

PRIVACY POLICY

Scope: This policy applies to users of the Company's services in the Territory of its apps, websites, features, or other services.

Summary: This policy describes the collection process and use/s of your personal information by the Company to provide our services. This policy applies to all users of our apps, websites, features, or other services. This policy specifically applies to:

- **Riders:** users who request or receive transportation services
- **Drivers:** users who provide transportation services
- **Users:** people who provide information to us about an application to use our services, or whose information we otherwise receive relating to our services (this includes Riders and Drivers).

1. Definitions:

- **Territory:** Trinidad and Tobago
- **App/s:** the provision of the mobile applications, websites, content, product, and related services (each, an "App" or "Apps" as the context applies), that facilitate users to arrange and schedule transportation, delivery, and logistics services ("Transport Services") including the purchase of services from third party providers under agreement with Company ("Third Party Providers").

2. Data Controller

For Users in the Territory, TT RideShare is the data controller. Questions, comments, and complaints about the Company's data practices can be submitted to support@ttrideshare.com. We process personal information inside and outside of the Territory, in accordance with applicable laws.

3. What type of Information is collected? The following information is collected by or on behalf of the Company:

3.1 Information you provide: This may include:

- 3.1.1 User Account:** Account information when you create or update your account, e.g., your name, email, phone number, login name and password, address, payment, or banking information (including related payment verification information), government identification numbers, birth date, photo, and signature. This may also include vehicle-related or insurance information of drivers. This may also include the preferences and settings you enable for your account.
- 3.1.2 Background check information:** If you sign up to use our services, e.g., as a Driver, background check information. This may include your driver's history or criminal record (where the law permits). This information may be collected by a third party on our behalf.
- 3.1.3 Demographic data:** demographic information through user surveys and other means.
- 3.1.4 User Data:** Information you submit when you contact our customer support, provide ratings, or feedback for other users, or otherwise contact us.
- 3.1.5 Address book or calendar:** If you permit the App to access the contacts in your device, we may collect names and contact information from your contacts for advertising purposes. If you allow our App to access the calendar on your device, we collect calendar information such as event title and description, response (Yes, No, Maybe), date and time, location, and number of attendees.

3.2 Information Related to the use of our services: This may include:

- 3.2.1 Location:** Based on the services that you use and your App settings or device permissions, we may collect as accurate location information as possible via data such as GPS, IP address, and Wi-Fi. As a driver, we collect data when the App runs in your device's foreground (App open and on-screen) or background (App open but not on-screen). If you are a rider, we may collect location information when the App runs in the foreground. Riders and delivery recipients may only use the App if enabling the Company to collect their location information. However, this may affect the functionality available on your App. For example, if you do not enable the Company to collect your location information, you must manually enter your pickup address. In addition, location information will be collected from the driver during your trip, even if you still need to enable the Company to collect your location information.
- 3.2.2 Transaction Information:** Transaction details related to your use of our services, e.g., order details, delivery information, date, and time the service was provided, amount charged, distance traveled, and payment method. Use of your promotion code by a third party may be associated with you.

- 3.2.3 **Usage information:** Access dates and times, App features or pages viewed, App crashes and other system activity, type of browser, and third-party sites or service you were using before interacting with our services. In some cases, we collect this information through cookies, pixel tags, and similar technologies that create and maintain unique identifiers.
- 3.2.4 **Device Information:** device related information e.g., the hardware models, device IP address, operating systems and versions, software, file names and versions, preferred languages, unique device identifiers, advertising identifiers, serial numbers, device motion information, and mobile network information from the device you use to access our services.
- 3.2.5 **Communications data:** Where we enable users to communicate with each other and with us via the Apps, websites, and other services, we receive some information regarding calls or texts, including the date and time of the call/text, and the content of the communications. This information may be used for customer support services (including dispute resolution), for safety & security purposes, and to analyze and improve our APP and Services.

3.3 **Information from other sources:** These may include:

- 3.3.1 User Ratings and Feedback
- 3.3.2 Users providing your information in connection with referrals or Promos
- 3.3.3 Users requesting services for or on your behalf.
- 3.3.4 Users or others providing information in connection with claims or disputes.
- 3.3.5 Business partners through which you create or access your account, e.g., payment providers, social media services, etc.).
- 3.3.6 Insurance providers for drivers
- 3.3.7 Financial services providers for drivers
- 3.3.8 Partner transportation companies for drivers who use our services through an account associated with such a company).
- 3.3.9 Sources in the public domain
- 3.3.10 Marketing service providers.

4. **How We Use Your Information**

We may compile the information collected from these sources with other information in our custody. We do not sell, disclose or share your personal information with third parties for third-party direct marketing purposes. We collect information for the following purposes:

- 4.1 **Providing services and feature:** To customize, maintain and improve our products and services as it relates to your Account creation and updating, identity verification, enabling transport services, automated processing for calculating Charges, processing, or enabling payment, tracking your ride, enabling feedback information to other users, troubleshooting software bugs, analyzing trends, etc.
- 4.2 **Safety and security:** To maintain the safety, security, and integrity of our services and users, e.g., speed of drivers during provision of services, and driver background checks.
- 4.3 **Customer support:** To investigate and resolve complaints and disputes and improve customer support responses
- 4.4 **Research and development:** To test research, analyze, and drive product development (e.g., better payment platforms, improved and user-friendly Account and APP features)
- 4.5 **User-to-User Communications:** To allow a rider and driver to communicate.
- 4.6 **Company-to-User Communications:** To provide information and updates on services, promos, events, etc.
- 4.7 **Legal/Litigation:** To investigate or address claims or disputes relating to your use of Services or give data as required by law.

