

USER PRIVACY STATEMENT

Effective Date: October 1st 2015

Tickey Mobile Solutions Ltd., (“We”, “Us”, “Our”) has developed a mobile application (“TICKEY”, “App”) that collects data from your device in order to provide you with relevant transport information for nearby services.

CONCENT

By using TICKEY, you accept the terms and conditions described in this Privacy Policy.

PURPOSE

This Privacy Policy describes how we collect, use and disclose your information and how this information can be accessed and deleted when necessary.

TICKEY collects information about you when you use our mobile applications, websites, and other online products and services (collectively, the “Services”) and through other interactions and communications you have with us. Services are provided by Tickey Mobile Solutions Ltd., and this Privacy Statement applies to information collected and used by Tickey Mobile Solutions Ltd.

SCOPE AND APPLICATION

This Privacy Statement (“Statement”) applies to persons anywhere in the world who use our apps or Services to request transportation, or other on-demand services (“Users”). TICKEY may contain links to websites, apps, products or services that are operated by third parties (such as Google). This Privacy Policy does not extend to these third parties on which we have no control and for which we cannot be held liable. We encourage you to read about the privacy policies, procedures and practices of those third parties. This Statement does not apply to information we collect from partner transportation companies, or any other persons who use the TICKEY platform under license (collectively “Partners”).

COLLECTION OF INFORMATION

INFORMATION YOU PROVIDE TO US

We collect information you provide directly to us, such as when you create or modify your account, request on-demand services, contact customer support, or otherwise communicate with us. This information may include: name, email, phone number, postal address, profile picture, payment method, items requested (for delivery services), delivery notes, and other information you choose to provide.

INFORMATION WE COLLECT THROUGH YOUR USE OF OUR SERVICES

When you use our Services, we collect information about you in the following general categories:

Location Information: Once you permit the TICKEY to access location services through the permission system used by your mobile operating system (“platform”), we collect the precise location of your device when the app is running in the foreground or background, including your latitude, longitude, time and speed of travel. We may also derive your approximate location from your IP address.

Contacts Information: If you permit the TICKEY app 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 social interactions through our Services and for other purposes described in this Statement or at the time of consent or collection.

Transaction Information: We collect transaction details related to your use of our Services, including the type of service requested, date and time the service was provided, amount charged, distance traveled, and other related transaction details. Additionally, if someone uses your promo code, we may associate your name with that person. We also automatically collect usage details each time you use TICKEY, including the country of origin, the searches you make, the routes you interact with, the type of phone or OS you are using, etc.

Usage and Preference Information: We collect information about how you and site visitors 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. To learn more about these technologies, please see our Cookie Statement. We collect your preferences, including favorite routes, saved locations and other personal customizations such as the “Travel Profile” option you may

select for planning trips.

Device Information: We may collect information about your mobile device, including, for example, the hardware model, operating system and version, software and file names and versions, preferred language, unique device identifier, advertising identifiers, serial number, device motion information, and mobile network information.

Log Information: When you interact with the Services, we collect server logs, which may include information like device IP address, access dates and times, app features or pages viewed, app crashes and other system activity, type of browser, and the third-party site or service you were using before interacting with our Services.

We collect your name, phone number, email address and other information you may provide when using the “Send Feedback” feature in the Settings view.

We collect contact information (email and/or push notification token) when you explicitly request to be notified when TICKEY supports a new market.

IMPORTANT INFORMATION ABOUT PLATFORM 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 TICKEY 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 TICKEY app seeks before you first use the app, and your use of the app constitutes your consent. To learn about the platform-level permissions that the app seeks, please visit our new iOS Permissions page and Android Permissions page. Sometimes these permissions require more explanation than the platforms themselves provide, and the permissions we request will change over time, so we’ve created these pages to serve as authoritative and up-to-date resources for our users.

INFORMATION WE COLLECT FROM OTHER SOURCES

We may also receive information from other sources and combine that with information we collect through our Services. For example:

If you choose to link, create, or log in to your TICKEY account with a payment provider (e.g., Braintree) or social media service (e.g., Facebook),

or if you engage with a separate app or website that uses our API (or whose API we use), we may receive information about you or your connections from that site or app.

