

FYC Technologies – Privacy Policy

Last updated: January 2020

About this Privacy Policy

FYC Technologies Pty Ltd (ACN 637 638 932) (hereafter referred to as “**FYC Technologies**”) is the owner and operator of FYC Rides, a ride share service. Your rights to use the FYC Rides Services (the “**Service**”) are set out in this Privacy Policy (“**Privacy Policy**”) and in our Terms of Service (“**Terms of Service**”).

In this Privacy Policy, the terms “we”, “us”, and “our” refers to FYC Rides.

“**Website**” means the whole or any part of the web pages located at [www.fycrides.com] and includes the layout, individual design elements, underlying code elements and any text, sounds, videos, graphics, animated elements or other content contained on our Website.

“**App**” means the FYC Rides phone application.

Our Terms of Service and our Privacy Policy are collectively referred to as the Agreement (“**Agreement**”).

FYC Rides provides this Privacy Policy to help you make an informed decision about whether to use or continue using the FYC Rides Service. If you do not agree to our practices, please do not use the Service.

This Privacy Policy is subject to the Terms of Service. Your use of the Service and any Personal Data you provide through the Service remains subject to the terms of this Agreement.

Capitalised terms defined in FYC Rides’ Terms of Service have the same meaning in this Privacy Policy.

We know how important security and privacy is to you. They are at the heart of FYC Rides and as such we strive to make things as safe and clear as possible for everyone involved.

This Privacy Policy sets out how FYC Rides (“**we**”) treat the privacy of those who use our Service and others with whom we interact.

This Privacy Policy outlines the specific legal obligations FYC Technologies has when collecting and handling your personal information are outlined in the *Privacy Act 1988* (Cth), and in particular the Australian Privacy Principles found in that Act.

We will update this Privacy Policy when our information handling practices change. Updates will be published on our website.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aaic.gov.au.

1. What is Personal Information?

This Privacy Policy refers to all “Personal Information” as information or an opinion about an identified individual, or an individual who is reasonably identifiable:

- whether the information or opinion is true or not; and
- whether the information or opinion is recorded in a material form or not

2. Changes

From time to time we will review our Privacy Policy to keep pace with changes in our Service and any data protection and privacy laws applicable to the processing of Personal Data that we are committed to comply with, including:

- a) the Privacy Act 1988 (Cth, Australia);
- b) (b) the Privacy Act 1993 (New Zealand);
- c) the Personal Data Protection and Electronic Documents Act, SC 2000, c5 (federal, Canada);
- d) the Personal Data Protection Act (Alberta, Canada);
- e) the Personal Data Protection Act (British Columbia, Canada);
- f) all applicable United States federal and state privacy laws, including, but not limited to, the California Online Privacy Protection Act (CalOPPA), Early Learning Personal Data Protection Act (ELPIPA);
- g) the General Data Protection Regulation (EU);
- h) the Data Protection Act 2018 (UK);
- i) any other applicable privacy legislation.

(the above collectively referred to as “**Data Protection Laws**”)

This Privacy Policy is our most recently updated Privacy Policy. Your continued use of the Service constitutes your agreement to this Privacy Policy and any amendments. We encourage you to read our Privacy Policy carefully.

3. Collection of Personal Data

(a) We may collect your Personal Information if you:

- speak with us directly over the phone or via our support service;
- have contact with us in person;
- individuals who request or receive transportation, including those who receive transportation requested by another individual;
- individuals who provide, or submit applications to FYC Rides to provide, transportation individually or through partner transportation companies;
- individuals who provide or submit applications to FYC Rides, or other services;
- use accounts owned by FYC Rides or of owners or employees of FYC Rides, or we may collect other personal data in connection with our mapping technology and features.
- interact with us online, via our website, email, mobile applications and/or social media pages (such as Facebook, Twitter, YouTube, Instagram or LinkedIn – these social media platforms will also manage your personal information in accordance with their own privacy policies);
- apply for a position with us (either as an employee, or as a volunteer or as a contractor).

(b) The collection of your Personal Information may be required in order for you to:

- join our website or app as a registered user;
- receive information from us including alerts via email or SMS communications;
- register to use our forum or digital application;
- work with us

4. Collecting personal information through our website

In some instances, we may also collect your personal information through the use of “cookies”. When you access one of our websites, we may send a “cookie” (a small summary file containing a unique ID number) to your computer or internet enabled device.

Cookies are used to:

- Recognise your computer or internet enabled device
- Greet you each time you visit our website
- Keep track of services you view
- With your consent, send you news about viewed services
- Measure traffic and engagement patterns, to evaluate our website visitor’s habits
- Identify and continually improve our services, programs, content and resources
- If you do not wish to receive cookies, you can set your browser so that your computer does not accept them

By using our Website and mobile applications, you consent to the processing of data about you by Google in the manner described in Google's Privacy Policy and for the purposes set out above. You can opt out of Google Analytics if you disable or refuse the cookie, disable JavaScript, or use the opt-out service provided by Google.

What personal information do we collect and what is its use?

