

PREMIER SOLUTIONS LIMITED (OPERATORS OF PC) APP PRIVACY POLICY

Last updated [day, month, year]

Premier Solutions Limited - PSL (“we” or “us” or “our”) operators of Premier Chauffeur (PC) Services respects the privacy of our users (“user” or “you”). This Privacy Policy elucidates the means by which we collect, use, disclose, and safeguard your information when you visit our Premier Chauffeur Application (the “App”). Please read this Privacy Policy carefully. **DO NOT ACCESS THE APP IF YOU DO NOT AGREE WITH THE TERMS OF THIS PRIVACY POLICY.**

We have the right to make changes to this Privacy Policy at any time and for any reason. You will be informed about any changes by updating the “Last updated” date of this Privacy Policy. Review this Privacy Policy periodically to be informed of any updates. You will be deemed to have been made aware of, will be subject to, and be deemed to have agreed and accepted the changes in any revised Privacy Policy by your continued use of the App after the date any such revised Privacy Policy is made and posted.

This Privacy Policy does not apply to the third-party online/mobile store or any device from which you install the Application or make payments. Data collection by such third parties will not be our responsibility. This applies to all users of our apps, websites, features including but not limited to clients, chauffeurs. Our practices and actions are subject to all the laws of Ghana where we operate including the Data Protection Act, 2012, ACT 843.

INFORMATION COLLECTION, ITS USE AND LEGAL BASIS

We reserve the right to collect information about you to provide you access to the App which may be done in several ways. Every information shall be stored by us within the requirements of the Data Protection Act, 2012. Such information may include but not limited to:

Personal information which includes names, address, emails, profile picture, phone number, login name and password, payment or card information (i.e related payment verification information), other legal identification documents (that may show birth date, gender etc), your vehicle, roadworthy and insurance details, emergency contact details, location, using of the app, and device data and information from other sources, such as other users or account owners. This information is provided by users/clients during account creation at the time of requesting for our services. Clients who choose to share their information via their profile or other social media handles as well as the interactive areas of the App, will disclose all such information in these areas deemed to be public.

This will be accessible to anyone who accesses the App. We may use the photos submitted by you to verify their identities via the appropriate technology.

Derivative Information: This is information our servers will automatically collect once you access the App which may include your native actions that are integral to the App.

Demographic information: These information are given voluntarily to us by clients and also through surveys.

Customer support information: Client's information may be collected when they contact our customer support unit. This may include feedback, photographs or other recordings collected by clients submitted by them in connection with customer support.

Geo-location Information: Request access or permission to track location-based information from your device while using the App, to provide location-based services. You can change our access or permissions in your device settings. Information about clients' location may be collected for safety purposes as well as to prevent and detect fraudulent accounts, verify the identities of persons in connection with payments made, receipt generation, customer support, etc. This information may also be collected from clients' devices where permitted at the beginning of the trip to the end. Location information collected shall be linked from a chauffeur during a trip to the client's account, including where the client has not enabled location data to be collected from their device.

Transaction information: We collect information related to the use of our services provided, payment transaction information (including momo details, card details and amount of transaction), date and time the service was provided, amount charged, distance traveled, and payment method. We store only very limited, if any, financial information that we collect.

Device and Usage Information: Information about how users interact with our services are collected by us. This includes access dates, times, app features or pages viewed, and other system activity, and type of browser. We may also collect information regarding the third-party sites or services used before interacting with our services, which we use for marketing. There are instances where this information may be collected through cookies, pixels, tags, and similar tracking technologies that create and maintain unique identifiers. Information regarding devices used to access our services, including the hardware models, device IP address or other unique device identifiers, operating systems and versions, software, preferred languages, advertising identifiers, device motion data, and mobile network data.

Communications information: Clients may communicate with each other and PC through PC's mobile apps and websites. Chauffeurs and riders may call, text each other without disclosing their telephone numbers to each other. To be able to do this, PC receives some information regarding the calls, texts, or other communications, including the date and time of the communications and the content of the communications. This

information may be used for customer support services, for safety and security reasons, to improve our services and for analytics.

Other sources: PC account holders who request services for or on behalf of other users, or who enable such users to request or receive services through their accounts, users or others providing information in connection with claims or disputes, public source and law enforcement officials.

