



# Privacy Policy

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2/22/2020

## *Scope of this Privacy Policy*

This Privacy Policy constitutes a legally binding agreement (the “Agreement”) between you and JOI SERVICES, LLC. (“JOI SERVICES,” “JOI RIDES,” “JOI,” “we,” “us” or “our”) governing your use of the JOI RIDES application, website, and technology platform (collectively, the “JOI RIDES Platform”). The Privacy Policy explains how we collect, use and share information from JOI RIDES users (“Users”) comprised of both JOI RIDES Passengers (“Passengers”) and JOI RIDES Drivers (including Driver applicants) (“Drivers”).

## ***Information We Collect and Information You Provide to Us***

### *Registration Information*

When you sign up for a JOI RIDES account, you give us your name, email address, and phone number. We may also collect information from you if you use a different process to sign up for JOI RIDES. We do not collect any other personally identifiable information about you unless you voluntarily provide it to us.

### *User Profile Information*

When you join JOI RIDES, you have the option to create a JOI RIDES User profile (“Profile”) that allows you to share the specifics of who you are, and enables you to make connections, find others with similar interests, or discover friends using JOI RIDES. It is completely optional for you to engage in creating a Profile. However, if you elect to create a Profile, we may ask that you provide us personal information. Every Profile includes at a minimum your name, and a Profile photo for Drivers. Please review the rest of this Privacy Policy for more information on how to control who may view your Profile.

Depending upon the activity, some of the information we ask you to provide is identified as mandatory and some as voluntary. If you do not provide the mandatory data with respect to a particular activity, you will not be able to engage in that activity.

### *Financial Information*

In order to most efficiently serve you, our credit card transactions are handled by a third-party agent. When you submit credit card or other payment method to your JOI RIDES account, the third-party agent receives the information necessary to verify and authorize your credit card or payment information and to process the transaction. JOI RIDES does not store full credit card or other payment information on our servers, in an effort to protect your financial data.

### *Driver Information*

If you become a Driver for JOI RIDES, you will be required to provide additional personal information, such as your date of birth, Social Security Number, driver’s license, physical address, email address, telephone number, and details regarding your vehicle, automobile insurance, and other personal identifying information for the purposes of conducting a background check. In some jurisdictions, we may collect additional license or permit information as necessary. We will not sell, trade or rent this information. We will only communicate this information to our service partners who provide background check services on Drivers, in order to protect the JOI RIDES community.

## *Payment Information*

We will store certain financial information from Drivers, including, but not limited to, bank account and routing numbers, tax information, or other financial information necessary to facilitate payments to our Drivers.

## *Communications with JOI RIDES*

We may also collect information from you at other points. For example, if you contact JOI RIDES then you may be asked to provide your name, email address, phone number, or other information to allow us to assist you.

## ***Description of Information That is Collected From You as the JOI RIDES Platform is Used by You***

### *Location Information*

In order to connect Passengers with Drivers, JOI RIDES collects information regarding your location, such as GPS, IP address and Wi-Fi. To facilitate the best service, and ensure the JOI RIDES Platform runs smoothly, we collect your location information when the application is running in the foreground or in the background.

Your location information enables JOI RIDES to match Passengers with Drivers, facilitate drop offs and pick-ups, and enhance your experience by creating suggested destinations based on your trip history. Also, having your location information enhances the safety and security of JOI RIDES Users, by enabling us to use or share the location information if the need ever arises, to help protect the safety of JOI RIDES Users or a member of the public. In addition to the reasons described above, Drivers' location information and distance traveled are necessary for calculating charges and insurance for rides with JOI RIDES. If you give us permission we may collect your location while the application is off to identify promotions or service updates in your area.

### *Device Information*

Information that JOI RIDES collects from User's devices, includes:

- Applications that have been installed
- Push notification tokens
- Device details such as the mobile carrier, manufacturer and operating system
- Identifiers for the device and mobile advertising
- User's account identifier, if the User registered with an outside account, and
- Sensor data from mobile phones (the speed, direction, etc.) to help improve the location accuracy of the JOI RIDES application and to analyze usage patterns.

### *Call and Text Information*

In order to connect Passengers and Drivers with rides, we work with a third-party to facilitate phone calls and text messages between them. When making phone calls, you may be given notice that your call may be recorded. If you choose to proceed, then you consent to the monitoring and/or recording of your calls. To protect the safety of Users and Drivers, it may be necessary to monitor and/or record phone calls made while on the JOI RIDES Platform. The other types of information that we may receive from the text

messages or calls include the date and time of the communication, the phone numbers associated with the communications, and the content of SMS text messages.

## *Usage Information*

To continue improving the JOI RIDES Platform and application, we receive and analyze User interaction information, such as the date and times that you access the Platform or application and the content that you most interact with and view.

