

## Last Minute Taxi General t&c's

### Introduction

When you use LastMinuteTaxi ("LMT"), you're trusting us with your information. We are committed to upholding that trust. That starts with helping you understand our privacy practices.

This policy describes the information we collect, how it is used and shared, and your choices regarding this information. We recommend that you read this as it highlights key points about our privacy practices.

### Data collections and uses

This policy applies to any users of the services of "LMT" or its affiliates anywhere in the world, and to anyone else who contacts "LMT" or otherwise submits information to "LMT", unless noted below.

This includes those who use "LMT" or its affiliates' services to:

- Request or receive transportation (clients)
- Any other user of "LMT"'s services (including apps, websites and API), and anyone else who contacts "LMT" or otherwise submits information to "LMT"

### The Information We Collect

- Information that you provide to "LMT", such as when you create your "LMT" account.
- Information created when you use our services, such as location, usage and device information.
- Information from other sources, such as "LMT" partners and third parties that use "LMT"'s API.

### "LMT" collects the following categories of information:

#### 1. Information you provide

This includes information submitted when you:

- Create or update your "LMT" account, which depending on your location and the "LMT" services you use may include your name, email, phone number, login name and password, address, payment or banking information, birth date, and photo
- Submit information about your vehicle or insurance (for Drivers)
- Consent to a background check (for Drivers where permitted by law)
- Request services through an "LMT" app or website
- Contact "LMT", including for customer support
- Contact other "LMT" users through our services
- Complete surveys sent to you by "LMT" or on behalf of "LMT"
- Enable features that require "LMT"'s access to your address book or calendar.

#### 2. Information created when you use our services

This includes:

- Location Information

Depending on the "LMT" services that you use, and your app settings or device permissions, "LMT" may collect your precise or approximate location information as determined through data such as GPS, IP address and WiFi.

- If you are a driver "LMT" collects location information when the "LMT" app is running in the foreground (app open and on-screen) or background (app open but not on screen) of your device.
- If you are a client, "LMT" may collect location information when the "LMT" app is running in the foreground. In certain regions, "LMT" may also collect this information when the "LMT" app is running in the background of your device if this collection is enabled through your app settings or device permissions.

- Clients may use the "LMT" app without enabling "LMT" to collect their location information. However, this may affect the functionality available on your "LMT" app. For example, if you do not enable "LMT" to collect your location information, you will have to manually enter your pickup address. In addition, location information will be collected from the drivers during your trip, even if you have not enabled "LMT" to collect your location information.

### **Transaction Information**

We collect transaction details related to your use of our services, including the type of services you requested or provided, date and time the service was provided, amount charged, distance travelled, and other related transaction details. Additionally, if someone uses your promotion code, we may associate your name with that person.

### **Usage and Preference Information**

We collect information about how you interact with our services, preferences expressed, and settings chosen. In some cases we do this through the use of cookies, pixel tags, and similar technologies that create and maintain unique identifiers

### **Calls and text messages**

We enable users to call or text each other through the "LMT" apps. For example, in some countries, we enable Drivers and clients to call or text each other without disclosing their telephone numbers. To provide this service, "LMT" receives some information regarding the calls or texts, including the date and time of the call/text, and the content of the text messages. "LMT" may also use this information for customer support services (including to resolve disputes between users), for safety and security purposes, and for analytics.

## **2. Information from other sources**

These may include:

- Users providing feedback, such as ratings or compliments
- "LMT" business partners through which you create or access your "LMT" account, such as payment providers, social media services, on-demand music services, or apps or websites who use "LMT"'s APIs or whose API "LMT" uses
- Publicly available sources
- Marketing service providers

"LMT" may combine the information collected from these sources with other information in its possession.

### **How We Use Your Information**

#### **SUMMARY**

"LMT" collects and uses information to enable reliable and convenient transportation services. We also use the information we collect:

- To enhance the safety and security of our users
- For customer support
- For research and development
- To enable communications to or between users
- To provide promotions or contests
- In connection with legal proceedings

"LMT" does not sell or share your personal information to third parties for third party direct marketing purposes.

"LMT" uses the information it collects for purposes including:

### **1. Providing services and features**

"LMT" uses the information we collect to provide, personalize, maintain and improve our products and services.

