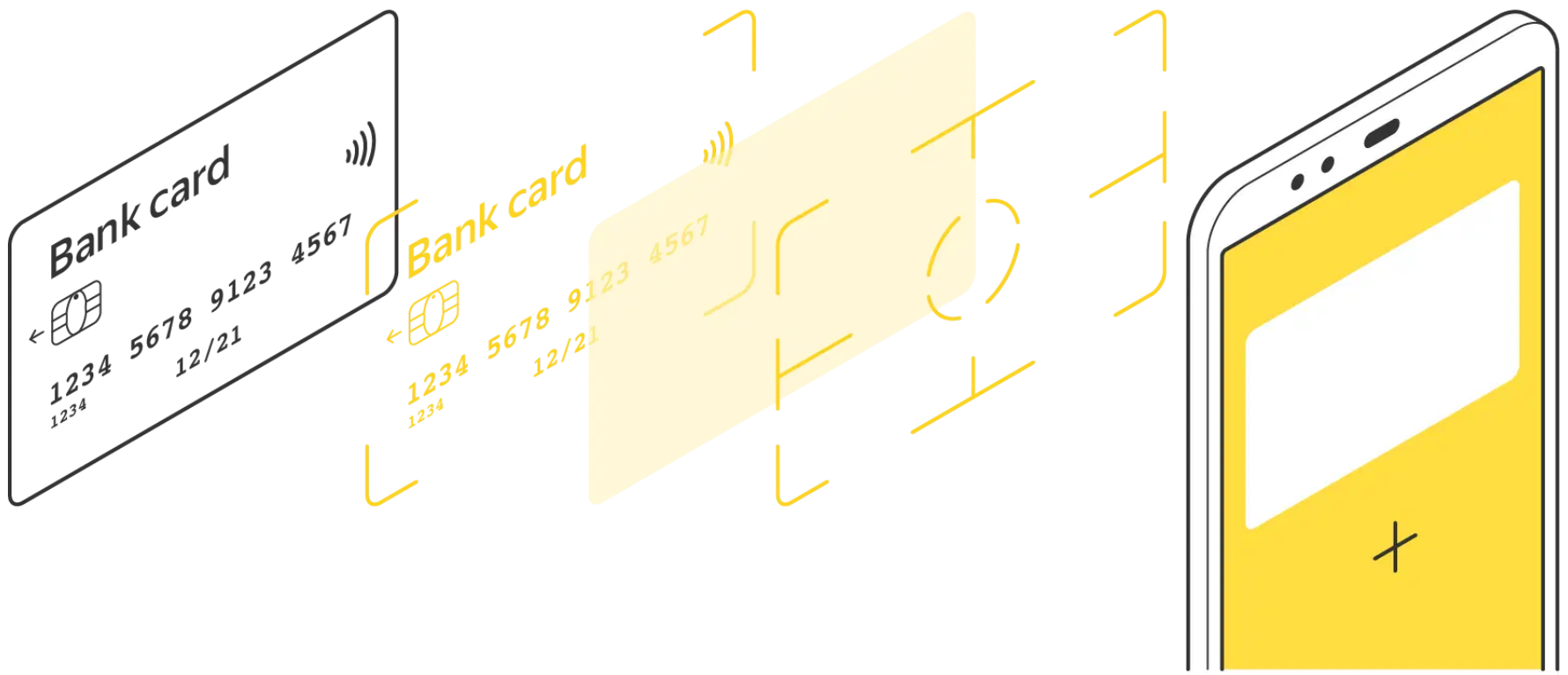
It’s standard for Android devices to notify the user when an app asks to do something that might be especially important. These notifications let the user know how an app operates behind the scenes — is it using the microphone, the camera, the location? You can always grant or refuse an app’s permission to access those features.

Our app only requires that users provide a valid phone number to order a ride. It doesn’t need personal information like name, birthdate, or passport number. It only asks to use features of your smartphone that will bring you a more enjoyable experience and maximize the quality of our service.

The table below explains the different kinds of Android permissions our app might ask for. You’ll notice we don’t ask for access to your calendar or email — only to things that will make it easier for you to use the app. If you don’t want to grant a certain permission (or any permission at all), you can simply refuse. The app will still operate and you can place an order for a ride normally.

