

## **ElecTrip Privacy Policy**

Last Revised: January 21st, 2020



At ElecTrip, we want to connect people through transportation, bring communities together, and encourage Electric Vehicle (EV) adoption. In this Privacy Policy, we tell you what information we receive from ElecTrip Riders and Drivers, and how we use it to connect Riders with Drivers and continue to improve our services. Below, we explain how you can share with other Riders and Drivers in the ElecTrip community as part of our mission to bring people together.

**Scope of this Privacy Policy.** ElecTrip (“ElecTrip,” “we,” “our,” and/or “us”) values the privacy of individuals who use our application, websites, and related services (collectively, the “ElecTrip Platform”). This privacy policy (the “Privacy Policy”) explains how we collect, use, and share information from ElecTrip users (“Users”), comprised of both ElecTrip riders (“Riders”) and ElecTrip drivers (including Driver applicants) (“Drivers”).

### **Information We Collect.**

#### **(i) Information You Provide to Us:**

**Registration Information.** When you sign up for an ElecTrip account, you give us your name, email address, and phone number.

**Payment Method.** When you add a credit card or payment method to your ElecTrip account, a third party handles payments for ElecTrip and they will receive your card information. To keep your financial data secure, we do not store full credit card information on our servers.

**Communications.** If you contact us directly, we may receive additional information about you. For example, when you contact our Customer Support Team, we will receive your name, email address, phone number, the contents of a message or attachments that you may send to us, and other information you choose to provide.

#### **User Provided Content.**

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ElecTrip may, in ElecTrip's sole discretion, permit you from time to time to submit, upload, publish or otherwise make available to ElecTrip through the Services textual, audio, and/or visual content and information, including commentary and feedback related to the Services, initiation of support requests, and submission of entries for competitions and promotions ("User Content").

You agree to not provide User Content that is defamatory, libelous, hateful, violent, obscene, pornographic, unlawful, or otherwise offensive, as determined by ElecTrip in its sole discretion, whether or not such material may be protected by law. ElecTrip may, but shall not be obligated to, review, monitor, or remove User Content, at ElecTrip's sole discretion and at any time and for any reason, without notice to you. ElecTrip reserves the right, at any time and without prior notice, in accordance with applicable law, to disable or remove access to any content that ElecTrip, at its sole discretion, considers to be objectionable for any reason, in violation of this Agreement, or otherwise harmful to the Services or our community.

### **(ii) Information We Collect When You Use the ElecTrip Platform**

**Location Information.** Vehicle location is consistently tracked by ElecTrip for your safety, to monitor the Driver, and to monitor the battery life of the EV in order to minimize unnecessary stops during your trip. We collect data from the Vehicle (such as location, speed, direction, height, acceleration or deceleration) to analyze usage patterns. If the need ever arises, our Trust & Safety team may use and share location information to help protect the safety of ElecTrip Users or a member of the public. In addition to the reasons described above, Driver's location information and distance travelled is necessary to calculate charges and insurance for ElecTrip Drivers.

Device Information

**Usage Information.** To help us understand how you use the ElecTrip Platform and to help us improve it, we automatically receive information about your interactions with the

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ElecTrip Platform, like the pages of other content you view, your actions within the ElecTrip website, and the dates and times of your visits.

**Call and Text Information.** We work with a third party partner to facilitate phone calls and text messages between Riders and Drivers who have been connected for a ride. We receive information about these communications including the date and time of the call or SMS message, the parties' phone numbers, and the content of any SMS messages. For security purposes, we may also monitor and/or record the contents of phone calls made on the ElecTrip Platform, such as those between Riders and Drivers. You will be given notice that your call may be recorded, and by proceeding you agree to allow ElecTrip to monitor and/or record your call.

**User Feedback.** At ElecTrip, we want to make sure Users are always enjoying great rides. Riders may rate and review Drivers at the end of every ride. We receive information about ratings and reviews.

**Cookies and Similar Technologies.** We collect information through the use of "cookies", tracking pixels, and similar technologies to understand how you navigate through the ElecTrip Platform and interact with ElecTrip advertisements, to learn what content is popular, and to save your preferences. Cookies are small text files that web servers place on your device; they are designed to store basic information and to help websites and apps recognize your browser. We may use both session cookies and persistent cookies. A session cookie disappears after you close your browser. A persistent cookie remains after you close your browser and may be accessed every time you use the ElecTrip Platform. You should consult your web browser(s) to modify your cookie settings. Please note that if you delete or choose not to accept cookies from us, you may be missing out on certain features of the ElecTrip Platform.