## *User Feedback*

One of our primary goals at JOI RIDES, is to make sure that Users are always enjoying great rides. Passengers and Drivers may rate and review each other at the end of every ride. We gather information about ratings and reviews and, as we explain below, give Passengers information about Drivers' ratings and reviews and vice versa.

## *Address Book Contacts*

You have the option to allow JOI RIDES access to the contacts in the address book on your mobile device, by granting permission through your mobile device platform. If a User chooses to allow this, we may access your address book and store names or other contact information to enable you to invite to interact with your contacts through our Platform, or for other various purposes described at the time of consent or collection, or described in this Privacy Policy.

## *Information from Cookies and Similar Technologies*

When you use the JOI RIDES site or platform, we will store "cookies" or use other similar technologies in order to facilitate and customize your User experience. A cookie is a small data text file, which a website stores on your device (if your web browser permits) that can later be retrieved by us to identify you. We use cookies to make our site and application run smoothly, to monitor your response to advertisements that may appear on our site or in the application and store preferences, and to track what advertisement content is popular. You can modify your browser preferences to adjust your preference with respect to cookies. You are always free to decline to accept cookies from us, but some parts of our platform or website may not work properly if cookies are disabled.

## ***Third-Party Information that Will be Collected***

### *Services Offered by Third-Parties*

If you link the JOI RIDES Platform services with other third-party service providers (e.g., Facebook, Instagram, etc.), you confirm and grant permission to allow information to be collected from these third-party sources, similar to the information that the JOI RIDES Platform collects from you.

### *Third-Party Connections*

From time to time, third-parties with which JOI RIDES has business relationships with may provide us with additional information relating to you. This information may include payment information, demographic information and other similar information. We may use this information independently or may combine this information with other information that we have about you.

## *Driver Background Information*

Each Driver consents to and approves of our use of third-party service providers to perform criminal and driver records background checks. We may use this information in connection with the approval of any Driver for the JOI RIDES Platform.

## *Use of the Information We Collect*

We will use the information collected from Users for a variety of purposes, including the following:

- Making a connection between Passengers and Drivers;
- Delivering to you text messages and push notifications relating to your ride experience and for other purposes;
- Personalizing the JOI RIDES experience for you and your friends;
- Improving, revising, promoting and expanding the JOI RIDES Platform;
- Studying the use of the JOI RIDES Platform;
- Communicating with User, third-party relationship and other parties, including for marketing and promotional purposes;
- Coordinating payments and related transactions;
- Providing all support needed to maximize your User experience;
- Identification and prevention of fraud; and
- Monitoring safety or other issues that may arise and affect Passengers and Drivers, such as automobile incidents.

Occasionally we may be required by law enforcement or other government authorities to provide information. We will disclose User information upon receipt of a court order, subpoena, or to cooperate with a law enforcement investigation. We will fully cooperate with law enforcement agencies in identifying those who use the JOI RIDES Platform for illegal activities, and we reserve the right to report any activities that we in good faith believe to be unlawful.

We use the information we collect from Drivers to:

- Send notifications via email or text message to individuals applying to join JOI RIDES as a Driver regarding the status of their application;
- Review applications to determine if an applicant is eligible to become a Driver for JOI RIDES;
- Alert Drivers about the demand for Passengers seeking rides;
- Notify Drivers regarding any pricing and service updates to the JOI RIDES Platform; and
- Assess and administer JOI RIDES' automobile insurance policies and analyze usage data and patterns from the JOI RIDES Platform for safety and insurance purposes.

## *How We Share the Information We Collect*

Passenger and Driver Sharing.

- Sharing between Passengers and Drivers. Once a Passenger has matched with a Driver for a ride, each will be able to see basic information about each other, including: names, profile photos, ratings, and any information they have opted to add to their Profiles. Users who connect their JOI RIDES accounts to social media sites may also be able to view any mutual connections they may have. Drivers will be able to access and see the Passenger location for any Passenger that requested to connect. Passengers will be able to see a Driver's location, vehicle information, and ratings. Passengers' ratings of Drivers are available to Drivers; however, we attempt to keep the identification of a Passenger confidential.

- We will not share your phone number or other contact information with other Users without your consent. In the event of a lost or found item, we will attempt to connect you with another User and share contact information only with permission.
- If you choose to connect with other Users, the connected Users will be able to view your name, photo, your Profile. In the event you access JOI RIDES through social media sites or connect your accounts, we may share information with those social media accounts, such as connected Users or mutual connections.