We collect the personal information which you provide to us. This includes:

- **User profile:** We collect data when users create or update their FYC Rides account. This may include their name, email, phone number, login name and password, address, profile picture, payment or banking information (including related payment verification information), government identification documents, including driver’s license numbers and images, birthdate, signature, and photo. This also includes vehicle or insurance information of riders, and user settings. We may use the photos submitted by riders to verify their identities, such as through facial recognition technologies.
- **Background check and identity verification:** We collect background check and identity verification information for riders. This may include information such as driving history or criminal record (where permitted by law), and right to work. This information may be collected by an authorized vendor on FYC Rides’ behalf.
- **User content:** We collect the information users submit when they contact FYC Rides’ customer support, provide ratings or compliments for other users, or otherwise contact FYC Rides. This may include feedback, photographs or other recordings collected by users.
- **Location data:** We collect precise or approximate location data from a user’s mobile device if enabled by the user to do so. For riders, FYC Rides collects this data when the app is running in the foreground (app open and on-screen) or background (app open but not on-screen) of their mobile device. For riders, FYC Rides collects this data when the FYC Rides’ app is running in the foreground. In certain regions (which do not include the European Union), FYC Rides may also collect this data when the app is running in the background of the user’s mobile device. Riders may use the apps without enabling FYC Rides to collect location data from their mobile devices. However, this may affect some functionality available in the FYC Rides apps. In addition, the location data collected from a rider during a trip will be linked to the rider’s account, even if they have not enabled location data to be collected from their device, including for purposes of receipt generation, customer support, fraud detection, insurance, and litigation.

- Transaction information: We collect transaction information related to the use of our services, including the type of services requested or provided, date and time the service was provided, amount charged, distance travelled, and payment method.
- Communications data: We enable users to communicate with each other and FYC Rides through its mobile apps and websites. For example, we enable riders, to call, text, or send other files to each other (generally without disclosing their telephone numbers to each other). To provide this service, FYC Rides receives some data regarding the calls, texts, or other communications, including the date and time of the communications and the content of the communications. FYC Rides may also use this data for customer support services (including to resolve disputes between users), for safety and security purposes, to improve our products and services, and for analytics.
- User feedback, such as ratings, feedback, or compliments.
- FYC Rides account owners who request services for or on behalf of other users, or who enable such users to request or receive services through their accounts.
- Users or others providing information in connection with claims or disputes.
- FYC Rides business partners through which users create or access their FYC Rides account, such as payment providers, social media services, or apps or websites that use FYC Rides' APIs or whose APIs FYC Rides uses.
- Vendors who help us verify users' identity, background information, and eligibility to work, for regulatory, safety, and security purposes.
- Insurance, vehicle, or financial services providers for riders.
- Publicly available sources.
- Marketing service providers.

FYC Rides may combine the data collected from these sources with other data in its possession.

If you make a purchase via our Website or app, you may also provide credit card details and other information which will allow us to process your request and make the transaction.

We may also request:

- your preferences for receiving further information about our programs, campaigns or activities;
- additional types of personal information such as title, department name, company information, or demographic information

The choice of how much information you provide to us is yours, but we require certain information from you in order to provide particular services. Where possible, you have the option of interacting with us anonymously (for example, as a visitor of the website) or using a pseudonym if you feel more comfortable with this.

5. Use of Personal Data

We collect your Personal Information for the primary purpose of providing our services to you. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing via our website.

FYR Rides uses the data in relation to its services and features to:

- Create and update users' accounts.
- Verify riders' identity, background history, and eligibility to work.
- Enable transportation, and other services.
- Offer, process, or facilitate payments for our services.
- Offer, obtain, provide, or facilitate insurance, vehicle, invoicing, or financing solutions in connection with our services.
- Track and share the progress of rides.
- Enable features that allow users to share information with other people, such as when riders submit a compliment about a rider, when users provide feedback or share ETA and location with their contacts.
- Enable features to personalize users' FYC Rides accounts and to enable quick access to previous destinations.
- 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 analyse usage and activity trends.
- Customer support including direct questions to the appropriate customer support person, investigating and addressing user concerns, and monitoring and improving our customer support responses and processes
- Marketing purposes. Although we may send users communications about FYC Rides partners' products and services, we do not sell users' personal data to, or share it with, such partners or others for purposes of their own direct marketing or advertising, except with users' consent.
- Non-marketing purposes. FYC Rides may use the data we collect to generate and provide users with receipts; inform them of changes to our terms, services, or policies; or send other communications that aren't for the purpose of marketing the services or products of FYC Rides or its partners.
- Legal proceedings and requirements. We may use the personal data we collect to investigate or address claims or disputes relating to use of FYC Rides' services, or as otherwise allowed by applicable law, or as requested by regulators, government entities, and official inquiries.

