

Privacy Policy for Users/Customers

Bouk LLC (Company Registration Number EIN 88-0635653) situated at 118 Carlsbad CT, West Columbia, South Carolina, United States of America, is the controller of personal data of Customers.

The terms “Our”, “Us” or “We” contained herein, are words that are collectively referred to as “**Bouk LLC**”, a limited liability company incorporated & registered under the laws of The United States of America, which is highly devoted to protecting your privacy.

In striving to be a Bouk Customer/User, your access to, and use of our services are subject to our [Terms and Conditions](#) (T&C) which clearly define some of the terms used in every part of this Policy. You are enjoined to make sure that you have meticulously read and understand the Terms and Conditions before you make use of our services. By making use of our services, you accept the T&C, and accept our privacy practices outlined in this Policy. If you are not confident or feel unsettled with any part of this Policy or our T&C, you are at liberty to refrain from using or accessing our services.

Bouk uses wide range of network of independent third-party contractors (herein referred to as “Boukers”) who provide delivery services to our Users and Merchants. Boukers should refer to the **Bouker Privacy Policy** for information on how Bouk collects and uses Boukers’ Personal Information.

Your access to and use of our services if you are a Bouk Merchant are dependent on the Merchant Terms of Service or other master services agreement executed between you and Bouk.

Bouk services may change from time to time. As a result, we reserve the sole and absolute right to change, revise, or update this Policy at any time and without notice. If we make any material changes to the way we process your Personal Information, we will put you on notice before such changes are effective. If you object to any changes, you must halt using our Services. We urge you to review this Policy recurrently. This Policy became effective on the date you accept it. Continued use of our services following any changes or updates to this Policy signifies your acceptance of the amended Policy's contents.

1. Collection of personal Data

- Bouk and Bouk’s partners collect and process personal data for the purpose of connecting customers with merchants and carriers (boukers) to help them move around cities to make delivery pick-ups or drop-off more efficient and swifter.
- To facilitate efficient delivery pick-up and drop-off, the Bouk application (App) provides Geo-location data and the phone number(s) of customers to drivers. When the Bouk app is activated, geo-location data is collected. After quitting or exiting the Bouk app, the collection of Geo-location data comes to an end.

- Bouk and its partners use contact details to notify customers or merchants of updates to the Bouk app.
- Bouk and its partners may use Geo-location data to resolve quality issues related to delivery pick-up and drop-off services.
- We collect data on drivers (boukers) routes and customers location in order to critically analyze geographic coverage and make recommendations to drivers (boukers) about the most viable routes.
- We obtain payment details to process customers' payment on behalf of the delivery pick-up and drop-off services.
- Users/Customers names, phone numbers, e-mail, and any other information that Users/Customers voluntarily provide to us will be used to communicate with the Users/Customers and for other purposes related with the usage of Bouk app and its related services.
- In connection with participation in our Referral Program, Bouk Users may not distribute, publish, or send any misleading, false, or deceptive communications. Such conduct may be in violation of various applicable laws. Bouk users may not send any referral emails, SMS messages, or other communications to children under the age of 13. Bouk Users are completely advised to adhere to this policy.
- Customer support data is taken and retained on a case-by-case basis in order to resolve disputes and issues with service quality.

2. Legal grounds on which your Personal data may be collected.

- Personal data is processed in order to deliver the service that consumers have requested. During the installation and use of the Bouk app, we gather, and process personal data provided by users. Customers/Users must agree to the processing of their identification and geo-location data before using Bouk services.
- Personal data may also be processed in the course of legitimate business interests, such as monitoring and investigating fraudulent transactions.

3. Your personal data we may collect

- Name, phone number, e-mail address, postal or delivery address, account name, signature, or other similar identifiers.
- Bouk may collect face photo, identity document, facial recognition, voice, or other biometric data. Any biometric information will be permanently deleted from the system after it is no longer necessary.
- We may collect your age, year, or date of birth to enable us, for example, to determine if you are eligible to make purchases of alcohol.

- When you place an order using our services as a Bouk User, we collect information about that order. This could include information like the things you bought, special instructions, the date and time of your order, the subtotal, images you provide to Bouk, or other shopping habits or histories.
- Geo-location of the User/Customer, the time, and the destination of a delivery pick-up or drop-off. General location Information (such as IP address) may be collected when you make use of our services. We may record and store the exact location of your gadget when the Bouk app is active in the forefront or backdrop of your mobile device or any other device if you authorize the services to use location services through the permission mechanism employed by your mobile operating system or browser. This information may be used to help you select your delivery address, to provide more accurate and precise deliveries of your orders, to provide recommendations to you, and to enhance your user experience and improve the services of Bouk. You can willingly choose to enable location tracking through your device's settings or when the Bouk mobile app prompts you to do so. If you deactivate the location feature on your device, the Bouker will not receive accurate location details from your mobile, which may limit delivery accuracy in some instances, such as if you are in a big area, such as a park.
- Bouk also gathers technical details about your activities on our webpage, such as information about your browser and operating system, IP address (your computer's Internet address), individual and online identifiers, and other information like the app version you're using.
- We use cookies to gather data about your interests in order to make your usage of the website more productive.
- Bouk collects payment information such as bank name, payment method, or other financial information. We use a payment processor that collects your payment information and processes payments made on or through the Services. Our payment processor provides us with limited information about your credit or debit card, such as the last four numbers and the expiry date.
- Bouk allows users to send gifts using the services and invite friends and family to sign up for our Services. When a friend or family member signs up and places a purchase or makes a pick-up or drop-off request using your referral link, we may give a promotional value. To help you do this, we may request you to grant us access to your mobile device address book. You can then direct us to send referral emails to contacts you select in your address book.

