



## YOUGO PRIVACY POLICY

Effective as of May 06, 2019

### 1. YOUGO PRIVACY POLICY

As YOUGO we are committed to the protection and respect of your privacy, as a user or person contacting, visiting, or otherwise submitting information where required.

The responsible handling of your Personal Information is important to us. This Privacy Policy outlines how this information is used by YOUGO and/or third party partners, both actively and passively, when you use a YOUGO website, and/or download or use the YOUGO Application both through desktop or a mobile device. Your privacy is a major priority for us whether you are a driver, transportation provider, courier, passenger, or delivery recipient or sender, App user, Site visitor, office visitor, or job applicant. With this policy YOUGO wishes to outline the basis on which any Personal Information provided to us, will be processed.

### 2. YOUR ACKNOWLEDGEMENT OF YOUGO'S POLICY

By using YOUGO services or registering, downloading information or entering the Site and/or the App you acknowledge that you are or have had the opportunity to become aware of this Privacy Policy and YOUGO's practices described therein, including the processing of your information. The information YOUGO holds about you may be held and processed on computer and/or paper files, either held across YOUGO officed or third-party sites.

In the event where you provide YOUGO with any information regarding another person, you procure that you have made them aware of this privacy policy.

If you have any questions or comments regarding privacy issues on the Site and/or the App, please contact at [hello@yougo.taxi](mailto:hello@yougo.taxi).

### 3. INFORMATION COLLECTED BY YOUGO AND PARTNERS

"Personal Information" and "Anonymous Information" of users and visitors.

"Personal Information" is information that can be used to contact or identify you, such as your full name, email address, phone number, payment method details, login name, password, mailing address, IP address, and profile picture, as well as information that is linked to such information.

"Anonymous Information" is information that we cannot use to contact or identify you and is not linked to information that can be used to do so.

We also compile voluntarily submitted information. This is information that has been provided by you whilst using our services or platforms such as:

- App registration information including your full name, email address, phone number, payment method, billing information, profile picture and profile information
- Communications with YOUGO or those associated with YOUGO (e.g. emails, text messages)
- Any user preference or survey information you have provided.
- Information given by you, inclusive of identification or credit card copies or data. This is held on file to continue seamless billing.
- If you are a Driver for YOUGO, then insurance policies and licensing information and other requested information will be held, as per agreement with local authorities and where necessary to run the business.

- Information gained from interaction with the Site and/or the App. This is held for various reasons from registration all the way through to providing the end service solutions.

We collect information through the website and App which can also include:

- Geolocation data, of course when you access the App through a mobile device, we access geolocation data such as GPS coordinates helping us to maximise your experience.
- Transaction data, we and our third party partners collect information from your interactions with YOUNGO such as date and time of any journey, distance of journey, charge, breakdown of fee, tip and additional fees, as well as promotional delivery.

When information has been collected via App or website activity, we rely on third-party commercial software and programs to operate our servers, we may inadvertently collect further Personal Information through automatic features in software, software changes or upgrades. We will do all we can to ensure information is reasonably handled in a confidential manner or disposed of upon discovery in our system. If you know of any such unintended collections, please notify us promptly at [hello@youngo.taxi](mailto:hello@youngo.taxi) so we can action immediately.

Any information Passengers provide about Drivers, or Drivers about Passengers including but not limited to ratings and postings on App, forums or message boards will be collected also to maintain best practice and service.

#### **4. YOUNGO COOKIES**

We use cookies on various pages of our website so to provide the highest quality platform. Cookies consist of small text files that are stored on your device, some cookies remain saved to your device's hard drive and enable us to recognise you or your device in the future. These cookies help us ensure a user-friendly, effective and safe browsing experience is had by all. With cookies we can display bespoke material and provide a more relevant service to all that use us.

For those that wish to have more control over the cookies, please see the following steps to manage cookies on some of the most common browsers:

##### **In Internet Explorer:**

1. Select the item "Internet Options" from the "Extras" menu in the toolbar.
2. Select the "Privacy" tab.
3. Now, you can choose the safety settings for the internet zone. You select the cookies that are to be accepted or denied.
4. Click "OK" to confirm these settings.