This includes using the information to:

- Enable transportation services
- Process or facilitate payments for those services
- Enable features that allow you to share information with other people, such as when you submit a compliment about a driver
- Enable features to personalize your "LMT" account, such as creating bookmarks for your favorite places
- Perform internal operations necessary to provide our services, including to troubleshoot software bugs and operational problems, to conduct data analysis, testing, and research, and to monitor and analyze usage and activity trends

### **2. Customer support**

"LMT" uses the information we collect to assist you when you contact our customer support services, including to:

- Direct your questions to the appropriate customer support person
- Investigate and address your concerns
- Monitor and improve our customer support responses

### **3. Research and development**

We may use the information we collect for testing, research, analysis and product development. This allows us to improve and enhance the safety and security of our services, develop new features and products, and facilitate insurance and finance solutions in connection with our services.

### **4. Communications among users**

"LMT" uses the information we collect to enable communications between our users. For example, a driver may text/call a client to confirm a pickup location.

#### **Communications from "LMT"**

"LMT" may use the information we collect to communicate with you about products, services, promotions, studies, surveys, news, updates and events.

#### **Legal proceedings and requirements**

We may use the information we collect to investigate or address claims or disputes relating to your use of "LMT"'s services, or as otherwise allowed by applicable law.

#### **Cookies And Third Party Technologies**

Cookies are small text files that are stored on your browser or device by websites, apps, online media, and advertisements. "LMT" uses cookies and similar technologies for purposes such as:

Authenticating users

Remembering user preferences and settings

Determining the popularity of content

Delivering and measuring the effectiveness of advertising campaigns

Analyzing site traffic and trends, and generally understanding the online behaviors and interests of people who interact with our services

#### **Information Sharing And Disclosure**

"LMT" may share the information we collect:

### **With other users**

For example, if you are a client, we may share your first name, average client rating given by Drivers, and pickup and/or drop off locations with Drivers. With the general public when you submit content to a public forum.

If you are a driver we will share information with your client(s) including your name and photo; your vehicle make, model, color, license plate, and vehicle photo; your location; your average rating provided by clients; and contact information (depending upon applicable laws). With the general public when you submit content to a public forum

We love hearing from our users -- including through public forums such as "LMT" social media, and certain features on our network. When you communicate with us through those channels, your communications may be viewable by the public.

### **For legal reasons or in the event of a dispute**

"LMT" may share your information if we believe it is required by applicable law, regulation, operating agreement, legal process or governmental request.

- This includes sharing your information with law enforcement officials, government authorities, or other third parties as necessary to enforce our Terms of Service, user agreements, or other policies, to protect "LMT"'s rights or property or the rights or property of others, or in the event of a claim or dispute relating to your use of our services. If you use another person's credit card, we may be required by law to share information with that credit card holder, including trip information.
- This also includes sharing your information with others in connection with, or during negotiations of, any merger, sale of company assets, consolidation or restructuring, financing, or acquisition of all or a portion of our business by or into another company.

### **Information Retention And Deletion**

"LMT" retains your information while your account remains active, unless you ask us to delete your information or your account. Subject to the exceptions described below, "LMT" deletes or anonymizes your information upon request.

Subject to applicable law, "LMT" may retain information after account deletion:

1. If there is an unresolved issue relating to your account, such as an outstanding credit on your account or an unresolved claim or dispute;
2. If we are required to by applicable law; and/or in aggregated and/or anonymized form.
3. "LMT" may also retain certain information if necessary for its legitimate business interests, such as fraud prevention and enhancing users' safety and security. For example, if "LMT" shuts down a user's account because of unsafe behavior or security incidents, "LMT" may retain certain information about that account to prevent that user from opening a new "LMT" account in the future.

### **Choice And Transparency**

- In-app privacy settings
- Device permissions
- In-app ratings pages
- Marketing opt-outs

### **Privacy Settings**

The Privacy Settings menu in the "LMT" client app gives users the the ability to set or update their location and contacts sharing preferences, and their preferences for receiving mobile notifications from "LMT". Clients can also delete their "LMT" account from the Privacy Settings menu.

### **Device Permissions**

Most mobile platforms (iOS, Android, etc.) have defined certain types of device data that apps cannot access without your consent. And these platforms have different permission systems for obtaining your consent. The iOS platform will alert you the first time the "LMT" app wants permission to access certain types of data and will let

you consent (or not consent) to that request. Android devices will notify you of the permissions that the "LMT" app seeks before you first use the app, and your use of the app constitutes your consent.

#### **Accessing and Correcting Your Information**

You can edit the name, phone number and email address associated with your account through the Settings menu in "LMT"'s apps. You can also look up your trips history in the "LMT" apps.

#### **Updates To This Policy**

From time to time we may update this policy. If we make significant changes, we will notify you of the changes through the "LMT" apps or through others means, such as email. By using our services after such notice, you consent to our updates to this policy.