5. **Cookies and Third-Party Technologies**

Cookies are small text files stored on your browser or device by websites, apps, online media, and advertisements. We use cookies and similar technologies to authenticate users, remember user preferences and settings, ascertain content appeal, analyze marketing effectiveness, and assess site traffic, trends, and online behaviors and users' interests. This analysis may be done by third parties on our behalf.

6. **Information Sharing and Disclosure**

We may share information with other users as required by the APP to provide services, or at your request or for legal purposes, as follows:

- 6.1 **With other users:** e.g., rider's name to driver, driver's image, name and contact data to rider, driver rating or rider dating

- 6.2 **At your request:** e.g., your ETA and location with a friend of a rider, at rider's request
- 6.3 **Public Domain:** e.g., on our website, blogs, or social media where a user gives feedback through these channels
- 6.4 **With service providers and business partners:** e.g., payment processors and facilitators, background checks, cloud storage providers, data analytics, legal, marketing & accounting service providers, insurers, etc.
- 6.5 **For legal/litigation reasons.** Where it is required to be shared by law or necessary for the Company in any litigation matter to resolve a dispute or a claim.
- 6.6 **With your consent:** We may share your information other than as described in this policy if we notify you and you consent to sharing the information.

7. Data Retention

User Account and other data is retained for your active accounts. Some information is retained for statutory periods (7 years) for tax purposes and may thereafter be archived in cloud data or deleted. If you terminate consent to the collection or use of personal information for optional features e.g., calendar or address book, we delete such personal information. Users may request deletion of their accounts at any time. Upon such a request, we delete any non-essential information and maintain only what is required by law or necessary (e.g., for litigation purposes). If an outstanding dispute or claim exists relating to your Account e.g., unpaid claim for repairs, the information will not be deleted until the dispute/claim is resolved.

8. Choice and Transparency

The App provides features allowing you to see and control information collected through in-app privacy settings, device permissions, in-app rating pages, and marketing opt-outs. You can also request the correction of your data from us.

8.1 Device Permissions:

Most mobile platforms have defined certain types of device data that apps cannot access without your consent. And these platforms have different permission systems for obtaining your consent. The iOS platform will alert you the first time the App wants permission to access certain data types and will let you consent (or not consent) to that request. Android devices will notify you of the permissions that the App seeks before you first use the app, and your use of the App constitutes your consent.

8.2 Ratings

After every trip, drivers can rate riders and give feedback on the trip experience to ensure rider accountability.

8.3 Correction

You may request to receive a copy of the information the Company has compiled about you or the reason for collecting a piece of information or to correct any inaccuracies (upon presentation of proof of correct data) that Company has stored. You can edit your Account profile. Request to correct data can be made to <https://www.ttrideshare.com/privacy>

8.4 **Marketing Opt-Outs.** You may opt out of receiving promotional emails at <https://www.ttrideshare.com/privacy> and from receiving emails and other messages by following the instructions. If you opt-out, we may still send you non-promotional messages, such as receipts for your rides or information about your account.

9. CONTACT INFORMATION

We welcome your comments regarding this privacy statement at the contact address given in the App. Should there be any concerns about contravention of this Privacy Policy, we will employ all commercially reasonable efforts to address the same. We may change the terms in this Policy at any time. Should you have concerns regarding this Policy or the Services we offer, please write to us.

IN WITNESS WHEREOF, all users or visitors of the App agree that they have read the terms mentioned in this Privacy Policy and agree to be bound by them for as long as they continue to either use the App or avail Services of the Company.

10. PERMISSIONS

We are using the following permission set for only input purposes. These permissions are not used to store any personal information from the user.

android.permission.CAMERA

android.permission.READ_PHONE_STATE

android.permission.GET_ACCOUNTS,

android.permission.READ_CONTACTS

Above authorizations are utilized distinctly to catch data from the camera, perused telephone state, and read contact for perusing contact subtleties for a crisis call. Information of clients taken under authorization is appropriately secure and under the law of Google consent.

Location Permission Declaration:

ACCESS_FINE_LOCATION

ACCESS_COARSE_LOCATION

ACCESS_BACKGROUND_LOCATION

ACCESS_FINE_LOCATION & ACCESS_COARSE_LOCATION

The above permission is used for access location after allowing the user to deliver the product to the customer's door accurately. Location service is used under the privacy policy of Google Play Developer Program Policies. We don't share any location data or customer information for additional resources. we ensure the customer that safe and accurate delivery with privacy taken under an authorization is appropriately secure and under the law of Google consent.

ACCESS_BACKGROUND_LOCATION

Above the location background, permission is used for Delivery/service (for example, food, package) tracking on the user side. Location service is used under the privacy policy of Google Play Developer Program Policies. We don't share any location data or customer information, for any additional resources taken under authorization is appropriately secure and under the law of google consents.