

## **MOBILE APP PRIVACY POLICY**

At A2B Radio Cars Ltd. (part of the Veezu Holdings Ltd. group of companies), we value your trust and understand that protecting and respecting your privacy is important to you. Please take a moment to review our Privacy Policy outlining how we are committed to protecting your personal information and data.

This policy explains how any personal information or data we collect from you or you provide to us will be processed, what it will be used for and how it conforms to the Data Protection Act of 1998 and the data protection policy of A2B Radio Cars Ltd. You accept this Privacy Policy when you sign up for, access or use our products, services or any other features, technologies or functionalities offered by us on any of our platforms.

This policy is in place to protect our customers and our business, we may update it at any time by posting a revised version on our platform(s) periodically. The revised version will be effective at the time of posting.

### **PERSONAL INFORMATION**

You provide personal information to us as a user through use of our registration, enquiry channels and journey bookings. This is used for our purposes to assist us in identifying you for your protection, help us meet your expectations as a consumer and to improve our products and services.

We may also collect personal information automatically about your visit to our site(s), platform(s) or your mobile device such as your device type, machine, mobile device identification number, geo-location, time zone, language setting, browser type and IP address.

You also share information with us, such as when you contact us using an email address or phone number or when you make any type of transaction with us.

We may collect data regarding which features and functionality you access or use within our products or services. If we combine or link such information as personal information we will treat the combined or linked information as personal information under this Privacy Policy.

We may also collect demographic information, browsing patterns, group or categorical data. This type of data is considered an aggregated form of data that does not directly identify and cannot reasonably be used to identify an individual user or visitor.

### **LOCATION DATA**

For your protection as a consumer and to enable us to make improvements to our service each booking pick up and drop off location is mapped via location, storage of booking history and mapping of regular activity. The data from this will only be used to demonstrate travel patterns to partners, authorities and public organisations, personal information will not be shared.

### **REQUEST TO ACCESS**

At any time you are able to request your personal information and/or data about your usage of our products and services, you can also view your historical data within the mobile application.

#### RETENTION OF DATA

Should you decide to withdraw from using our mobile application then your personal information will be removed along with it. We are required to retain historical data about your journey(s) to co-operate with local authorities and council's requirements.

#### UPDATING YOUR PERSONAL INFORMATION

You can access and update your personal information in the 'My Details' section of the mobile application at any time.

#### PRIVACY FOR ADOLESCENTS

We do not knowingly collect personal information and/or data from users under the age of 16. Should we learn that we have inadvertently collected the personal information or data of a child under the age of 16 we will take steps to delete that personal information or data. You should be aware that any of our services or products may be used by children under the age of 16 without our knowledge. Any personal information or data collected as a result of such usage will be associated with an adult user or visitor of our products or services and will be treated accordingly under this Privacy Policy.

#### THIRD PARTIES

We may employ third parties or other companies to perform functions on our behalf, including processing of payments, data analysis and fulfilling requirements pertaining to improvements of our products and services. We ensure that these third parties only use such information under our direction.

Should we provide any of your data to these companies we ensure that they process your data in accordance with this Privacy Policy and the Data Protection Act 1998.

#### PAYMENTS

A2B Radio Cars Ltd. may use approved third party payment providers to manage payments from your credit and/or debit card account for journeys booked with the A2B Radio Cars mobile application on which card bookings are enabled. The processing of payments or credits in connection with the use of the mobile application and services will be subject to the terms and conditions and privacy policy of the third party payment processor and your issuing card authority in addition to this Privacy Policy.

Journeys paid for by credit or debit card using the mobile application will be subject to an administration charge set by us and added to the final fare of which you will be notified pre-booking. All charges will be shown on your receipt emailed to the address used to sign up for credit and debit card bookings. These charges are subject to change at any time and you will notified within the platform and in your vehicle.

You will make payment to A2B Radio Cars Ltd. through our third party payment provider which in turn will be passed on to your driver. You agree that you will pay for all of the journeys booked through the mobile application and that your registered card(s) for those you select to are to be paid accordingly by that card, you are responsible for timely payment of all fares.

Your credit and/or debit card details will be held securely by our third party payment processor under PCI level 1 compliance (highest available compliance). We do not have access to your personal credit and/or debit card information and cannot share that information. Employees, sub-contractors or individuals will at no point have access to this payment information.

Payments made by credit or debit card are non-refundable.

#### PROTECTION OF DATA

We aim to take every precautionary step to secure your personal information and data by use of physical, electronic and administrative safeguards to protect against unauthorised access or disclosure. We update and enhance our safeguards to the extent we determine it is warranted and feasible.

We limit access to personal information to those employees and agents that we believe reasonably need such information for their particular role. Our employees are subject to a corporate code of ethics and other policies and procedures that require them to protect the confidentiality of personal information and/or data of our consumers. Violations may subject employees to disciplinary action up to and including termination.

You must be aware that no data transmission or storage can be guaranteed to be 100% secure but we want you to feel confident in using our services. We will do our best to protect your personal information and data but also ask you to be responsible for keeping your personal information such as passwords and credit/debit card information limited to yourself and not shared with any other party or individual.

#### DISCLOSURE OF DATA

We may disclose your personal information or data to any member of our company or group, which means any subsidiaries, holding company and its subsidiaries as defined in Section 1159 of the UK Companies ACT 2006. We may disclose your personal information and/or data:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets
- If A2B Radio Cars Ltd. or Veezu Holdings Ltd. or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets, or
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms and conditions of supply and/or any other agreements; or to protect the rights, property, or safety of A2B Radio Cars Ltd. or Veezu Holdings Ltd., our customers or others.

This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

## YOUR RIGHTS

You have the right to ask us not to process your personal information or data for marketing purposes. We will usually inform you (before collecting your information or data) if we intend to use your personal information or data for such purposes or if we intend to disclose your information or data to any third party for such purposes. You can exercise your right to prevent such processing by checking applicable boxes on the forms we present to you. You can also exercise the right at any time by contacting us at [admin@a2bradiocars.com](mailto:admin@a2bradiocars.com). Our application may include links to and from certain websites or applications of our partners, advertisers and affiliates. If you follow a link to any of these please note that these sites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal information or data to these sites.

## INFORMATION ACCESS

The Data Protection Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any request for information may be subject to an administrative fee to cover our costs in providing you with the details of the information or data we hold.

## CONTACT US

If you any questions or requests regarding this Privacy Policy, we welcome you to contact us at [admin@a2bradiocars.com](mailto:admin@a2bradiocars.com) or give us a call us on 0121 733 3000. Alternatively, please feel free to mail us at the address below:

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