



Te Lo Llevo Ya!

Notice of Privacy

Last Update: Jun 10, 2024

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I. Introduction

When you use Te Lo Llevo Ya!, you trust us with your personal data. We are committed to maintaining that trust. To do this, we will help you understand our privacy practices.

In this notice, we describe the personal information ("data") we collect, how we use and share it, and your choices regarding it. We encourage you to read this as it highlights information about our practices and provides summaries of the data we collect and how we use it.

II. Work Philosophy of Te Lo Llevo Ya!

A. Scope

This notice applies to users of Te Lo Llevo Ya! application. Worldwide.

Here we describe how I'll bring it to you now! and its affiliates collect and use data. This notice applies to users of the application worldwide, unless they use a service covered by a separate privacy notice. It specifically applies to the following parts:

- Users: those who request or receive delivery services through the Te Lo Vamos Ya! application.

- Delivery drivers: those who provide delivery services through Te Lo Llevo Ya! application.
- Account owners: those who make their vehicles or establishments available to provide services through Te Lo Llevo Ya!
- Guest users: those who receive delivery services requested by other users of Te Lo Llevo Ya!
- Other users and interested parties related to our services.

Our privacy practices are subject to the laws in force in the places where we operate. This means that we apply the practices described in this notice in a country or region only if its laws allow it.

III. Data Collection and Uses

A. Data Collected

Te Lo Llevo Ya! collects the following data:

1. **Data provided by users:** It includes account information, background check information, identity verification documents and photos, demographic data, user content, travel information, and other data provided directly by users.
2. **Data created during the use of our services:** It includes location data, transaction information, usage data, device data and communication data generated during the use of the Te Lo Llevo Ya! application.
3. **Data from other sources:** Includes data obtained from referred users, account owners requesting services for other users, business partners, service providers, and other publicly available sources.

B. How We Use Data

Te Lo Llevo Ya! uses the data to provide, personalize, maintain and improve our delivery services. This includes creating and updating accounts, enabling delivery features, security and fraud protection, customer support, research and

development, user-to-user communications, marketing and advertising, and compliance. legal.

C. Cookies and third party technologies

Te Lo Llevo Ya! and its partners use cookies and other identification technologies in the application, website, emails and online advertisements for various purposes. These technologies allow us to authenticate users, remember preferences and settings, determine the popularity of content, deliver advertising campaigns and measure their effectiveness, and analyze site traffic and trends to understand people's online behaviors and interests.

Cookies are small text files stored on browsers or devices by websites, applications, online media and advertisements. We use cookies and similar technologies for the following purposes:

- 1. User authentication**
- 2. Remember user preferences and settings**
- 3. Determine the popularity of content**
- 4. Deliver and measure advertising campaigns**
- 5. Analyze site traffic and trends**

Additionally, we may allow third parties to provide audience measurement and analytics services, display advertisements across the Internet or for other companies' products and services in the App, and track and report on the performance of those advertisements. These entities may use cookies, web beacons, SDKs, and other technologies to identify devices used by individuals when interacting with our services.

For more details on our use of cookies and other technologies, please see our Cookie Notice.

B. Data sharing and disclosure

Te Lo Llevo Ya! may share data with other users, business partners, service providers and other parties for various reasons, including the provision of services, compliance with legal requirements and resolution of disputes. Here are some cases in which we may share data:

1. **With other users:** We share data such as name, rating, starting locations and travel destination with app partners. We may also share information on carpools or group orders.
2. **At the request or with consent of users:** We share data with other people, business partners, emergency services and insurance companies at your request or with your consent. This may include sharing trip details, order information or contact details.
3. **With subsidiaries and subsidiaries:** We share information with our affiliates and subsidiaries to provide services or perform data processing tasks on our behalf.
4. **With service providers and business partners:** We share data with third party service providers and business partners who help us provide and improve our services, such as payment processors, cloud storage providers and social media companies.
5. **For legal reasons or disputes:** We share data if it is necessary to comply with applicable law, respond to government requests, enforce our terms of service, or protect the rights and properties of Te Lo Llevo Ya! and others.
6. **With consent:** We may share a user's data in ways other than as described in this notice if we notify you and the user agrees to the sharing of information.

E. Conservation and deletion of data

Te Lo Llevo Ya! retains user data for the time necessary to fulfill the purposes described above. Users can request deletion of their account by contacting our support team and informing them. After requesting account deletion, we delete the

user's account and its data, except when necessary for security, protection, fraud prevention, compliance with legal requirements, or due to issues related to the user's account.

IV. Options and transparency

At “Te Lo Llevo Ya!” we provide our users with the ability to access and control the data we collect as follows:

Privacy settings

At “Te Lo Llevo Ya!” we recognize the importance of the privacy of your data. If you would like to adjust your preferences regarding data collection and use, as well as notifications, we invite you to contact our support team. We will be happy to help you and answer any questions you may have about your data and privacy in our app.

Location data collection (users and order recipients)

You can activate or deactivate location data collection from your device settings in the “Te Lo Llevo Ya!” application.

Live location sharing (users and order recipients)

You have the option of whether or not to allow the application “Te Lo Llevo Ya!” Share your location in real time with our driver or delivery associates.

Share data in case of emergency

You can enable the option for us to share your location in real time with emergency services when necessary.

Access to third party features

You have the ability to authorize third-party applications to access your account data for additional features.

These options give you control over your data and your experience in our “Te Lo Llevo Ya!” app.

V. Legal Information

A. Updates to this Privacy Notice

We may update this notice from time to time. If we make significant changes, we will notify users through “Te Lo Llevo Ya!” app. or by other means, such as by email. We encourage users to periodically review this notice for updated information about our privacy practices.

Use of our services after an update constitutes consent to the modified notice to the extent permitted by law.

For more information about our privacy practices or if you have questions about data processing, please contact us directly.