

PRIVACY POLICY

Welcome to RideNow!

RideNow is owned and operated by Ride Now Taxis Inc.

RideNow values your privacy and the protection of your personal data. This privacy policy describes what information we collect from you, how we collect it, how we use it, how we obtain your consent, how long we keep it in our databases and, if necessary, with whom we share it.

By using the platform, you are accepting the practices described in this privacy policy. The use of the platform is also subject to our terms and conditions. In this privacy policy the words "platform" refer to the RideNow mobile application and the RideNow website together, "we", "us", "our", and "RideNow", refers to RideNow, and "you", and "user", refers to you, the RideNow user (Riders and Drivers).

This privacy policy may change from time to time. Your continued use of the platform after we make changes is deemed to be acceptance of those changes, so please check the policy periodically for updates. This privacy policy has been developed and is maintained in compliance with all applicable state and federal privacy and data protection laws and regulations.

1. GENERAL INFORMATION

The personal data of the users that are collected and processed through the platform:

- **RideNow mobile application (Available on Google Play and App Store).**
- **RideNow website (<https://www.ridenowtaxis.com>)**

Will be under responsibility and in charge of:

- **Ride Now Taxis Inc.**
- **(Insert contact information, email, phone, etc.)**

2. HOW WE OBTAIN YOUR CONSENT

By downloading and using the platform, using the functionalities available on the platform, registering as a user (Riders and Drivers), requesting, booking or scheduling a trip (Riders), accepting a trip (Drivers), requesting a withdrawal (Drivers), using our rating system, and contacting us through our form and contact information, you consent to our collection, storage and use of your information on the terms contained in this privacy policy. You may withdraw your consent by sending us your request via the contact information or the contact page. You can withdraw your consent by sending us your request via the contact information or the contact page.

3. TYPES OF INFORMATION GATHERED

The information we collect from our users and customers helps us to provide our platform and services properly. These are the types of information we collect:

Information You Give Us. You provide information when you download and use the platform, use the functionalities available on the platform, register as a user (Riders and Drivers), request, book or schedule a trip (Riders), accept a trip (Drivers), request a withdrawal (Drivers), use our rating system and contact us through our form and contact information. As a result of those actions, you might supply us with the following information:

***Drivers:**

- Full Name
- Date of Birth
- Email address
- Phone Number
- Driving License
- Address
- Country/state/town/city
- Vehicle information

***Riders:**

- Full Name
- Date of Birth
- Email address
- Phone Number
- Address
- Country/state/town/city

RideNow will not collect any personally identifiable information about you unless you provide it.

Usage Data (App): RideNow automatically collects certain types of information during users' use of the application. This collection includes technical data such as device type, operating system, device settings, application usage, ads viewed, and interaction preferences. This information is essential to improve the functionality and performance of the application, as well as to personalize the user experience and ensure system compatibility. All data collected is treated in accordance with our privacy policy, ensuring its protection and confidentiality.

Usage Data (website): As you browse our website, certain usage data is automatically collected. These include technical information such as the IP address of your device, the type and version of your browser, the specific pages you visit on our website, the date and time of your access, the amount of time you spend on those pages, and other diagnostically relevant data.

In the case of access via mobile devices, we also collect information specific to these devices. This may include, but is not limited to, the type of mobile device used, its unique identifier, the

IP address of the device, the mobile operating system and the type of mobile browser, along with other identifiers and diagnostic data.

In addition, we collect information that your browser automatically provides each time you visit our website or access our website using a mobile device.

GPS Functionality: The RideNow platform utilizes the GPS functionality of the users' cell phone to provide an efficient and personalized experience. The location information collected through GPS is used for multiple purposes essential to the operation of the service, such as calculating route distance and estimating trip rates, identifying and connecting Riders with nearby Drivers based on the user's geographic position, determining the most efficient route for each trip, and providing real-time updates on vehicle location and estimated time of arrival.

In addition, the GPS feature allows Drivers to track pick-up points designated by Riders, as well as ensure accurate and timely service. Location information is also used to generate internal reports and statistics that improve service quality, optimize response times and contribute to the safety of the RideNow community.

RideNow does not store location data beyond the time necessary to provide the requested services, except in cases where it is required to retain such information to comply with legal obligations or resolve disputes related to the service. The platform adopts advanced technical and organizational measures to protect location information from unauthorized access, misuse or disclosure.

Users have the ability to manage GPS access from their mobile device settings. However, disabling the GPS feature limits essential functionalities of the platform, such as Driver assignment or route and fare calculation, which could negatively affect the user experience. By using RideNow, Users agree that the platform accesses and uses the GPS feature in accordance with the described purposes, while respecting privacy rights and applicable laws at all times.

User Content: RideNow collects, processes and stores user content, which includes data and information entered on our platform, including content provided by users when registering on the platform, chat communications between users, and travel history, solely for the provision and improvement of our services and the proper functionality of the platform. We are committed to maintaining the confidentiality and security of this content and information, and will not share it with unauthorized third parties, unless required by law or for the operation of the platform.

