

ARRIVE – Privacy Policy

ARRIVE's Privacy Policy

Last Updated: June 1, 2023

ARRIVE RIDE SERVICE, and its subsidiaries and affiliates (“ARRIVE,” “we,” “our,” and/or “us”) values the privacy of individuals who use our application and websites (collectively, the “ARRIVE Platform”), as well as our transportation and/or other services (collectively, our “Services”). This privacy policy (the “Privacy Policy”) explains how we collect, use, and share information from ARRIVE subscribers as well as any other persons who access the ARRIVE Platform or utilize our Services including anyone who may not be a subscriber but rides in a ARRIVE vehicle at the invitation of a subscriber (collectively, “Customers”). Beyond the Privacy Policy, your accessing the ARRIVE Platform or use of our Services is also subject to our Terms of Service available at (<https://rideARRIVE.com/terms>).

By accessing the ARRIVE Platform and/or using our Services, you are accepting the practices described in this Privacy Policy. Please contact us immediately if you have questions regarding our practices with respect to your information.

I. Information We Collect

A. Information You Provide to Us

Your Profile Information. When you use the ARRIVE Platform to create an account or place an order, you give us your name, address, email address, phone number, photograph, login name and password, and billing information (including any credit card numbers and expiration dates). As you utilize the ARRIVE Platform and our Services, you may also provide preferences and settings that you enable for your ARRIVE account. We may collect both “Personal Information” and “Anonymous Information” about you when you use the ARRIVE Platform. Personal Information is information that can be used to contact or identify you, such as your full name, email address, phone number, payment method and profile picture, as well as information that is linked to such information. “Anonymous Information” is information that cannot be used to contact or identify you and is not linked to information that can be used to do so. It includes passively collected information about your activities on our Service, such as usage data, to the extent that information is not linked to your Personal Information.

You can access and browse certain portions of the ARRIVE Platform without disclosing your Personal Information, although, like most website and mobile app providers, we passively collect certain information from your devices, such as your IP address, browser information, unique device identifier (“UDID”) and/or your mobile operating system. Please note that you can choose not to provide us with certain information, but this will limit the features of the ARRIVE Platform and our Service you can access and use. In order to utilize our Service, you must register with ARRIVE through the ARRIVE Platform.

Communications With ARRIVE. We may collect information that you submit when you contact our ARRIVE support team, provide ratings or compliments for Drivers, or otherwise contact us. For example when you request a ride or delivery we receive your requested pickup and dropoff location as well as any notes you provide for your Driver. In addition, when you contact our 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.

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Demographic Data: When you respond to our surveys, we may collect your responses as well as certain demographic information that you submit to us.

B. Information We Collect From You When You Use the ARRIVE Platform or Services

ALL DRIVERS, CUSTOMERS, AND OTHER PERSONS WITHIN ARRIVE VEHICLES (INCLUDING MINORS) MAY BE VIDEO RECORDED AT ANY TIME. PERSONS OUTSIDE OF A ARRIVE VEHICLE BUT WITHIN ITS IMMEDIATE VICINITY MAY ALSO BE RECORDED.

Security Recordings. We may record all persons inside of our ARRIVE Vehicles at any time through cameras equipped within our vehicles. Recordings of all trips initiated within ARRIVE vehicles (each, a "Security Recording") will be uploaded to a secure cloud server through our third party service partner. Each person that enters into a ARRIVE Vehicle acknowledges and agrees (i) to be recorded at all times during a trip and its immediate aftermath and (ii) that ARRIVE is the sole and undisputed owner of all Security Recordings.

We store Security Recordings to increase the safety and security of our Customers, Drivers and any other persons within our Vehicles. We do not review Security Recordings, except (i) upon the express written request of any Driver or Customer, (ii) if we believe in good faith that the safety or security of any person is at risk, or that a Security Recording contains a violation of our Terms of Service or any applicable law, or (iii) to manage, evaluate and/or analyze the ARRIVE Services (including but not limited to Driver performance metrics).

Rider Identification. We collect self-taken pictures of the account holder ("Selfie") and their government issued photo ID through our third party service provider. The only personal information your Driver is able to is your Selfie and First Name.

Location Information. When you open the ARRIVE app on your mobile device, we receive your location. We may also collect the precise location of your device when the app is running in the foreground or background. If you mark certain locations as favorites (or other designations, such as "Home") we receive that information too.

We use your location information for multiple purposes, including matching you with nearby Drivers, determining drop off and pick up locations, and suggesting destinations based on previous trips. If necessary, our security team may use and share location information to help protect the safety of ARRIVE's Customers, Drivers or a member of the public. If you give us permission through your device settings or ARRIVE app, we may also collect your location while the app is turned off to identify promotions or service updates in your area.