### **(iii) Information We Collect from Third Parties**

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**Third Party Partners.** We may receive additional information about you, such as demographic data, payment information, or fraud detection information, from third party partners and combine it with other information that we have about you.

**Enterprise Programs.** If your company, university, or organization participates in one of our enterprise or corporate programs such as ElecTrip for Work, we may receive information about you, such as your email address, from your participating organization. We also may give your participating organization the opportunity to request a ride on your behalf, in which case they may provide us with your name, phone number, and the pickup and drop off location for your ride.

**Background Information on Drivers.** ElecTrip works with third party partners to perform driving record and criminal background checks on Drivers, and we receive information from them such as publicly available information about a Driver's driving record or criminal history.

### **HOW WE USE THE INFORMATION WE COLLECT**

We use the information we collect from all users to:

- ❖ Connect Riders with Drivers;
- ❖ Provide, improve, promote, and expand the ElecTrip Platform;
- ❖ Analyze how the ElecTrip community uses the ElecTrip Platform;
- ❖ Personalize the ElecTrip experience for you and your friends and contacts;
- ❖ Communicate with you, either directly or through one of our partners, including for marketing and promoting purposes;
- ❖ Facilitate transactions and payments;
- ❖ Send you text messages and push notifications;
- ❖ Provide you with customer support;
- ❖ Find and prevent fraud; and
- ❖ Respond to trust and safety issues that may arise, including auto incidents, disputes between Riders and Drivers, and requests from government authorities.

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Additionally, we use the information we collect from Drivers for the following purposes related to driving on the ElecTrip Platform:

- ❖ Determining a Driver's eligibility to drive for ElecTrip;
- ❖ Sending emails and text messages to Drivers who have started the driver application process regarding the status of their application;
- ❖ Notifying Drivers about ride demand, pricing and service updates; and
- ❖ Calculating and providing ElecTrip's auto insurance policy and analyzing usage patterns for safety, insurance purposes, and improving the ElecTrip ride experience.

### **HOW WE SHARE THE INFORMATION WE COLLECT**

#### **(i) Sharing Between Users**

**Sharing between Riders and Drivers.** Riders and Drivers that have been matched for a ride may be able to see basic information about each other, such as names, photo, ratings, and any information they have added to their Profiles. Drivers see the pick-up location that the Rider has provided. Riders are notified of a Driver's proximity to the pick-up location, their arrival to the pick-up location, and continuing updates about the grace period of 30 minutes allowed for the Rider to postpone the pick-up time. Riders' ratings of Drivers are shared with Drivers on a weekly basis. We de-identify the ratings and feedback, but we can't rule out that a driver may be able to identify the Rider that provided the rating or feedback.

Although we help Riders and Drivers communicate with one another to arrange a pickup, we do not share your actual phone number or other contact information with other Users. If you report a lost or found item to us, we will seek to connect you with the relevant Rider or Driver, including sharing actual contact information with your permission.

#### **(ii) Sharing Between ElecTrip and Third Parties**

**API and Integration Partners.** If you connect to the ElecTrip Platform through an integration with a third party service, we may share information about your use of the

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ElecTrip Platform with that third party. We may share your information with our third party partners in order to receive additional information about you. We may also share your information with third party partners to create offers that may be of interest to you. We may also share your information with other third parties we are partnered with and who are associated with you such as hotels and resort concierge (where in your arrival and departure time as well as name and customer preferences may be provided to said third party to improve the experience provided by ElecTrip and the Third Party).

**Third Party Services.** The ElecTrip Platform may allow you to connect with other websites, products, or services that we don't have control over (for example, we may give you the ability to order food delivery from a restaurant). If you use these services, we will provide the third party with information about you to allow them to provide the service to you (for example, we would give the restaurant your name, phone number and address to drop off the food). We can't speak to the privacy practices of these third parties, and we encourage you to read their privacy policies before deciding whether to use their services.

**Service Providers.** We work with third party service providers to perform services on our behalf, and we may share your information with such service providers to help us provide the ElecTrip Platform.

