

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 chauffeurs (“chauffeur” 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 other 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: This information is provided by the independent chauffeurs of PC during account creation, created during use of our services. This may include names, address, emails, profile picture, phone number, login name and password, bank, or momo information (i.e related payment verification information), driver’s license and other legal identification documents (that may show birth date, gender etc), emergency contact details, location, using of the app, and device data and information from other sources, such as other users or account owners. Chauffeurs 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 may be accessible to anyone who accesses the App. We may use the photos submitted by you to verify your identities via the appropriate technology. Chauffeur’s personal information is disclosed to clients, whose order has been accepted by us. Passengers will see the chauffeur's name, phone number, photo and geolocation information in the App and on the receipt. We reserve the right to undertake background checks and identity verification of chauffeurs. This information may include criminal records of drivers (as permitted by law), other known names, proof of fitness and addresses. PC may authorize other entities to collect this information on its behalf within the law.

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 chauffeurs and through surveys.

Chauffeur Information: This information may be collected when chauffeurs contact our customer support unit. This may include feedback, photographs or other recordings collected and submitted by in connection for investigations and support.

Geo-Location Information: Request to access or permission to track location-based information from your device while using the App, to provide location-based services. Information about both clients and chauffeur's location may be collected for safety purposes as well as to prevent and detect fraudulent accounts, verify the identities of persons in connection with receipt generation, customer support etc. This information may also be collected from clients' devices at the beginning of the trip to the end. A location information collected shall be linked from a chauffeur during a trip to the client's account, including where the chauffeur has not enabled location data to be collected from their device. PC takes the safety and security of its chauffeurs seriously. We encourage feedback, incidents reported.

Device and Usage Information: Information about how chauffeurs 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: 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.

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 chauffeurs, for customer support, *for effective communication between PC and it's chauffeurs.* We will under no circumstance sell or share your personal information with third parties for their direct marketing, except with clients' consent as permitted by 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.

Marketing: With your consent, or with an opportunity for you to withdraw consent, we may share your information with third parties for marketing purposes, as permitted by law.

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.

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 users or third parties: If you interact with other users of the App or third parties via any mode, those users may see your name, profile photo, and descriptions of your activity, including sending invitations to other chauffeurs, 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, and 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 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

[P. O. Box CS 8091, Tema]

[0246900037]

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