**User/Guest Disclaimer**

Welcome to GO GB. We are committed to protecting your privacy. This policy describes our privacy practices, the personal information we collect, how we use and share it, as well as your choices and rights regarding this information.

This Privacy Policy applies to our Services wherever we provide them, and we will comply with local laws in relation to all practices described in this policy.  If there is an inconsistency between this policy and the local law, we will comply with the local law to the extent of the inconsistency.

GO GB is provided and controlled by the entity indicated in the Terms of Use applicable.

This policy applies to all GO GB guest, including guest of our website, <https://gogb.com/> (“**Website**”), any of the GO GB mobile applications (“**Apps**”), and any services we provide through the Website or Apps, as well as when you contact us via telephone, email, written correspondence, social media, in-person, or any other means of contact (collectively, “**Services**”). This policy does not cover how we handle information that we collect about our employees or business associates, including our corporate partners, vendors, and subcontractors, but does apply to our Drivers(Captains).

In this policy individuals who utilize our Services are referred to as “**Guest**.” Guest that request or receive transportation are referred to as “**Guests**” and individuals who provide transportation to Guests are referred to as “**Captains**.” Capitalized terms that are not defined in this policy have the meaning given to them in the Terms of Use.  If you accept the Terms of Use you agree to us dealing with your information in the way described in this policy.

Information we collect

We collect three categories of information about you: information you provide, information we collect automatically, and information we obtain from other sources.

We do not collect or process information about your racial or ethnic origin, political opinions or membership of any political association, religious or philosophical beliefs, trade-union membership, genetic data, biometric data, or data concerning a person’s sex life.

 Information you provide

**Registration and profile information**, such as your name, phone number, email, city, preferred language, profile picture. Where permitted or required by law, we may collect emergency contact numbers.

**User generated content** that you choose to upload through the Services, such as comments, ratings, and reviews for other Guest.

**Information in correspondence** you send to us, which may include chat messages, emails, and recordings of phone calls you make to us.

Information we collect automatically

**Location information.**We collect Guest’ location data to enable rides, for user support, for safety and fraud detection purposes, and to satisfy legal requirements. We collect location information (including GPS coordinates and WiFi data) based on your App settings, device permissions, and whether you are using it the App as a Guest or a Captain (where applicable):

-  Riders: We collect your device’s precise location when the App is running in the foreground (App open and on-screen) and when the App is running in the background (App open but not on-screen) from the time you request a ride until it ends. Riders may use the App without enabling it to collect precise location data from their mobile devices by directly inputting your pick-up and drop-off address or coordinates into the App. This may affect the availability of App features.

**Payment Method.**Guests will be required to pay advance amount as defined by the company after finalizing the plan. Remaining amount will be paid to the company after termination of tour.

**Usage information.** We collect data about your use of our Services. This may include such data as access dates and times, App features or pages viewed, App or Website crashes and other system activity. We may also collect and use your data for marketing purposes related to third-party sites you have visited or services you used before interacting with our Services.

**Device information.** We collect information about the device you use to access the Services, such as your device name, brand and model, user agent, IP address, mobile carrier, network type, time zone settings, language settings, advertising identifiers, browser type, operating system and its version, screen parameters, battery state, and installed applications that can be used for authentication purposes. We may also collect mobile sensor data, such as speed, direction, altitude, acceleration, deceleration, and other technical data.

Information we obtain from other sources

**Third-party services.**We may receive the information about Guest from our service providers, which include background check and identity verification providers, insurance partners, financial services vendors and marketing providers. If you choose to use a third-party communication application (such as WhatsApp) or, sign up using a third-party social network or login service (such as Facebook), where this functionality is available, we may collect information from these services

**State authorities.** We may receive information about Guest from law enforcement agencies and other government authorities as part of a law enforcement request, during legal proceedings, or as required or authorized by law.

**Other Guest or third parties.**Sometimes Guest or others may provide us with information about you, including through User support, or in connection with claims or disputes.  We will only keep and use this information if we could have lawfully collected it from you.  We will also take such steps (if any) as reasonable in the circumstances to let you know we have collected this information.

How we use your information

We use the personal information we collect:

**1. To enable you to use our Services**

* create and maintain your account, settings, and preferences;
* verify your identity;
* enable transportation services, or other services, as may be the case;
* calculate prices and facilitate payments;
* enable communications between Guest;
* provide User support;
* send non-marketing communications about the Service;
* maintain accessibility, safety and stability of our App and websites, diagnose, prevent and resolve technical and service problems;
* comply with regulatory requirements related to our Services and your use of our Services.

**2. To maintain and enhance safety and security of our Services and GO GB Guest**

* prevent, detect and combat fraud, unsafe or unlawful behavior, and violations of our policies and rules;
* authenticate Guest;
* verify that Drivers and their vehicles meet safety requirements;
* protect personal information, rights and legitimate interests of GO GB and our Guest;
* investigate and resolve incidents, accidents, and insurance claims.

