Geolocation Data We collect data about your precise and/or approximate geolocation (including GPS and IP address) from your mobile device, based on your app settings and permissions of your device, when you open and use the Bolt App.

You can use the Bolt Application without enabling collection of Geolocation Data from your mobile device. This may affect some functionality of the Bolt App and you may, for example, need to enter the departure address of your trip.

Application Usage Data

We collect personal data through the Bolt Application regarding your use of Bolt services. This includes: trip details (date and time, departure and arrival addresses, trip distances and routes), payment history (including whether you used coupons or promotional codes), payment history cancellations, dates and times when you log in and out of the Bolt App and app features or pages viewed, browser type, app crashes, and other system activity.

Communication Data We collect communication and correspondence data when you communicate with our customer support team via the in-app chat function, report an incident, communicate by email, speak with our agents customer support or you communicate with Drivers via the Bolt App using the in-app chat feature or via internet calls (if applicable).

We record the date and time of communications, their content and your telephone number (when you use the calling function). We record calls, but only when you are informed in advance that the call may be recorded. We protect your personal data by using a number masking application in markets where we facilitate telephone calls and (text messages) between Drivers and Passengers without disclosing the actual telephone number of either party to the other.