PC accesses and processes your personal information on legal basis which includes enabling us to perform our contractual obligations towards you and provide reliable services, ensure and enhance the safety and security of our riders, for customer support, *for effective communication between PC and its clients. We will under no circumstance* sell or share user personal information with third parties for their direct marketing, except with clients' consent as permitted by law. The client has an opportunity to withdraw consent by informing PC of same.

Disputes: In addressing disputes that may arise from the use of PC's App, personal information may be used within the requirements of the applicable law.

COOKIES

PC uses cookies on its app, websites, emails, and online ads for purposes described. Cookies are small text files that are stored on browsers or devices by websites, apps, online media, and advertisements. We may also allow others to provide audience measurement and analytics services for us, to serve advertisements on our behalf across the Internet, and to track and report on the performance of those advertisements. These entities may use cookies, web beacons, , and other technologies to identify the devices used by visitors to our websites, as well as when they visit other online sites and services.

PC uses cookies and similar technologies for purposes such as:

- authenticating users
- remembering user preferences and settings
- determining the popularity of content
- delivering and measuring the effectiveness of advertising campaigns
- analyzing site traffic and trends, and generally understanding the online behaviors and interests of people who interact with our services

DISCLOSURE OF YOUR INFORMATION

We may share information we have collected about you in certain situations. There may be situations where personal information is processed automatically without access to it by our employees. Your Personal information shall be accessed only by those employees or professionals who require using this information where necessary. These employees and professionals shall comply with PC's internal rules to protect clients personal

information and ensure its confidentiality. They are also required to follow all technical and organisational security measures protecting your personal information.

Your information may be disclosed as follows:

By Law or to Protect Rights: we may release information about you where necessary for legal processes, investigate and remedy potential violations of our policies, or to protect the rights, property, and safety of others. This may be done as permitted by law. This will include exchanging information with other entities for fraud protection and credit risk reduction.

Third-Party Service Advertisers, Providers and Partners: Your information may be shared with advertising companies to serve ads when you access/visit the app, service providers that perform services for us or on our behalf. We may also share your information with our business partners to offer you certain products, services or promotions, surveys, contests and giveaways.

Interactions with other clients or third parties: If you interact with other clients of the Application or third parties via any mode, those users may see your name, profile photo, and descriptions of your activity, including sending invitations to other users, chatting with other users, and liking posts. We shall not be responsible for the actions of third parties with whom you share personal or sensitive data, and we have no authority to manage or control third-party solicitations. The App may contain links to third-party websites and applications of interest, including advertisements and external services, that are not affiliated with us. Once you have used these links to leave the App, any information you provide to these third parties is not covered by this Privacy Policy, and we cannot guarantee the safety and privacy of your information. We are not responsible for the content or privacy and security practices and policies of any third parties, including other sites, services or applications that may be linked to or from the App.

PERIOD FOR STORING YOUR INFORMATION

Your Personal information collected will be kept by PC for as long as it is necessary within the law. You may at any time review or change the information in your account, have the right to terminate your account and delete your personal information from our database or contact us to remove your details from our database. Some information may be retained in our files to prevent fraud, troubleshoot problems, or assist with any investigations.

MINORS

We do not knowingly solicit information from or market to minors. If you become aware of any information we have collected from any minor, please contact us using the contact information provided below.

SECURITY OF YOUR INFORMATION

We take all the necessary security measures to help protect your personal information. While we have taken reasonable steps to secure the personal information you provide to us, please note that despite our efforts, no security measures are perfect or impenetrable,

and no method of data transmission can be guaranteed against any interception or other type of misuse. Any information disclosed online is vulnerable to interception and misuse by unauthorized parties. We will try our utmost to protect your data and want you to note the reality that we cannot guarantee complete security if you provide personal information.

COMMUNICATION

If you no longer wish to receive correspondence, emails, or other communications from us, you may opt-out. If you no longer wish to receive correspondence, emails, or other communications from third parties, you are responsible for contacting the third party directly.

CONTACT US

Please contact us on any issue with respect to our Privacy Policy at:

PREMIER CHAUFFEUR

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