Camera	Microphone	Storage	Older permissions
Location	Phone	Other	

Camera



Take pictures and videos

Why it's necessary

If you want to pay for rides with your bank card, you can link it to your account in the app. We give you the option to scan the card number with your phone's camera instead of typing it in manually. The app doesn't store these images. If you don't want to grant this permission, simply enter your card details by hand.

How to turn it off

You can disable the app's camera access in your device settings:

Settings → Apps → Yango → Permissions → Camera

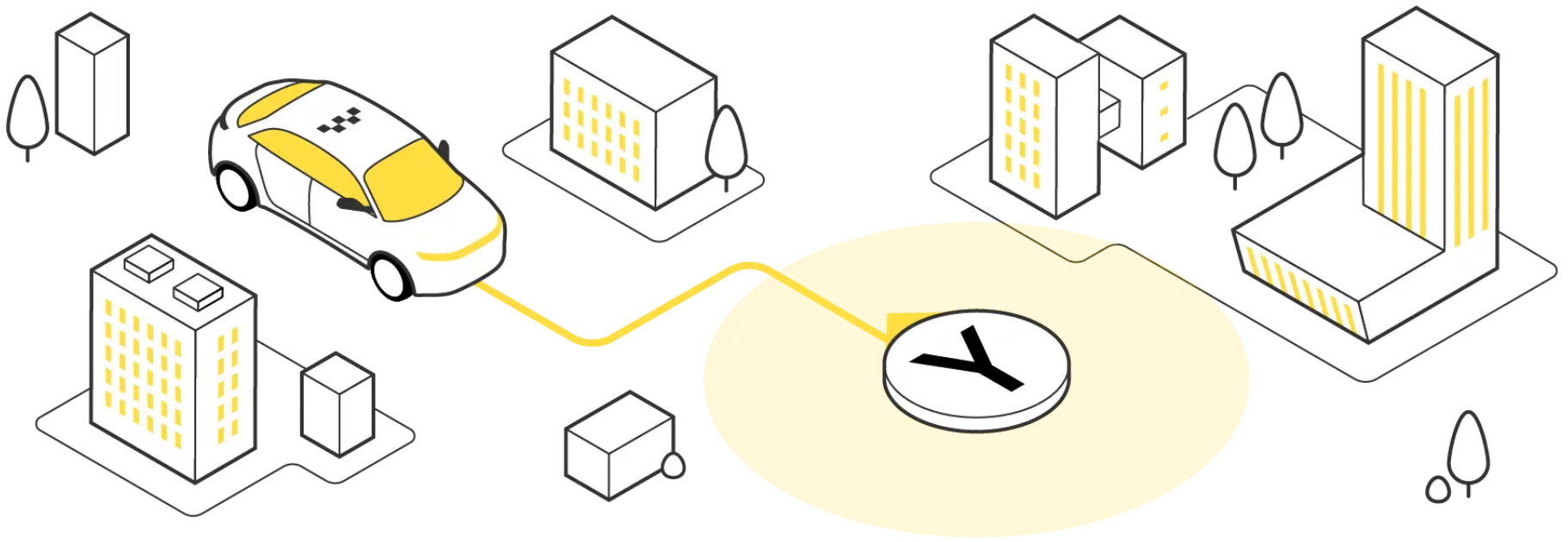
Settings → Permissions → Camera → Yango

These menu names can vary depending on your device's manufacturer.

Is it safe to add a bank card to your app?

We have a Payment Card Industry Data Security Standard certificate (PCI DSS) which guarantees proper levels of card data security. The app does not store bank card data, and the information you provide in the app is only needed for linking the app to your card.

Location



Access to GPS data and network-based location information

Access approximate location (network-based)

Why it's necessary

The app automatically determines your current location to find a proper pickup point. This information can come from GPS, known Wi-Fi networks, or both.

If you deny location permission, you can manually enter your pickup address to order a car.

How to turn it off

You can disable the app's access to location services in your device settings:

Settings → Apps → Yango → Permissions → Your location

Settings → Permissions → Your location → Yango

These menu names can vary depending on your device's manufacturer.

Microphone



Audio recording

Why it's necessary

In some countries where our service operates, riders can use voice dictation to enter a destination address or to text chat with a driver. This feature may be available in other countries soon.

If you don't grant this permission, you can still type your destination address and text chat with a driver normally.