Device Information. We may collect information about the devices you use to access our services, including the hardware models, device IP address, operating systems and versions, software, file names and versions, preferred languages, unique device identifiers, advertising identifiers, serial numbers, device motion information, and mobile network information.

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

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Platform, like the pages or other content you view, your actions within the ARRIVE Platform, 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 our Customers and Drivers who we have connected for a ride. The information about these communications that we receive includes their date, 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 ARRIVE Platform, such as those between Customers and Drivers. You hereby consent to the monitoring of the communications as outlined herein above.

Address Book Contacts. If you permit ARRIVE to access the address book on your device through the permission system used by your mobile platform, we may access and store names and contact information from your address book to facilitate invitations and social interactions that you initiate through our Platform and for other purposes described in this privacy policy or at the time of consent or collection.

Information from Cookies and Similar Technologies. We collect information through the use of "cookies", tracking pixels, and similar technologies to understand how you navigate through the ARRIVE Platform and interact with ARRIVE advertisements, to learn how you utilize our Services, 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 ARRIVE Platform. If you would like to opt-out of cookie collection, 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 ARRIVE Platform.

C. Information We Collect from Third Parties

Third Party Services. If you choose to register for ARRIVE or otherwise link your ARRIVE account with a third party's service (such as Facebook), we may receive the same type of information we collect from you (described above) directly from those services.

Third Party Partners. We may receive additional information about you, such as demographic data, payment information, or fraud detection information, from our third party partners and combine it with other information that we have about you. We use Google Analytics to help us collect data on who is using our service, including Google Analytics Advertising Features (e.g., Demographics and Interests reporting).

II. How We Use the Information We Collect

We use the information we collect from persons who access the ARRIVE Platform or utilize our Services to:

- Register and administer your account;
- Provide, improve, expand, and promote the ARRIVE Platform;
- Connect Customers to our Drivers;
- Fulfill delivery requests made through the ARRIVE Platform;

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- Analyze how Customers and Drivers use the ARRIVE Platform;
- Communicate with you, either directly or through one of our partners, including for marketing and promotional purposes;
- Customize the ARRIVE experience for each Customer;
- Send Customers text messages and push notifications;
- Facilitate Customer transactions and payments;
- Provide Customers with customer support;
- Find and prevent fraud;
- Comply with and enforce applicable legal requirements, relevant industry standards and our policies; and
- Respond to trust and safety issues that may arise, including missing deliveries, auto incidents, disputes between Customers and Drivers, and requests from government authorities.

We may use Anonymous Information for the following purposes:

- Improve the ARRIVE Platform and Services and customize your experience, such as by providing targeted useful features and promotions based on the type of services you seek.
- Aggregate the information collected via Cookies and similar technologies to use in statistical analysis to help us track trends, evaluate the effectiveness of our ads and analyze patterns.

III. How We Share the Information We Collect

A. Sharing Between Customers and Drivers

Sharing with Drivers. Drivers that have been matched with Customers for a ride or delivery request are able to see basic information about the Customer, such as names, photo, and certain other information they have provided to ARRIVE in order to facilitate our provision of our Services to Customers using the ARRIVE Platform. Drivers see the pick-up location that the Customer has provided. Customers see our Driver's vehicle information and real-time location as our Driver approaches the Customer's pick-up location.

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

B. Sharing Between ARRIVE and Third Parties

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

Third Party Services. The ARRIVE 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 pay for a product using Apple Pay). If you use these services, we will provide the third party with information about you to allow them to provide our Service to you (for

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example, we would give Apple information about you and your purchase). We can't control 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 our Services, including all of the things described in Section 2 above. We also share Personal Information and Anonymous Information with vendors, consultants and data processors who perform services on behalf of ARRIVE, including without limitation, companies that provide email services and host the ARRIVE Platform and Services. ARRIVE has selected companies who maintain high standards with respect to privacy and agree to use the Personal Information and Anonymous Information only to perform specific services on behalf of ARRIVE and in accordance with the terms and conditions of this Privacy Policy.

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 a restructuring, merger or sale of our assets;
- 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;
- 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 ARRIVE community, ARRIVE, or the public;
- To comply with a legal requirement or process, including but not limited to, civil and criminal subpoenas, court orders or other compulsory disclosures;
- If you signed up for a promotion with another Customer's referral or promotion code, with your referrer to let them know about your redemption of or qualification for the promotion;
- With our insurance partners to help determine and provide relevant coverage in the event of an incident;
- To provide information about the use of the ARRIVE 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.