Payment data: Payment data refers to information related to your payment details, such as cardholder name, email, phone number, billing address, credit card number, expiration date, security code, etc., depending on the payment method registered by the user on the platform.

Your payment data will be processed by the third party payment processors available on this website (Stripe), which will process and store your data securely and for the sole purpose of processing transactions within the platform. RideNow reserves the right to engage any available payment processor.

See Stripe's privacy policy here:

- <https://stripe.com/privacy>

Contact information: We may access some personal information about the user, such as name and email address, when the user or any third party communicates with us through our contact information. Personal information provided through our contact information is not stored on any RideNow server and will be stored on the respective server of our email service.

4. HOW LONG WE KEEP YOUR DATA

Personal data provided by users through the platform will be retained for the time necessary to fulfill the legitimate purposes described in section 5 of this policy and/or until the user stops using the platform, closes the user account, uninstalls the app or requests the deletion of their data. In the case of reviews, they will remain visible on the platform. By posting a review on the platform the user grants an irrevocable license to display the review on the platform indefinitely. RideNow may retain personal data for a longer period provided that the user has given consent to such processing, as long as such consent is not withdrawn. In addition, RideNow may be obliged to retain personal data for a longer period if required to do so in order to comply with a legal obligation or by order of an authority. Once the retention period has expired, the personal data will be deleted. Therefore, the right of access, the right of deletion, the right of rectification and the right of data portability cannot be asserted after the retention period has expired.

5. HOW WE USE YOUR INFORMATION (LEGITIMATE PURPOSES)

In general, we use the information we collect primarily to provide, maintain, protect and improve our current platform and services. We use personal information collected through our platform as described below:

- Provide the mobile application (Available on Google Play and App Store).
- Facilitate the registration of our users (Riders and Drivers).
- Verify the background of the Drivers.
- Facilitate the booking and scheduling of trips.
- Show free Drivers according to the user's location.
- Real trip tracking functions.
- Process the payment of the trips.
- Process tip payments.
- Process the collection of the corresponding commissions.
- Facilitate the withdrawal and transfer of funds to the Drivers.
- Provide our rating system.
- Perform content monitoring functions.
- Provide rate calculation functionalities.
- Facilitate our messaging system between users.
- Send notifications to users within the platform.
- Understand and enhance your experience using our platform.
- Respond to your comments or questions through our support team.
- Send you related information, including confirmations, invoices, technical notices, updates, security alerts and support and administrative messages.

- Marketing purposes of RideNow.
- Display ads on the platform.
- Link or combine your information with other information we get from third parties to help understand your needs and provide you with better service.
- Process and respond to requests related to users' privacy rights.
- Protect, investigate and deter against fraudulent, unauthorized or illegal activity.

6. HOW WE SHARE INFORMATION

The personal information of our customers and users is an important and fundamental part of our platform. Under no circumstances will we sell or share information with third parties that has not been previously authorized by the user or owner of the personal data. We share user information only and exclusively as described below.

Third-Party Service Providers. We use third-party services to perform certain functions on our platform. Some of these functions and services include: hosting the app in the app stores (App Store and Google Play), hosting the website, data storage services, processing payments (Stripe), sending emails, and performing tracking and analytics functions on the platform.

These third-party services and tools may have access to personal information needed to perform their functions, but may not use that information for other purposes. Information shared with these third-party services will be treated and stored in accordance with their respective privacy policies and our privacy policy.

Newsletter and email marketing: By providing us with your email address, you consent and agree that we may send you marketing content and newsletters, notifications and information related to our platform. Therefore, your email address may be shared with third party bulk email services for the sole and exclusive purpose of sending you relevant communications. If you wish to stop receiving communications from RideNow, you can unsubscribe at any time by using the "unsubscribe" option available in the same emails or by sending your request through our contact information.

Data shared with other users: By using the RideNow platform, Drivers agree that certain personal data will be shared with Riders at the time of accepting a requested ride. This data includes the Rider's name, photograph, vehicle description, as well as any other relevant information to identify the Rider and the vehicle that will provide the transportation service. This information is shared solely for the purpose of facilitating the ride experience and ensuring trust between Drivers and Riders. RideNow is committed to limit the use of this data to the specific context of the requested service and will not share it with third parties for purposes other than the aforementioned.

Business Transfers. In the event that RideNow creates, merges with, or is acquired by another entity, your information will most likely be transferred. RideNow will email you or place a prominent notice on our platform before your information becomes subject to another privacy policy.

Protection of RideNow and others. We release personal information when we believe release is appropriate to comply with the law, enforce or apply our Terms and conditions and other agreements, or protect the rights, property, or safety of RideNow, our users or others. This includes exchanging information with other companies and organizations for fraud protection and credit risk reduction.

With Your Consent. Other than as set out above, you will receive notice when personally identifiable information about you might go to third parties, and you will have an opportunity to choose not to share the information.