How to turn it off

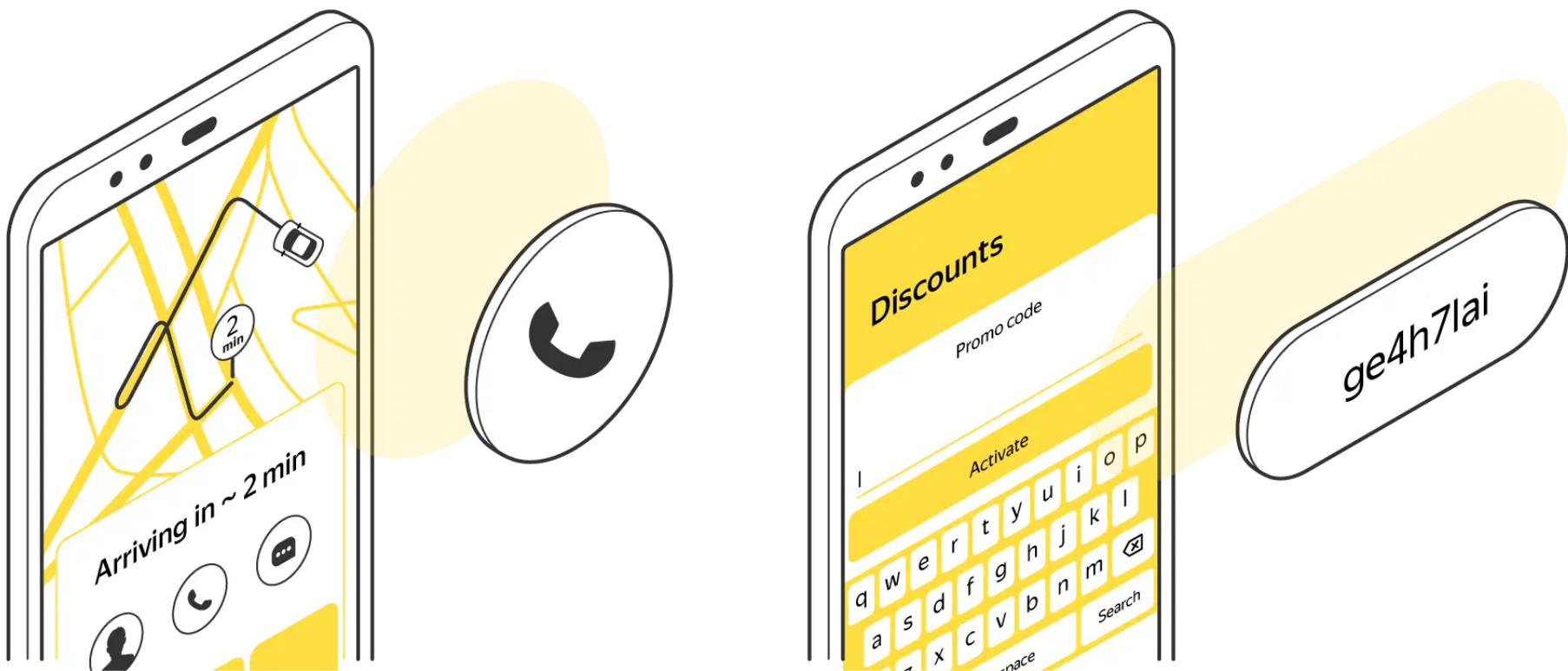
You can disable the app's microphone access in your device settings:

Settings → Apps → Yango → Permissions → Microphone

Settings → Permissions → Microphone → Yango

These menu names can vary depending on your device's manufacturer.

Phone



Call phone numbers directly

Why it's necessary

The app lets you call your driver with one tap.

If you don't grant this permission, you can still contact your driver by dialing the number manually.

How to turn it off

You can disable the app's phone access in your device settings:

Settings → Apps → Yango → Permissions → Telephone

Settings → Permissions → Telephone → Yango

These menu names can vary depending on your device's manufacturer.

Read phone status and identity

This permission is related to a user's Android device ID (IMEI). Each user's promo codes are linked to their device IDs in order to prevent fraud.

You can still order a car normally if you don't grant this permission, but you can't use promo codes.