**3. To improve existing and develop new features and products**

* perform testing, research, analysis, development and machine learning to improve your GO GB experience.
* collect feedback regarding your GO GB experience.
* develop new products, features and services.

**4. To promote GO GB and our Services**

* send you marketing emails, text messages, push notifications, in-app communications and ads;
* provide you personalized experiences, content and advertising on the App, our Website, and on third-party platforms;
* organize contests, events and other promotions.

**5. To comply with legal requirements.** We may use your personal information to comply with applicable laws, regulations, licenses, and industry standards and as part of legal proceedings and in response to law enforcement requests and as otherwise authorized or required by law.

**6. Automated decision-making.**We use personal information to make automated decisions relating to your use of our Services:

* connecting Drivers and Riders (or other types of Guest, as the case may be), based on such factors as availability and proximity;
* determining User ratings, and deactivating guest with low ratings;
* flagging Guest who are identified as having engaged in fraud, unsafe or harmful activities;
* recommending an average price of a ride, based on such factors as distance, location and time.

Where required by law, actions based on such processing occur only after human review and/or the possibility to appeal.

How we share your information

For legal reasons

We may disclose your personal information when it is necessary:

* To comply with legal requirements, such as to respond to subpoenas, court orders, law enforcement requests, legal claims, or government inquiries;
* To protect and defend the rights, interests, safety, and security of go gb, our guest, or the public;
* To comply with license or permit requirements and any applicable laws and regulations.

With your consent

We may share your personal information for other purposes pursuant to your consent or at your direction.

Your rights and choices

**Accessing and updating your information.**You may access, review and update certain profile information and other information you have chosen to provide to us either in your account settings or by contacting user support at  [exploregb72@gmail.com](mailto:exploregb72@gmail.com).

**Sharing location information.**Your device may have controls that determine what information we collect or how we can use that information. For example, you can prevent your device from sharing location information through your device’s system settings. This will, however, impact our ability to provide you with the full range of Services.

**Opting out of push notifications.** You can opt out of receiving push notifications through your device settings. Please note that opting out of receiving push notifications may impact your use of the App

Unsubscribing from marketing emails and SMS messages. You can opt out of marketing emails and SMS messages by using the “unsubscribe” link or mechanism noted in such emails and SMS messages.

**Managing cookies.** You can delete and modify your cookie settings on your browser. You may need to separately manage cookies for each type of browser or device. If you choose to refuse, disable, or delete cookies, we may not be able to provide you with all of the requested Services.

**Deleting your account.**You can delete your account through the App settings or by contacting User support at  [exploregb72@gmail.com](mailto:exploregb72@gmail.com). You may be asked to verify your account and identity. In some cases, we will be unable to delete your account or may retain certain information for legitimate business purposes, such as to complete the transaction for which we collected the personal information, collect on an outstanding balance, detect cybersecurity threats, debug or repair our Services, ensure another User’s right to exercise their free speech rights or other legal rights, enable solely internal uses that are reasonably aligned with the context for which the personal information was provided, prevent fraud, comply with legal or regulatory obligations, or to manage any claims in relation to the Services. When we retain such data, we do so in ways designed to prevent its use for other purposes.

**Asking us questions or raising a complaint.** We will be happy to answer any questions you may have about this policy or about how we treat your information, or if you wish to make a complaint about how we have handled your personal information. Please, contact us at [exploregb72@gmail.com](mailto:exploregb72@gmail.com). We will respond to your request consistent with applicable law and subject to proper verification of your account and identity.

How we store your information

We retain your information for as long as necessary to provide you our Services and for the other purposes set out in this policy.

The retention periods will be different depending on the type of information, the category of guest to whom the information relates, and the purposes for which we use it.

How we protect your information

We take reasonable and appropriate technical, administrative, and physical security measures, appropriate to the nature of the personal information at issue, designed to protect your personal information from loss, theft, misuse and unauthorized access, disclosure, alteration, and destruction.

We regularly review our security measures to consider available new technology and methods. But guaranteed security does not exist either on or off the Internet. We cannot guarantee the security of your information, including against unauthorized intrusions or acts by third parties. However, we make commercially reasonable efforts to make the collection and security of such information consistent with this policy and all applicable laws and regulations.

**Telephone Monitoring.**As part of our user service assurance practice, telephone conversations over phones may be monitored or recorded as a part of normal business operations. Monitored or recorded calls will be used for quality assurance and training purposes.

Changes

We may update this policy from time to time to reflect the changes in laws or in how we provide our Services. When we update the Privacy Policy, we will notify you by updating the “Last Updated” date at the top of this page and by posting the new Privacy Policy and providing any other notice required by applicable law. We encourage you to periodically review this page to stay informed of our privacy practices.

When you use GO GB, you are agreeing to the most recent terms of this policy.

Contact

Questions, comments and requests regarding this policy should be addressed to:  [exploregb72@gmail.com](mailto:exploregb72@gmail.com).