##### **In Firefox:**

1. Select "Settings" from the toolbar.
2. Click "Privacy".
3. Select "Use custom settings for history" from the dropdown menu.
4. Now you can select whether cookies are to be accepted and for what duration you want to store the cookies. You can also add exceptions and determine the websites that are always or never allowed to store cookies.
5. Click "OK" to confirm these settings.

##### **In Google Chrome:**

1. Select the menu icon in the browser toolbar.
2. Select "Settings".
3. Click the link "Show advanced settings...".
4. Click "Content Settings...".
5. In the "Cookies" section, you can select the following settings:
  - Erase cookies
  - Block cookies by default
  - Erase cookies and website data by default after ending your browser session
  - Accept exceptions for cookies from certain websites or website domains.

In the event of limiting the cookie settings on your computer, you may find the YOUNGO site (and others) become impaired or suffer through lack of full operation capacity.

## **8. DISCLOSURE AND SHARING OF YOUR INFORMATION**

YOUNGO reserve the right to disclose information to third-party providers where it is necessary for YOUNGO to do so in order to provide the ongoing YOUNGO service and services.

Passenger information (including but not limited to name, rating, pickup and drop-off locations, route information, profile picture) will be shared with our Drivers, in the same way, Driver information (including but not limited to name, rating, profile picture) will also be shared with Passengers. YOUNGO has a service that brings Passengers and Drivers together, this service requires disclosure of relevant information if it is to maintain the high customer satisfaction and safety it aims to provide.

If you don't want us to use or disclose Personal Information collected about you in the ways identified in this Privacy Policy, you may choose not to provide your Personal Information at any time or refrain from downloading/registering on the Passenger or Driver App at any time.

### **Service Providers**

We will share Personal Information with trusted third parties such as software development houses, vendors, payment providers, transportation providers, promotion companies, and data processors who perform services on behalf of YOUNGO.

### **Business Transactions**

In the event we undergo a business transition such as a merger, acquisition by another company, or anything similar including the unlikely event of bankruptcy, your Personal Information may be among the assets transferred. Any entity that acquires us, is merged with us or that acquires our assets may continue to process your Personal Information as set forth in this Privacy Policy. By continuing to use our services, or not requesting deletion of your information through [hello@yougo.taxi](mailto:hello@yougo.taxi) you permit for this to happen.

### **Third Party Marketing**

YOUNGO may disclose your information third-parties where necessary for YOUNGO to complete the successful day to day operations of the business. Although unlikely, these companies may contact you by post, email, telephone or fax for marketing or promotional purposes.

## **9. WHERE YOUR INFORMATION IS HELD**

YOUNGO partners and/or third parties can be located in jurisdictions around the world. Therefore, the data that YOUNGO collects from you may be transferred to, and stored at, a country outside of the protection of UK laws. It may also be processed by staff operating outside your country who work for YOUNGO or for one of its suppliers, service providers or third-party entities. By submitting your Personal Information, you acknowledge, and agree to, this transfer, storing or processing.

## **10. JOB APPLICATIONS**

In submitting your application, your Personal Information included in your CV or application will be collected and stored. If you do not want your Personal Information to be stored, please do not submit your CV and/or application.

## **11. YOUR RIGHTS EXPLAINED**

Subject to applicable law, you may have some or all of the following rights in respect of your Personal Information:

- You may have the right to request an overview of your Personal Data in accordance with applicable law. This is likely free of charge, but we reserve the right to charge an appropriate administrative fee where permitted by applicable law.
- If you do not wish YUGO to hold information on you, you have the right to request all information that is no longer essential to YUGO and that relates to your own personal information is deleted.
- You may have the right to lodge a complaint to the relevant data protection authority or supervisory authority.

To exercise these rights, please contact YUGO through [hello@yugo.taxi](mailto:hello@yugo.taxi). When contacting us, we request that you provide at least one form of photographic identification for verification purposes.

## **12. YUGO PRIVACY POLICY CHANGES/AMENDMENTS**

YUGO may change this Privacy Policy at any time. Any changes YUGO may make to this Privacy Policy in the future will be posted on this page. You are therefore invited to check it each time you send YUGO further Personal Information. The date of the most recent revisions will appear on this document.