

## - **Information You Provide**

**Account Registration.** When you create an account with Liftsearch, we collect the information you provide us, such as your name, email address, phone number, birth date, and payment information. You may choose to share additional info with us for your Rider profile, like your photo or saved addresses (e.g., home or work), and set up other preferences.

Users can always refuse to supply any personal information. However, if a user selects not to supply certain personal information during the process of registering with Liftsearch, such election not to provide such personal information may preclude a user from successfully registering as a user, which would preclude the user from using many of the Services that are reserved for and made available only to registered users.

The information which you provide to us voluntarily will not be shared or distributed to outside entities without your written permission.

Users are cautioned that the collection of personal information requested from or volunteered by children on-line or by email will be treated the same as information given by an adult and may be subject to public access.

## - **Information collected automatically**

Each of your visits to our Platforms, we may collect, in accordance with applicable laws and where required with your consent, information relating to the devices you use and the networks you are connected to when using our services. This may include the following information: your IP address, log-in information, browser type and version, browser plug-in types and versions, operating system and platform, advertising identifier, information about your visit including the URL clickstream to, through and from our Platforms, products you viewed or searched for, download errors, length of visits to certain pages, page interaction and any phone number used to call our customer service number. We collect this information through the use of various technologies including cookies (for further information please refer to our Cookie Policy).

We also collect aggregated information regarding your activity on our Platform (such as the amount of rides offered, your message response rate, etc.).

## - **Data retention**

*Your Personal Data will be stored for the duration of your relationship with us and then put beyond use: 5 years after your last use of our Platform, if you did not close your account 1 year after the closing of your account, except if you received a negative rating or report, in which case your Personal Data is stored for either:*

- a 2-year period following the latest negative rating or report, or

- 1 year after the closing of your account, whichever is longer.

The following categories of Personal Data may be stored for different durations:

Financial data (e.g., payments, reimbursements, etc.) is stored for the duration required by applicable tax and accounting laws.

All user-generated content (e.g. comments and ratings) is anonymized but remains available on our Platforms.

In the event that your account is suspended or blocked, we will keep your data for a period of between 2 and 10 years in order to prevent you from circumventing the rules applying to our Platforms.

#### - **Who receives the data collected from you?**

When you use our services, some information about you is shared with the members of our communities, either on your public profile or during the booking process (e.g. we give your telephone number to the members with whom you will share a ride).

We may receive and send information about you, including your Personal Data, if you use any of the platforms we operate or from other Liftsearch entities and affiliates, for the purposes outlined in this Privacy Notice.

***We are also working closely with third parties which may be the recipients of your Personal Data such as:***

- (i) Our business partners who are social media platforms and which may provide you with connecting services, such as the connection of the information of your profile, from their social media platforms to our Platforms.
- (ii) Our business partners who may advertise their services on our Platforms and to which you may decide to sign up for: these services may be any service related to our services such as insurance services, banking services, rental services, etc.
- (iii) Our business partners who may advertise our services on their websites.
- (iv) Our sub-contractors in technical, payment, identity verification and delivery services, analytics providers or credit reference agencies.

***We only share your Personal Data with any of these third parties in the following cases:***

- (i) Where it is necessary to involve a third party service provider, for the performance of any contract we enter into with you in order to facilitate or extend our services (e.g. if we charge you any fees or collect any money from you in relation to any services on the Platforms)
- (ii) As part of the booking process and in order to provide the requested services, information such as your name, photography, mobile phone number and/or email

address, may be displayed on the Platforms and/or passed on to a passenger (if you are a driver) or a driver (if you are a passenger)