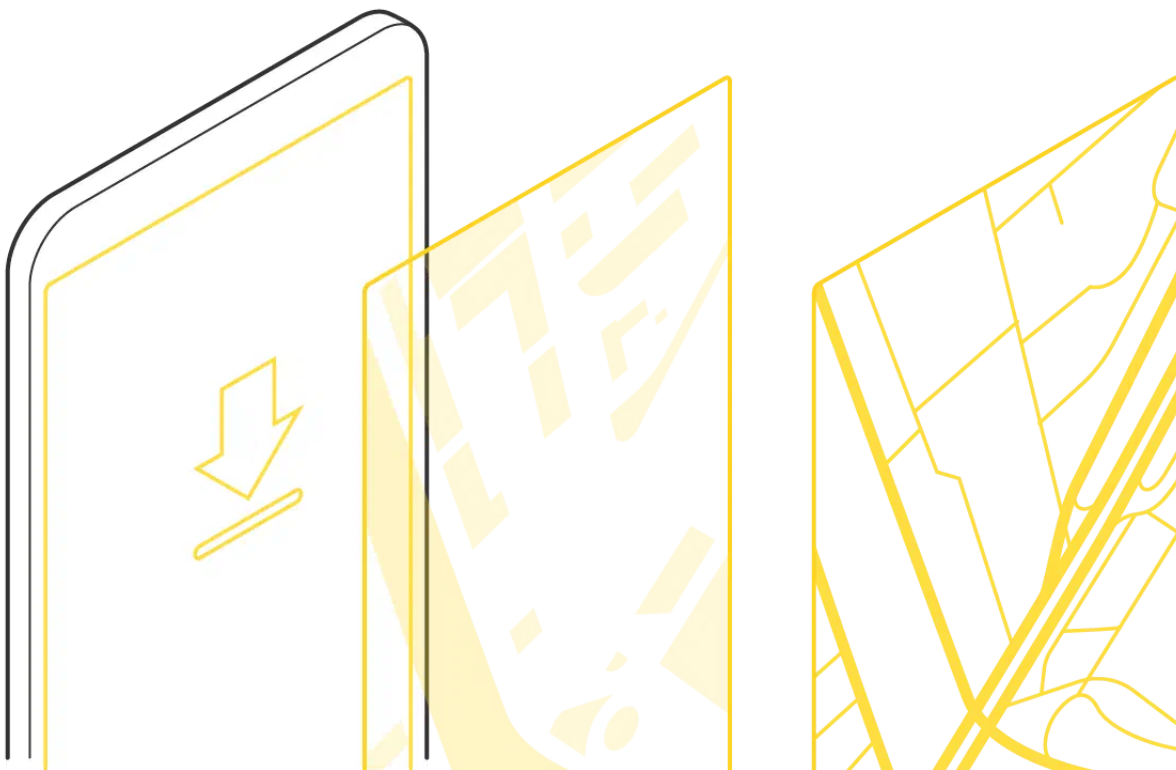
You can disable the app's phone access in your device settings:

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These menu names may vary depending on your device's manufacturer.

Storage



Modify or delete the contents of USB storage

Read the contents of USB storage

Why it's necessary

These permissions save maps to your phone's local storage, sparing you the trouble of downloading them over and over again. This improves our app's performance while saving your mobile data allotment, storage space, and battery.

You can still use the app if you deny this permission, but it might not run as quickly as it would otherwise — you'll have to wait for the maps load.

How to turn it off

You can disable the app's storage access in your device settings:

Settings → Apps → Yango → Permissions → Storage

Settings → Permissions → Storage → Yango

These menu names can vary depending on your device's manufacturer.

Other

Read sync settings	Why it's necessary	How to turn it off
View network connections	This permission checks which internet connections are available and chooses the most suitable one. It lets the app use a phone's internet traffic and battery in the most optimal way.	You can disable this if your device manufacturer offers the option.
Have full network access		
Prevent the phone from sleeping	This wakes the phone up when there's an order update, sending you a notification that your car has arrived, for example.	You can disable this if your device manufacturer offers the option.
View Wi-Fi connections	These permissions improve the app's ability to identify a user's location.	You can disable this if your device manufacturer offers the option.
Connect and disconnect from Wi-Fi		
Receive data from the internet	This sends and receives data from the internet for the app to operate.	The app can't operate without this permission even though your device manufacturer might offer the option to turn it off.

Vibration control

If a user links his or her bank card to the app by scanning the card number with the phone's camera, this permission lets the app vibrate the phone when the camera successfully recognizes the card number.

You can disable vibration for the app in your device settings:

Settings → Apps → Yango → Notifications → Vibrate

These menu names can vary depending on your device's manufacturer.

Play install Referrer API

This lets developers have non-identifying information about app installation, like where users find it and when they install it. It's a means to monitor distribution channels and protect against fraud.

You can disable this if your device manufacturer offers the option.