VI. Your Choices

Email Subscriptions. You can always unsubscribe from our commercial or promotional emails, but we will still send you transactional and related emails about your account's use of the ARRIVE Platform. Each time you use the ARRIVE Platform, you consent to receiving these emails.

Text Messages. You can opt out of receiving commercial or promotional text messages by emailing support@rideARRIVE.com stating explicitly and unambiguously your request to unsubscribe from commercial or promotional text messages and including the telephone number to which you desire your request to apply. You may also opt out of receiving all texts from ARRIVE (including transactional or relational messages) by emailing support@rideARRIVE.com stating explicitly and unambiguously your request to unsubscribe from all text messages from ARRIVE and including the telephone number to which you

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desire your request to apply, however, opting out of receiving all texts may impact your use of the ARRIVE Platform. To re-enable texts at any time, you can email support@rideARRIVE.com stating your request to re-enable text messages from ARRIVE and including the telephone number to which you desire your request to apply.

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 ARRIVE Platform (such as receiving a notification that your ride has arrived).

Customer Profile Information. While your name and Selfie will always be shared with our Drivers, you can delete any additional information that you added to your ARRIVE Profile at any time if you don't want our Drivers to see it, however, your deleted information may be retained for a certain period of time until permanent deletion is processed in the ARRIVE Platform.

Location Information. While you can prevent your device from sharing location information at any time through your Device's operating system settings, Customer location is core to the ARRIVE Platform and without it we can't provide our Services to you.

Editing and Accessing Your Information. You can review and edit certain account information by logging in to your account settings and profile. If you would like to terminate your ARRIVE account, please contact us at support@rideARRIVE.com stating your request and including the details of your Customer account which you desire to terminate. If you choose to terminate your ARRIVE account, we will deactivate it for you but may retain information from your account for a certain period of time and disclose it in a manner consistent with our practices under this Privacy Policy for accounts that are not closed. We also may retain information from your account to collect any fees owed, resolve disputes, troubleshoot problems, analyze usage of the ARRIVE Platform, assist with any investigations, prevent fraud, enforce our Terms of Service, or take other actions as required or permitted by law.

V. Other

Information Security. The security of your information is very important to us and will only collect personally identifiable information to the extent we deem necessary to serve you in view of our legitimate business purposes as set out above. We use Secure Socket Layer (SSL) encryption technology to protect the security of your online order information.

Any information stored by us is treated as confidential. All information is stored securely and is accessed by authorized personnel only. We implement and maintain appropriate technical, security and organizational measures to protect your Personal Information and Anonymous Information against unauthorized or unlawful processing and use, and against accidental loss, destruction, damage, theft or disclosure. In the unlikely event of a security breach compromising your personally identifiable information, we will notify you within 72 hours of our becoming aware of its occurrence.

While we implement these and other security measures on our sites, please note that 100% security is not always possible. You play a role in protecting your information as well.

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Because your password permits access to your Personal Information and Anonymous Information, please keep your password secret and do not disclose it to others.

How can you opt-out or withdraw your consent? If after you opt-in, you change your mind, you may withdraw your consent for us to contact you for the continued collection, use or disclosure of your Personal Information, at any time, by contacting us at support@rideARRIVE.com stating your request to opt-out or withdraw your consent.

How can you correct or delete your Personal Information? You can request access to all your personally identifiable information maintained by us by sending an e-mail to us at the address listed below. Upon request we offer you the ability to have inaccuracies corrected in your personally identifiable information. You can have this information corrected by sending us an e-mail at the address listed below.

Children’s Privacy. You must be at least 18 years of age, or the age of legal majority in your jurisdiction, to open a Customer Account, unless a specific Service permits otherwise. By creating a Customer Account, you represent and warrant that you are at least 18 years old or the age of legal majority in your jurisdiction and that you have the right, authority and capacity to enter into and abide by the terms and conditions of this Agreement. Our Service is not available for use by persons under the age of 18 years old. You may not authorize third parties to use your Customer Account, and you may not allow persons under the age of 18 year old years old to receive transportation services unless they are accompanied by you. ARRIVE is not directed to children under 18 years old, and we don’t knowingly collect Personal Information from children under 18 years old. Any Customer who brings a child into a ARRIVE vehicle consents to such child’s use of our Services (including being recorded in accordance with our Terms of Service and this Privacy Policy) and represents that such Customer has the authority to grant such consent.

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 ARRIVE 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 ARRIVE Platform or our Services, 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, Anonymous Information our use and sharing practices, or your consent choices by contacting us at:

ARRIVE RIDE SERVICE
privacy@arrive.mobi