FYR Rides uses automated decision-making for certain decisions. This includes:

- Dynamic pricing, in which the price of a ride is determined based on constantly varying factors such as the estimated time and distance, the predicted route, estimated traffic, and the number of riders using FYC Rides at a given moment.
- Matching available riders to users requesting services. Users can be matched based on availability, proximity, and other factors.
- Determining rider ratings, and deactivating riders with low ratings.
- Deactivating users who are identified as having engaged in fraud or activities that may otherwise harm FYC Rides, its users, and others.
- Using rider location information, and communications between riders, to identify cancellation fees earned or induced through fraud.

If you wish to deactivate automated decision-making, please contact our customer support.

FYR Rides also shares information with other users including:

- For riders, we may share data with the customer(s), including name and photo; vehicle make, model, colour, license plate, and vehicle photo; location (before and during trip); average rating provided by users; total number of trips; length of use of the FYC Rides app; contact information (depending upon applicable laws); and rider profile, including compliments and other feedback submitted by past users. We also provide riders and

customers with receipts containing information such as a breakdown of amounts charged, rider first name, photo, route map, and such other information required on invoices in the country or region where the rider operates.

6. Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- With your consent; or where required or authorised by law

7. Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you.

8. Disclosure of Personal Data

Personal information will only be disclosed to third parties in accordance with this Privacy Policy. FYC Rides may at its discretion use other third parties to provide essential services. We may share your details as necessary for the third party to provide that service.

We limit the information we provide to third parties to the information they need to help us provide or facilitate the provision of goods and services and associated purposes. We deal with third parties that are required to meet the privacy standards required by law in handling your Personal Data and use your Personal Data only for the purposes that we give it to them.

We may disclose your personal information to:

- service providers that host our website servers;
- marketing service providers;
- professional advisors

We may also disclose your personal information if:

- you have consented to the disclosure;
- the disclosure is necessary to prevent injury to life or health; or
- it is required or authorised by or under an Australian law or a court/tribunal order

We only disclose your health information for the purposes for which you gave it to us, for a directly related purpose which you would reasonably expect, or with your consent.

9. Security of Personal Data

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorized access, modification or disclosure.

Given internet transmissions cannot be guaranteed to be entirely secure, you acknowledge and agree that you use the Service at your own risk.

In relation to our services, these include:

- Screening riders before enabling their use of our services and at subsequent intervals, including through reviews of background checks, where permitted by law, to help prevent use of our services by unsafe riders.
- Using data from riders' devices to help identify unsafe driving behaviour such as speeding or harsh braking and acceleration, and to inform them of safer driving practices. We also use data from customer's devices to verify the type of vehicles they used to provide deliveries.
- In certain regions, using information derived from driver's license photos, and other photos submitted to FYC Rides, for safety and security purposes. This includes comparing photographs that we have on file against photographs (i) of other users to prevent identity-borrowing, and (ii) from public databases to verify user identity.
- Using device, location, profile, usage, and other data to prevent, detect, and combat fraud or unsafe activities.
- Using user ratings and feedback to encourage compliance and as grounds for deactivating riders and customers with low ratings or who otherwise violated such guidelines in certain countries.

10. Retention and deletion of Personal Data

We will retain your Personal Data for as long as FYC Rides needs to provide you with our Service.

We take steps to regularly destroy Personal Data, however we may:

(a) in some cases, retain a copy of your Personal Data to comply with our legal obligations, resolve disputes, enforce our agreements and to comply with our trust and safety obligations. Personal Data retained for this purpose will be archived and stored in a secure manner and will not be accessed unless required for any of these reasons;

(b) retain Personal Data in an aggregated, de-identified or otherwise anonymous form, such that there is no reliable way of identifying you from the information.

(c) retain Personal Data in order to create statistical information.

11. Your Rights

You may decline to submit Personal Data through the Service, in which case FYC Rides may not be able to provide certain services to you. If you do not agree with our Privacy Policy or Terms of Service, please discontinue use of the Service. Your continued usage of the Service will signify your assent to and acceptance of our Privacy Policy and Terms of Service.

You have the right to:

- (a) access and correct your Personal Data that is held by us;

- (b) request the erasure of any or all of your Personal Data;
- (c) restrict or object to the processing of any or all of your Personal Data; and
- (d) withdraw any consent to processing that you have previously given in respect of any or all of your Personal Data.

You may access the Personal Information we hold about you and request to correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing.

In order to protect your Personal Information, we may require identification from you before releasing the requested information.

12. Maintaining the Quality of your Personal Information

It is important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up-to-date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

13. Notifiable Data Breaches Scheme

In the event of any unauthorised access or unauthorised disclosure or loss of your personal information that is likely to result in serious harm to you, we will investigate and notify you and the Office of the Australian Information Commissioner in accordance with the Privacy Act

14. Policy Updates, Complaints, and Enquiries

This Policy may change from time to time and is available on our website. If you have any queries or complaints about our Privacy Policy, please contact us.

15. Questions and comments

If you have any questions or comments, or want to access, update, or delete the Personal Data we hold about you, or have a privacy concern please contact us at:

The Privacy Officer

FYC Rides

Email: contact@fycrides.com.au

Please provide sufficient detail about the information in question to help us locate it. We will respond to any privacy request in compliance with the applicable Data Protection Law.