Background mode

If you minimize the app and leave it running in the background, it will keep the following information updated:

- order status details
- your location if you have an active order and switched “live location” on a screen. “Live location” is a feature of our app that lets you show drivers your exact location as they approach a pickup point. It helps them find you more easily in busy areas, or if you move away from a previously designated pickup point.
- promotional banners offering special deals
- your device's geographical location, so the app can tell users if the service is available in their area or not.

The app doesn't use camera or microphone permissions when it's running in the background.

Users can disable background app refresh in their device settings.

The app runs in the background, which means that it has the option to run all the time, even after you've turned it off. Several services let it bypass Android 8 protections that try to prevent apps from running in the background without the user knowing. Why?

Background services are necessary for the multi-ordering function, a unique feature of our app that lets you place several orders at the same time from a single phone. This feature's implementation meets all the Android 8.0 requirements to run in the background.

Older permissions

The app used to ask the following permission before version 3.84.0. Google's rules have changed, so this permission isn't used in later versions.

Receive text messages

Why it's necessary

Users receive a verification code via SMS when they sign up for the app. This permission lets the app look for that message to automatically verify a user's mobile number.



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The table below explains the different kinds of iOS permissions our app might ask for. You’ll notice we don’t ask for access to your calendar or email — only to things that will make it easier for you to use the app. If you don’t want to grant a certain permission (or any permission at all), you can simply refuse. The app will still operate and you can place an order for a car normally.

