**Grand Valley Bandwagon Privacy Policy**

**Last Updated March 10, 2017**

**1. Scope of this Privacy Policy**

Grand Valley Bandwagon (“Grand Valley Bandwagon”, “GVB”, “we”, “our”, and/or “us) values the privacy of individuals who use our application and related services. This privacy policy explains how we collect use and share information from GVB (“Users”), comprised of both GVB riders (“Riders”) and GVB drivers (“Drivers”). Beyond the Privacy Policy policy, your use of GVB services are also subject to our Terms of Service.

**2. Information We Collect**

**A. Information You Provide to Us**

**Registration Information:** When you sign up for a GVB account, you give us your name, Grand Valley State University affiliated email address, and phone number. If you decide to use Venmo as your payment method we will collect your Venmo username so that riders can pay the drivers.

**Communications:** If you contact us directly, or provide feedback of our Services, we mamy receive additional information about you. This could include receiving your name, email address, phone number, the contents of a message or attachment you may send to us, and other information you choose to provide.

**B. Information We Collect When You Use the Grand Valley Bandwagon App**

**Location Information:** Grand Valley Bandwagon connects riders to drivers. To do this, we need to know where you are. When you open the GVB app and while the app is running in the background we will collect the precise location of your device. Your location information is necessary for things like matching Riders with nearby Drivers, determining drop off and pick up locations, and suggesting destinations based on previous trips. We will broadcast your location to other riders and drivers for the purpose of connecting you to nearby riders and drivers.

**Usage information:** To help us better understand how the GVB app is being used and to help us improve it, we automatically receive information about your interactions with the GVB system. This can include but is not limited to the rides you give to a rider or the rides you take from a driver, and the dates and times of the rides.

**User Feedback:** GVB wants to ensure that all Users are always having a great experience using our app. Riders and Drivers may rate and review each other at the end of every ride. We receive information about ratings and reviews and we share that information with other Riders and Drivers.

**3. How We Share the Information We Collect**

**Sharing Between Users**

**Sharing between Riders and Drivers:** Riders and Drivers that have been matched for a rider are able to see basic information about each other, such as names, photos, phone numbers, ratings, and any other information we have collected. Drivers see the pick-up location that the Rider has provided. Riders see a Driver’s vehicle information and real-time location as the Driver approaches the pick-up location. Riders’ ratings of Drivers are shared with Drivers on a weekly basis. We de-identify the ratings and feedback, but we can’t rule out that a driver may be able to identify the Rider that provided the rating or feedback.

**Other Sharing:** We may share your information with third parties in the following cases:

* If a government authority requests information and we think disclosure is required or appropriate in order to comply with laws, regulations, or a legal process.
* With law enforcement officials, government authorities, or third parties if we think doing so is necessary to protect the rights, property, or safety of the GVB community, or the public.
* To comply with a legal requirement or process, including but not limited to, civil and criminal subpoenas, court orders or other compulsory disclosures.
* Whenever you consent to the sharing.

**4. Editing and Accessing Your Information**

You can review and edit certain account information by logging into your account settings and profile. If you would like to terminate your GVB account, please contact us through the Help page. Even after termination of your account we will retain certain data about you including but not limited to name, phone number, ratings, and rides given.

**5. Other**

**Data Security:** We are committed to protecting the data of GVB users. Even though we take reasonable precautions to protect your data, no security measures can be completely secure, and we do not guarantee the security of your data.

**Changes to Our Privacy Policy:** We may make changes o this Privacy Policy from time to time. If we make any material changes, we will let you know through the GVB app. By using our system you are acknowledging that you have read and accept this Privacy Policy.

**Contact Information:** Feel free to contact us any time through our help center with any questions or comments about this Privacy Policy, or anything else relating to data we collect.