USE OF INFORMATION

We may use the information we collect about you to:

- Provide, maintain, and improve our Services, including, for example, to facilitate payments, send receipts, provide products and services you request (and send related information), develop new features, provide customer support to Users, develop safety features, authenticate users, and send product updates and administrative messages;
- Perform internal operations, including, for example, to prevent fraud and abuse of our Services; to troubleshoot software bugs and operational problems; to conduct data analysis, testing, and research; and to monitor and analyze usage and activity trends;
- Send or facilitate communications between you and a contact of yours at your direction in connection with your use of certain features, such as referrals, invites, split fare requests, or ETA sharing;
- Send you communications we think will be of interest to you, including information about products, services, promotions, news, and events of TICKET and other companies, where permissible and according to local applicable laws; and to process contest, sweepstake, or other promotion entries and fulfill any related awards;
- Personalize and improve the Services, including to provide or recommend features, content, social connections, referrals, and advertisements.

We may transfer the information described in this Statement to, and process and store it in, the EU and other countries, some of which may have less protective data protection laws than the region in which you reside. Where this is the case, we will take appropriate measures to protect your personal information in accordance with this Statement. If you are in the EU or Switzerland, please see the Safe Harbor notice below.

OTHER USES

Provide you with pertinent transport information for nearby services;

Understand your preferences so that we can customize TICKEY for you, such as recommending personalized transport options;
Measure usage of TICKEY, including usage of specific features and views;
Develop and improve TICKEY based on your feedback and interactions;
Guide product development and build new features;
Conduct research on users' habits and how they use public transportation;
Identify and correct bugs and other problems with TICKEY;
Respond to your emails and help with support queries;
Subject to your consent, keep you posted from time to time on latest announcements and additional information;
Comply with law and regulations and lawful requests or orders.

USER OPTIONS

The following are some examples of your options with regard to collection, use and disclosure of your information:

You can stop all collection of location data easily and at any time by disabling location services in your device's settings or by uninstalling TICKEY.

You are not required to indicate any preferences (including setting your home and work address) in order to use TICKEY, since these are optional. You can unsubscribe at any time from mailing lists announcing newly released cities by clicking the "Unsubscribe" link in the emails you may receive.

SHARING OF INFORMATION

We may share the information we collect about you as described in this Statement or as described at the time of collection or sharing, including as follows:

THROUGH OUR SERVICES

We may share your information:

In case you request assistance with the use of TICKEY, we might share such request, including your contact information, with a third party directly involved in the issue (i.e. if you inform us over email that certain transit schedules in the app are outdated, and we forward this message to the applicable transit agency).

With other riders if you use a ride-sharing service; and with other people, as directed by you, such as when you want to share your estimated time

of arrival or split a fare with a friend;

With third parties to provide you a service you requested through a partnership or promotional offering made by a third party or us;

With the general public if you submit content in a public forum, such as blog comments, social media posts, or other features of our Services that are viewable by the general public;

With third parties with whom you choose to let us share information, for example other apps or websites that integrate with our API or Services, or those with an API or Service with which we integrate; and

In case of a prospective business transaction, you agree that TICKEY may disclose anonymous and aggregate information to another corporation in order for the parties to determine whether to proceed with such transaction. In case a business transaction is completed, you agree that any information may be transferred to the corporation that owns TICKEY or the relevant part of it in order to carry its business. A “business transaction” includes, but is not limited to, a reorganization, merger, purchase, sale or other acquisition or disposition of a corporation or any of its assets.

We also disclose anonymous and aggregate information to certain third parties for research, product development or other business purposes. For instance, we may share information with transit agencies to help them analyze and improve their services.

OTHER IMPORTANT SHARING

We may share your information:

With TICKEY subsidiaries and affiliated entities that provide services or conduct data processing on our behalf, or for data centralization and / or logistics purposes;

With vendors, consultants, marketing partners, and other service providers who need access to such information to carry out work on our behalf;

In response to a request for information by a competent authority if we believe disclosure is in accordance with, or is otherwise required by, any applicable law, regulation, or legal process;

With law enforcement officials, government authorities, or other third parties if we believe your actions are inconsistent with our User agreements, Terms of Service, or policies, or to protect the rights, property, or safety of TICKEY or 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;
If we otherwise notify you and you consent to the sharing; and
In an aggregated and/or anonymized form which cannot reasonably be used to identify you.

SOCIAL SHARING FEATURES

The Services may integrate with social sharing features and other related tools which let you share actions you take on our Services with other apps, sites, or media, and vice versa. Your use of such features enables the sharing of information with your friends or the public, depending on the settings you establish with the social sharing service. Please refer to the privacy policies of those social sharing services for more information about how they handle the data you provide to or share through them.