By sending a referral or gift, you consent to Bouk sending your public profile image to the contacts you select to receive a referral link or gift. By choosing to invite a friend or sending a gift to a recipient, you represent that you have received the friend's and/or recipient's consent to provide his or her name, mailing address, email address or other information with us. Bouk will use that information to send

the requested gift or an email urging him or her to visit the webpage, as well as to track the referral program's success and possibly send marketing emails. You can also send an SMS with a referral link to your contacts. If you use this option, you understand that Bouk does not control the timing, content, or recipients of these SMS messages you sent.

- If you are referred to Bouk through one of our referral programs, or if someone attempts to refer you, we may share your name, whether you have already signed up for Bouk, whether you are a new customer, and whether you have placed a qualifying order with Bouk with the person(s) who referred you.

4. Security and access of your personal data

- Any personal data gathered during the provision of services is transmitted to and saved in the Amazon Web Services, Inc. data center, which is based in the United States of America and territories of European Union Member States. Only authorized employees and partners of Bouk LLC have access to user information, and they may strictly only use it to resolve issues related to the usage of the services (including disputes regarding transportation services). Bouk has put in place necessary technical and organizational safeguards to protect personal data from unintended, unauthorized, or unlawful loss, modification, exploitation, theft, exposure, or entry, as well as all other types of unlawful processing.
- Personal data can be accessed by Bouk LLC and its partners to the extent necessary to provide customer service in the particular country.
- Geolocation data is only handled in an anonymized and individualized form if it is required to be linked to a customer in order to resolve disputes or fraud.
- The information is used in an unidentifiable form for research and scientific applications (anonymized).

5. Recipients of your personal data we may collect

- After providing the delivery pick-up or drop-off service, the name and the telephone number of the customer will remain visible to the carrier (booker or merchant) for 24 hours. This is required for carriers (Bouker or merchant) to resolve any service-related difficulties, such as contacting the user if something was forgotten.
- Customers' personal data is only shared with drivers (Bouker or merchants) who have enabled the Bouk app; in this case, the driver (Bouker or merchant) will see the customer's name, phone number, and geo-location data.
- Depending on the user's location, personal information may be shared to Bouk LLC and partners (local subsidiaries, representatives, affiliates, agents, etc.). Personal data will be processed by Bouk LLC and its partners under the same terms as set forth in this privacy notice.

- Customers' feedback on the quality of service is anonymous, and drivers (boukers or merchants) are not given the names or phone numbers of users who offered ratings and comments.

6. Retention of your personal data

- Customers' personal information will be kept for as long as they have an active user profile. Personal data shall be erased (in line with the policies set forth herein) from servers after a user's account is cancelled, unless such information is necessary to be preserved for financial reporting, grievance redressal, or fraud prevention purposes.
- Financial information on customers' delivery pick-up or drop-off services will be kept for two years after the last delivery pick-up or drop-off. Accounting data will be kept for a period of eight years (after the last delivery or pick-up).
- The data will be kept for 11 years if there are indications of a criminal offense, fraud, or deceptive information being submitted.
- In the event of a payment dispute, data will be kept until the case is resolved or until the claim's expiration date. Data about delivery pick-up or drop-off history will be kept for three years and one month before being erased. In the event of a payment dispute, data will be kept until the case is resolved or until the claim's expiration date. Data about delivery pick-up or drop-off history will be kept for three years and one month before being erased.
- Please be aware that removing the Bouk app from your smartphone does not result in the erasure of your personal information.
- If you haven't used the Bouk app in three years, we'll alert you and ask you to affirm that your account is still functional. If you acknowledge that the profile is dormant or if we do not receive a response, the account will be terminated, and personal data will be removed unless it is required to be kept for the purposes of this agreement.

7. Access and correction

- The Bouk app allows you to view and update your name, phone number, and e-mail address.

8. Deletion

- Customer/User should also be aware that any demand to erase Customer/User information can only be fulfilled if we likewise delete Customer/User account. Consequently, a Customer/User who has had their account deleted will not be able to utilize the Bouk app.
- We will respond to any e-mail request to delete personal data within a month and will provide the data deletion period.

- Customer service is used to resolve disputes over the processing of personal data.

9. Direct marketing

- We and our partners will only directly send marketing communications to your e-mail address and/or phone number if you have granted us authorization to do so via the Bouk website or the Bouk app. We may tailor direct marketing messages to you based on how you use Bouk services (frequency of use, delivery pick-ups, drop-offs, payments).
- Please click the "Unsubscribe" link in the footer of our emails or in the profile section of the Bouk app if you no longer want to receive direct marketing messages.

10. Portability

- Within a month, we shall respond to any e-mail request for personal data transfer and state when the data will be transferred. We will supply you with your personal data, which includes contact details, delivery pick-up or drop-off record for the previous three years, and transaction details, after we have verified the user in question.

11. Restricted Areas

- Intending Customers/Users who reside in California and the European Economic Area are presently not eligible to utilize Bouk platforms and services. You accept to only use Bouk Platforms and Services in the areas/regions/states/locations where Bouk operates. If you live in California or the European Economic Area ("EEA"), please, kindly do not download/use/access the Bouk Platform or Services, neither should you give nor enable Bouk receive personal information from you a California resident or EEA citizen.