Anonymous Information. RideNow uses the anonymous browsing information collected automatically by our servers primarily to help us administer and improve the platform. We may also use aggregated anonymous information to provide information about the platform to potential business partners and other unaffiliated entities. This information is not personally identifiable.

7. PROTECTING YOUR INFORMATION

We grant access to your personal information only to those outside persons or services that have a legitimate need to know it and in accordance with our privacy policy. We adhere to industry-recognized security standards to protect your personal information, both during transmission and in storage. However, it is important to note that no method of transmission over the Internet or electronic storage is foolproof and 100% secure. Therefore, while we at RideNow strive to implement commercially viable data protection methods, we cannot ensure absolute security of your personal information. We undertake not to sell, distribute or transfer your personal data to unauthorized third parties, unless we have your explicit consent or are required by law to do so.

8. DATA BREACH NOTIFICATIONS

In the event of a security breach that compromises the confidentiality of our users' personal data, RideNow undertakes to notify those affected in a timely manner. This notification will be made through the means of contact that have been provided by the user on our platform. We will take all reasonable measures to protect the information and remedy any situation that jeopardizes the security of your data.

9. INTERNATIONAL DATA TRANSFER

RideNow may transfer users' personal data outside of the United States due to the use of hosting, storage and processing services provided by third parties that operate servers located in different countries. These transfers are necessary to ensure the continued operation of the platform and to provide an efficient user experience. Although RideNow is based in the United States, the technology infrastructure used may involve data being stored or processed in jurisdictions with data protection laws other than the United States.

RideNow is committed to ensuring that all international transfers of personal data comply with applicable data protection regulations, including appropriate security measures to safeguard user information. This includes, but is not limited to, implementing standard contractual clauses, assessing the adequacy of data protection in the receiving country, and complying with applicable privacy standards on third party services.

By using RideNow, users consent to the transfer, storage and processing of their data on servers located outside their country of residence, acknowledging that such transfers are necessary for the operation of the platform. RideNow undertakes to take all reasonable steps to protect the integrity and security of personal data during such international transfers.

10. RIGHTS

Users who provide information through our platform, as data subjects and data owners, have the right to access, rectify, download or delete their information, as well as to restrict and object to certain processing of their information. While some of these rights apply generally, others apply only in certain limited circumstances. We describe these rights below:

- **Access and portability:** to access and know what information is stored in our servers, you can send us your request through our contact information.
- **Rectify, Restrict, Limit and/or Delete:** You can also rectify, restrict, limit or delete much of your information.
- **Right to be informed:** Users of our platform will be informed, upon request, about what data we collect, how it is used, how long it is retained and whether it is shared with third parties.
- **Object:** When we process your information based on our legitimate interests as explained above, or in the public interest, you may object to this processing in certain circumstances. In such cases, we will stop processing your information unless we have compelling legitimate reasons to continue processing it or where it is necessary for legal reasons.
- **Revoke consent:** Where you have previously given your consent, such as to allow us to process and store your personal information, you have the right to revoke your consent to the processing and storage of your information at any time. For example, you may withdraw your consent by updating your settings. In certain cases, we may continue to process your information after you have withdrawn your consent if we have a legal basis for doing so or if your withdrawal of consent was limited to certain processing activities.
- **Complaint:** If you wish to file a complaint about our use of your information (and without prejudice to any other rights you may have), you have the right to do so with your local supervisory authority. Users can exercise all these rights by contacting us through the contact information or the contact page.
- **Rights related to automated decision-making, including profiling:** users may request that we provide a copy of the automated processing activities we conduct if they believe that data is being unlawfully processed.

Users or holders of personal data provided through the platform may exercise these rights over their personal data at any time and without limitation by sending their request through our

contact information or contact form. The request to exercise their rights will be attended and answered within a maximum period of **10 working days**.

11. CHILDREN'S ONLINE PRIVACY PROTECTION

We comply with the requirements of national and international data protection regulations regarding the protection of personal data of minors. Our platform is intended only for users over the age of 18, therefore we do not collect any information from children under the age of 18. If we become aware that a child under the age of 18 has provided us with personal information, we will take steps to delete such information.

12. THIRD PARTIES

Except as otherwise expressly included in this privacy policy, this document addresses only the use and disclosure of information that RideNow collects from you. If you disclose your information to third parties, whether other users or third parties, different rules may apply to their use or disclosure of the information you disclose to them. RideNow does not control the privacy policies of third parties, and you are subject to the privacy policies of those third parties where applicable. RideNow is not responsible for the privacy or security practices of other websites, platforms or services, including those linked from our platform. Please review the privacy policies of any third-party websites, platforms or services you access through the RideNow platform.

13. CHANGES TO PRIVACY POLICY

We reserve the right to change our privacy policy at any time. Changes will be promptly notified to our users through any electronic means and posted on the platform. Your continued use of our platform following such changes will signify your acceptance of the changes.

14. CONTACT US

If you have questions or concerns about these privacy policy and the handling and security of your data, please contact us through our contact information below:

Ride Now Taxis Inc.

(Insert contact information, email, phone, etc.)