ANALYTICS AND ADVERTISING SERVICES PROVIDED BY OTHERS

We may allow others to provide audience measurement and analytics services for us, to serve advertisements on our behalf across the Internet, and to track and report on the performance of those advertisements. These entities may use cookies, beacons, SDKs, and other technologies to identify your device when you visit our site and use our Services, as well as when you visit other online sites and services. For more information about these technologies and service providers, please refer to our Cookie Statement.

U.S.-EU AND U.S.-SWISS SAFE HARBOR

Tickey Mobile Solutions Ltd. complies with the U.S.-EU and the U.S.-Swiss Safe Harbor frameworks as set forth by the U.S. Department of Commerce in connection with its processing of personal data about data subjects in European Union member countries and Switzerland. With respect to this data, Tickey Mobile Solutions Ltd. has certified that it adheres to the relevant Safe Harbor Privacy Principles of notice, choice, onward transfer, security, data integrity, access, and enforcement. To learn more about these Safe Harbor programs, and to view our certification, please visit the Safe Harbor website.

YOUR CHOICES

ACCOUNT INFORMATION

You may correct your account information at any time by logging into your online or in-app account. If you wish to cancel your account, please email us at support@tickey.me. Please note that in some cases we may retain certain information about you as required by law, or for legitimate business purposes to the extent permitted by law. For instance, if you have a standing credit or debt on your account, or if we believe you have committed fraud or violated our Terms, we may seek to resolve the issue before deleting your information.

ACCESS RIGHTS

TICKEY will comply with individual's requests regarding access, correction, and/or deletion of the personal data it stores in accordance with applicable law.

LOCATION INFORMATION

We request permission for our app's collection of precise location from your device per the permission system used by your mobile operating system. If you initially permit the collection of this information, you can later disable it by changing the location settings on your mobile device. However, this will limit your ability to use certain features of our Services. Additionally, disabling our app's collection of precise location from your device will not limit our ability to collect your trip location information from a Driver's device nor our ability to derive approximate location from your IP address.

CONTACT INFORMATION

We may also seek permission for our app's collection and syncing of contact information from your device per the permission system used by your mobile operating system. If you initially permit the collection of this information, iOS users can later disable it by changing the contacts settings on your mobile device. The Android platform does not provide such a setting.

PROMOTIONAL COMMUNICATIONS

You may opt out of receiving promotional messages from us by following

the instructions in those messages. If you opt out, we may still send you non-promotional communications, such as those about your account, about Services you have requested, or our ongoing business relations.

COOKIES AND ADVERTISING

Please refer to our Cookie Statement for more information about your choices around cookies and related technologies.

SECURITY SAFEGUARDS

We are committed to securing your information and we take reasonable physical, organizational and technical measures to protect your information against unauthorized access, use, disclosure, modification or destruction.

These safeguards include, but are not limited to:

- Storage on secure servers;
- Encryption of the communication channels;
- Limited access to employees and contractors on a “need-to-know” basis.

Although we take great efforts to protect your information, no security system can prevent all potential security breaches nor be immune from any wrongdoings or malfunctions.

RETENTION PERIOD

We will retain your information as long as you use TICKEY and for a reasonable time thereafter.

RIGHT TO ACCESS AND REMOVAL

We store your information on servers located in EU.

If you would like to remove or access any information that we have collected through TICKEY that is stored on our servers, please contact us at privacy@tickey.me. On receiving such a request, we will use reasonable efforts to provide you or delete such information.

CHILDREN

We do not knowingly collect, use or disclose information from children under the age of 13. If we learn that we have collected information of a child under 13 without first receiving parental consent, we will take steps

to delete such information within a reasonable time. If you have reason to believe that a child under the age of 13 has provided information to us, please contact us and we will take steps to delete such information within a reasonable time.

CHANGES TO THE STATEMENT

We reserve the right to amend or change this Privacy Policy at any time without notice. In case of substantial changes to this Privacy Policy, we will alert you through our social media accounts within 30 days before such changes enter into effect. We will also update the privacy policy within the app on the date that such changes become effective. By using TICKEY, you agree to be bound by the version of the privacy policy displayed on the date upon which you use the app. If you do not accept the amended or changed Privacy Policy, you may not access, use or continue to use TICKEY. By continuing to access and use TICKEY, you are acknowledging your acceptance of the amendments and changes. In any case, we recommend that you consult this page regularly in order to be informed of any changes in this Privacy Policy.

CONTACT US

If you have any questions about this Privacy Statement, please contact us at privacy@tickey.me.