**Enterprise Partners.** If you participate in an enterprise or corporate program and charge a ride to your organization's billing method or credits, we will provide your organization's account holder with information about your use of the ElecTrip Platform, including ride details such as date, time, charge, and pick up and drop off locations. If you create a Business Profile, at the end of each ride you will have the option to designate the ride as a business ride. If you do so, and your organization has a corporate account with ElecTrip, we may share information about your use of ElecTrip Platform with your organization including ride details such as date, time, charge, and region of the trip. If you change organizations, it is your responsibility to update your

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Business Profile with the new information. (Please remember to check and set your designation settings accordingly.) If you integrate your account with an expense platform (like Concur) we will share the ride details to your expense account.

**Other Sharing.** We may share your information with third parties in the following cases:

- ❖ While negotiating or in relation to a change of corporate control such as restructuring, merger or sale of our assets;
- ❖ To comply with a legal requirement or process, including but not limited to, civil and criminal subpoenas, court orders or other compulsory disclosures.
- ❖ If a government authority requests information and we think disclosure is required or appropriate in order to comply with laws, regulations, or a legal process (for example, subpoenas or warrants);
- ❖ With law enforcement officials, government authorities, or third parties if we think doing so is necessary to protect the rights, property, or safety of the ElecTrip community, ElecTrip, or the public;
- ❖ With our insurance partners to help determine and provide relevant coverage in the event of an incident;
- ❖ To do so for fraud prevention, risk assessment, investigation, customer support product development, and debugging purposes;
- ❖ To enforce or administer these Terms;
- ❖ If you signed up for a promotion with another User's referral or promotion code, with your referrer to let them know about your redemption of or qualification for the promotion;
- ❖ To provide information about the use of the ElecTrip Platform to potential business partners in aggregated or de-identified form that can't reasonably be used to identify you; and
- ❖ Whenever you consent to the sharing.

Any User Content provided by you remains your property. However, by providing User Content to ElecTrip, you grant ElecTrip a worldwide, perpetual, irrevocable,

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transferable, royalty-free license, with the right to sublicense, to use, copy, modify, create derivative works of, distribute, publicly display, publicly perform, and otherwise exploit in any manner such ElecTrip Content in all formats and distribution channels now known or hereafter devised (including in connection with the Services and ElecTrip's business and on third-party sites and services), without further notice to or consent from you, and without the requirement of payment to you or any other person or entity.

You represent and warrant that: (a) you either are the sole and exclusive owner of all User Content or you have all rights, licences, consents and releases necessary to grant ElecTrip the license to the User Content as set forth above; and (b) neither the User Content, nor your submission, uploading, publishing or otherwise making available of such User Content, nor ElecTrip's use of the User Content as permitted herein will infringe, misappropriate or violate a third party's intellectual property or proprietary rights, or rights of publicity or privacy, or result in the violation of any applicable law or regulation,

### **YOUR CHOICES**

**Email Subscription.** You may always unsubscribe from ElecTrip's commercial or promotional emails but it's still necessary to send you transactional and relational emails about your use of the ElecTrip Service.

**Profile Information.** Your name will always be shared with Drivers.

**Location Information.** While your location is not tracked by ElecTrip through your personal device, a Driver's location is core to the ElecTrip Platform and without it we can't provide our services to you.

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**Data Security.** We are committed to protecting the data of the ElecTrip community. Even though we take reasonable precautions to protect your data, no security measures can be 100% secure, and we cannot guarantee the security of your data or information.

**Children's Privacy.** ElecTrip is not directed to children, and we don't knowingly collect personal information from children under 13. If we find out that a child under 13 has given us personal information, we will take steps to delete that information. If you believe that a child under the age of 13 has given us personal information, please contact us.

**Changes to Our Privacy Policy.** We may make changes to this Privacy Policy from time to time. If we make any material changes, we will let you know through the ElecTrip Platform, by email, or other communication. We encourage you to read this Privacy Policy periodically to stay up-to-date about our privacy practices. As long as you use the ElecTrip Platform, you are agreeing to this Privacy Policy and any updates we make to it.

**Contact Information.** Feel free to contact us at any time with any questions or comments about this Privacy Policy, your personal information, our use and sharing practices, or your consent choices by contacting us at [contact@electrip.us](mailto:contact@electrip.us) or [281.783.9579](tel:281.783.9579).