#### Sharing Between JOI RIDES and Third-Parties

- **API and Integration Partners.** If you connect to the JOI RIDES Platform through an integration with a third-party service, we may share information about your use of the JOI RIDES 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 JOI RIDES Platform may allow you to connect with other websites, products, or services that we don't have control over (for example, we may eventually give you the ability to order food delivery from a restaurant from within the JOI RIDES application). If you use these services, we will provide the third-party with information about you to allow them to provide the service to you. We can't speak to the privacy practices of these third-parties, and we encourage you to read their privacy policies before deciding whether to use their services. JOI RIDES is not responsible for the privacy policies or personal information collected by such third-party sites.

### *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 the JOI RIDES Platform, including all of the things described in Use of the Information We Collect above.

### *Regional/International Partners*

We partner with multiple ride-sharing services in the US and abroad, so Passengers will continue to find rides when they open the JOI RIDES application in various regions within the US, and eventually in countries around the world. Drivers will also be able to connect with international travelers while they are in the U.S. We will share the same information between international travelers and third-party ride-sharing services as we do between Passengers and Drivers. In limited instances, it may be impossible to mask phone numbers if you call an international Driver.

### *Other Release of Information*

There may be other times we need to share your information with third-parties, including, but not limited to:

- In the event of an incident, we will share information with our insurance companies to help them determine and provide the relevant coverage;
- Upon receipt of a court order, subpoena, or to otherwise fully cooperate with investigation by law enforcement or other government authorities to protect the rights, property and safety of individuals;
- To comply with all applicable laws and regulations;
- In the event of an emergency, we may share information with first responders or other emergency services personnel;

- To inform User's if another User signed up for JOI RIDES by redeeming that person's promotional or referral code;
- In the event of merger, sale of substantially all of our assets, or other change of corporate control;
- To provide information about the use of the JOI RIDES Platform to potential business partners in an aggregated or de-identified form that can't reasonably be used to identify you; and
- Whenever you input a JOI RIDES Independent Marketing Rep's ID into your Driver or Passenger application.

## ***Your Options***

### ***Email Subscriptions***

You can always unsubscribe from our promotional emails, but we will still send you transactional and relational emails about your account and your use of the JOI RIDES Platform.

### ***Text Messages***

You can opt-out of receiving commercial or promotional text messages at any time. You may also opt-out of receiving all texts from JOI RIDES (including transactional or relational messages); however, opting out of receiving all texts may impact your use of the JOI RIDES Platform. Drivers can also opt-out of Driver-specific messages.

### ***Push Notifications***

By default, push notifications are enabled in the application. You may choose to disable push notifications through your mobile device settings. If you choose to disable push notifications, it may substantially impact the use of the JOI RIDES Platform, including notifications that your Driver has arrived.

### ***Profile Information***

Your Profile will always include your name and will be shared with Drivers. You may choose to delete any additional information from your Profile. Drivers' profiles will always include, vehicle information, ratings, and profile photos, all of which will be available to Passengers.

### ***Location Information***

You may choose to disable location sharing through your Device's settings, but we cannot provide JOI RIDES without location sharing information.

### ***Social Media Connection***

You may disable social media connections in the settings for the application.

### ***Editing Your Information***

You access and change your account information by logging in to your account and profile. Drivers may change account information through the Driver portal. If you wish to cancel or terminate your JOI RIDES account, please contact us using the Contact Info below and request cancellation. If you cancel your account, we will deactivate the account. However, we may keep certain information and we may use such

information in a manner consistent with this Privacy Policy. We will use any information from your account to collect any sums owed to JOI RIDES, analyze the JOI RIDES Platform, resolve any disputes, assist with investigations, prevent fraud, enforce our Terms of Service, or take other actions as required or permitted by law.

## ***Miscellaneous and Contact Information***

### ***Data Security***

We make it a priority to protect your data and the data of other Users of JOI RIDES. However, it is important to remember that no platform can be completely protected against breaches in security and privacy, we are committed to protecting the data of the JOI RIDES community. Even though we take reasonable precautions to protect your data, no security measures can be 100% secure, and we cannot guarantee the security of your data.

### ***Children's Privacy***

JOI RIDES should not be used by children. Our policy is that we do not knowingly collect, use or disclose personal information from children under the age of 13. Please help us protect children's privacy by contacting JOI RIDES if you think a child under the age of 13 is providing JOI RIDES with the child's personal information, and we will take steps to remove that information.

### ***Changes to Our Privacy Policy***

We reserve the right to update this Privacy Policy from time to time. In the event we make any material changes to this Privacy Policy, we will notify you through the JOI RIDES Platform, by email, or using other standard communication information you have provided to us.

Please review this Privacy Policy periodically to stay up-to-date about our privacy practices. By using the JOI RIDES Platform, you agree to this Privacy Policy, including any updates we may make to it in the future.

### ***Contact Us***

If you have any questions about this Privacy Policy, the information use or sharing practices of JOI RIDES, or your dealings with this site, please contact us at:

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