Camera

Microphone

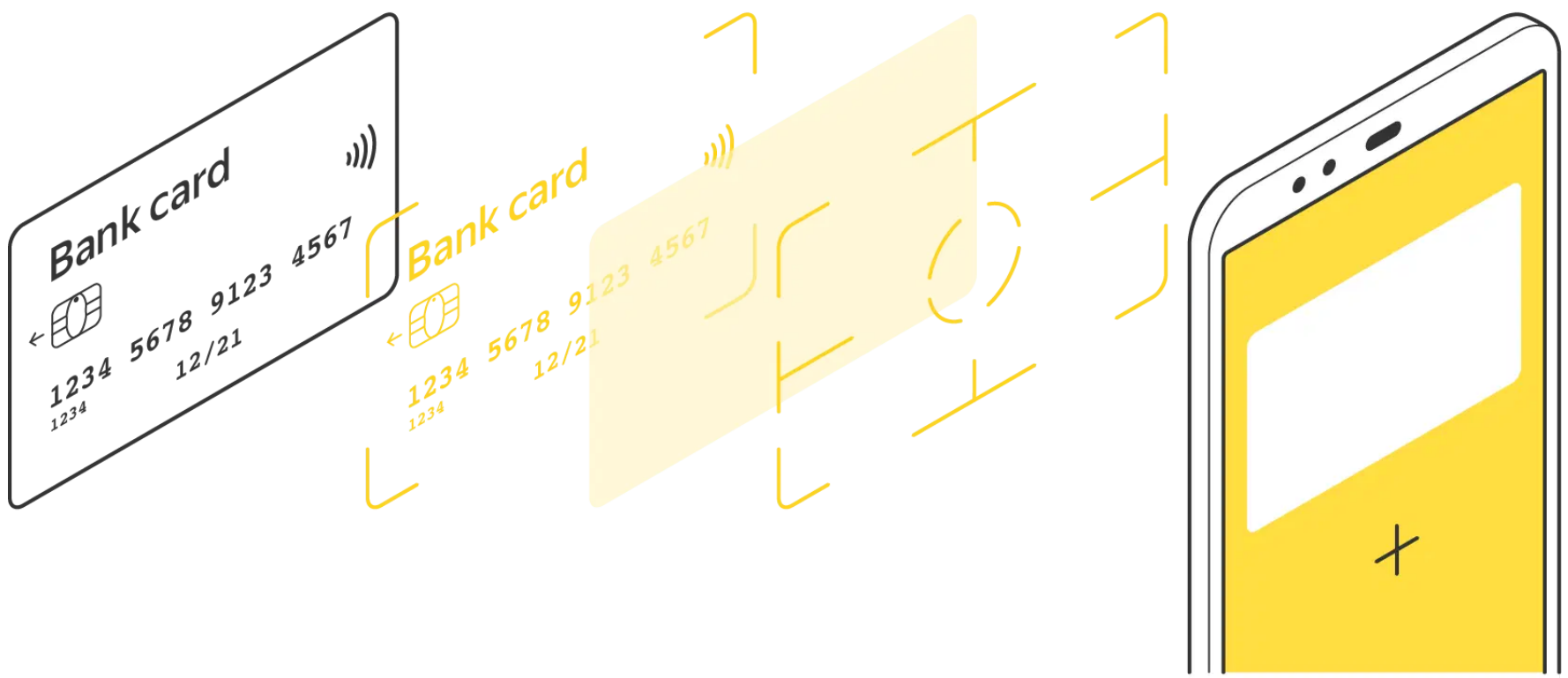
Mobile Data

Location

Contacts

Background App Refresh

Camera



Why it's necessary

If you want to pay for rides with your bank card, you can link it to your account in the app. We give you the option to scan the card number with your phone's camera instead of typing it in manually. The app doesn't store these images.

If you don't want to grant this permission, simply enter your card details by hand.

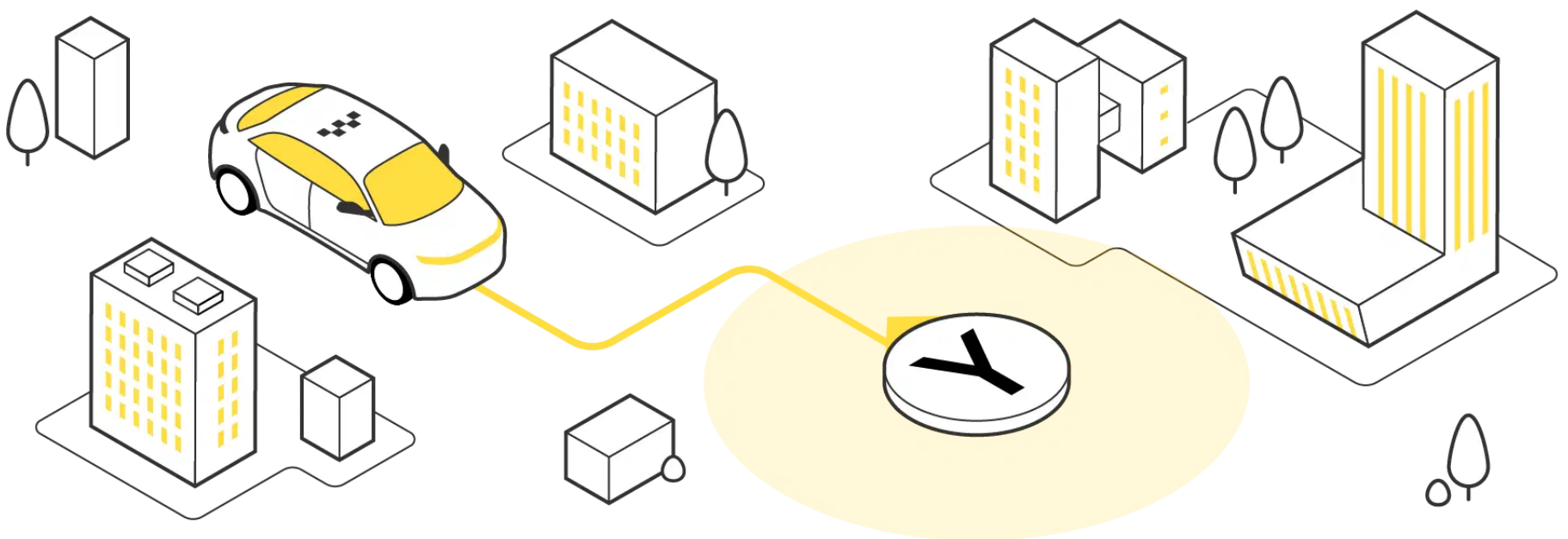
How to turn it off

You can disable the app's camera access in your device settings:

Settings → Yango → Camera

Settings → Privacy → Camera → Yango

Location



Why it's necessary

The app automatically determines your current location to find a proper pickup point. This information can come from GPS, known Wi-Fi networks, or both.

If you deny location permission, you can manually enter your pickup address to order a car.

How to turn it off

You can disable location services for the app in your device settings:

Settings → Yango → Location

Settings → Privacy → Location services → Yango

Microphone



Why it's necessary

In some countries where our service operates, riders can enter a destination or text chat with a driver via voice dictation. This feature may be available in other countries soon.

If you don't grant this permission, you can type your destination address and text chat with a driver normally.