- (iii) As part of our rating system, the reviews you write will be published on the Platforms. The reviews including your abbreviated name and photography are visible to all visitors of the Platforms
- (iv) We use analytics and search engine providers to assist us in the improvement and optimisation of our Platforms
- (v) It is explicitly requested by you (e.g. with when using social media authentication methods)
- (vi) We may distribute parts of our Platforms (including the trips you have posted) for display on our business partners' websites through API or widgets. In these cases, some information from your public profile may be displayed on these websites
- (vii) Liftsearch may also disclose your information if required to do so by law or in a good faith belief that such access, preservation or disclosure is reasonably necessary to
  - (i) respond to claims asserted against Liftsearch,
    - a. to comply with legal proceedings,
    - b. to enforce any agreement with our users such as our Terms and Conditions and our Privacy Notice,
    - c. in the event of an emergency involving the danger of public health, death or physical injury to a person
    - d. in the framework of investigation or
    - e. to protect the rights, property or personal safety of Liftsearch, its members or others
- (viii) In the event that we sell or buy any business or assets, in which case we may disclose your Personal Data to the prospective seller or buyer of such business or assets
- (ix) If Liftsearch or all or part of its assets are acquired by a third party, in which case Personal Data held by it about its members will be one of the transferred assets

In accordance with applicable laws and where required with your consent, we may combine information about you, including your Personal Data and cookie information, we send to and receive from our business partners. We may use this information and the combined information for the purposes set out above

We draw your attention on the fact that if you decide to share your information, including Personal Data, with us through our business partners' connecting services, any of our business partners' privacy policies and/or notices may also be applicable to you, in addition to this Privacy Policy. We do not control the collection and/or the processing of your information eventually made by our business partners on their own platforms.

#### - **How do we use and moderate your messages?**

We may review, scan, or analyse the messages you exchange with other members of our community through our Platforms for fraud prevention, service improvement, customer support purposes, enforcement of the contracts entered into with our members (such as our Terms and Conditions). For example, to prevent the circumventing of our online

booking system, we may scan and analyse messages sent through our Platforms to check that they do not include any contact details or references to other websites.

We will never scan or analyse your messages with other members of our community for commercial and advertising purposes. We may use automated methods to carry out the moderation of these messages.

***What are your rights in respect of your personal data?***

Where permitted by law, you may have the right to obtain a copy of Personal Data that we hold about you. Before responding to your request, we may ask you to verify your identity and provide further details so we can better respond to your request. We will endeavour to respond within an appropriate timeframe and, in any event, within any timeframe required by law. If you want to exercise this right, please contact us.

As a member of our Platforms, you can access the Personal Data we hold about you via your account to correct, amend, or delete information that is inaccurate. You may also update or delete your Personal Data by contacting us, using the contact details provided below. You can also close your account online at any time and have the right to object to the processing of your Personal Data.

Please note that in some cases we may retain certain information about you as required by law, or for legitimate purposes. For instance, if we believe you have committed fraud or violated our Terms and Conditions, we may want to keep some of your information to avoid that you circumvent the rules applicable to our Platforms.

You also have the right to make a complaint to the relevant data protection supervisory authority or to seek a remedy through the courts if you believe that your rights have been breached

- **Your acceptance of these terms**

By using our Site, you signify your acceptance of this Privacy Policy, which is incorporated into and a part of our Terms of Service. If you do not agree to this Privacy Policy, please do not use our Site or the Services. Your continued use of the Site or the Services following the posting of any changes to this Privacy Policy will be deemed your acceptance of those changes.

- **Cookies & similar technologies**

To find out more, please see our Cookies Policy.

- **Confidentiality of your password**

Where you have chosen a password which enables you to access certain parts of our Platforms, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

- **Links to other websites and social media**

Our Platforms may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy practices and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any Personal Data to these websites.

- **Changes to our Privacy Policy**

Any changes we may make to our Privacy Notice in the future will be posted on this page. Where appropriate, we will notify you or seek your consent. Please check back frequently to see any updates or changes to our Privacy Notice.

## Contact

If at any time you would like to contact us with your views about our privacy practices, or with any enquiry relating to your Personal Data, you can do so by way of our contact page or by sending a letter to the address mentioned at the beginning of this document.