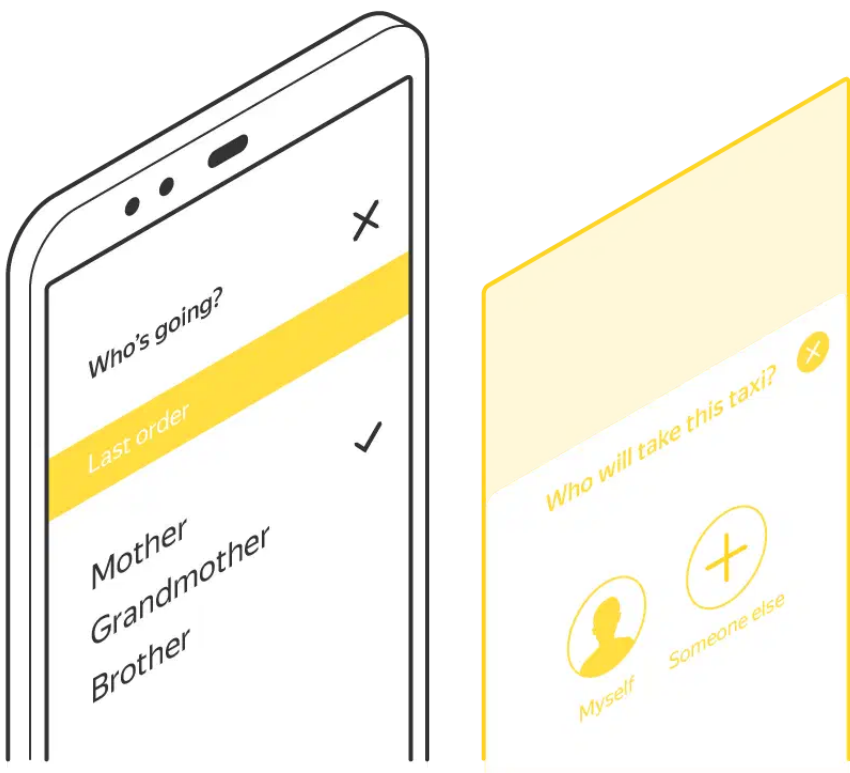
How to turn it off

You can disable the app's microphone access in your device settings:

Settings → Yango → Microphone

Settings → Privacy → Microphone → Yango

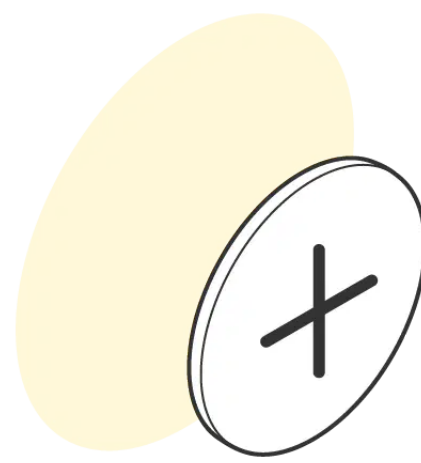
Contacts



Why it's necessary

In some countries where our service operates, users can order a taxi for other people besides themselves. In this case, the app asks for permission to access your contacts in order to more easily send ride information to a passenger in your contact list. This feature may be available in other countries soon.

If you decide not to use this permission, you can still enter the passenger's contact information manually.



How to turn it off

You can disable the app's access to your contacts in your device settings:

Settings → Yango → Contacts

Settings → Privacy → Contacts → Yango

Mobile Data

Why it's necessary

The app needs access to mobile internet data to operate. If you opt out of this, you can still order a ride via Wi-Fi.

How to turn it off

You can disable the app's access to mobile data in your device settings:

Settings → Yango → Mobile Data

Settings → Mobile Data → Yango

Background App Refresh

Why it's necessary

If you minimize the app and leave it running in the background, it will keep the following information updated:

- order status details
- your location if you have an active order and switched “live location” on a screen. “Live location” is a feature of our app that lets you show drivers your exact location as they approach a pickup point. It helps them find you more easily in busy areas or if you move away from a previously designated pickup point.
- promotional banners offering special deals
- your device's geographical location, so the app can tell users if the service is available in their area or not.

The app doesn't use camera or microphone permissions when it's running in the background.

How to turn it off

You can disable background app refresh for the app in your device settings:

Settings → Yango → Background App Refresh

Settings → General → Background App Refresh → Yango

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