

# PRIVACY POLICY

*Last Updated: October 2020*

## **INTENT OF THIS POLICY**

This Privacy Policy (this “Policy”) governs the manner in which DispatchIt, Inc. (“we”, “us”, or “our”) collects, uses, maintains and discloses information that we collect from the users of our website located at [www.dispatchit.com](http://www.dispatchit.com) and its related websites and mobile application (collectively, the “Platform”), as well as any product or service made available through the Platform (the “Services”). This Policy applies both to the users who access our Platform to request delivery services (the “Customers”) and to the persons who access our Platform for purposes of providing delivery services to the Customers (the “Drivers”).

When you use our Services, we collect information from and about you, your devices, and your interactions with the Services. Some of this information identifies you directly or can be used to identify you when combined with other data. The purpose of this Policy is to provide you with information on how we do so.

## **NATURE OF THE INFORMATION YOU PROVIDE TO US**

When using the Services, you may be asked to provide personal information about yourself, such as your name, contact information, payment information, and home or business address. This may occur, for example, when you register on the Platform or submit a delivery request to the Drivers through the Platform. We may combine this information with other information we collect from your interaction with the Services or from other companies.

Some information you provide through the Services is collected and processed by third parties on our behalf. For example, when you sign up for Services, we collect your credit or debit card information. This information is collected and processed by third-party payment processors.

In particular, you might provide us with personal information as follows:

Account Sign-Up. When you create an account on our Platform, we collect the information you provide us, such as your name, email address, phone number, birth date, and payment information. You may choose to share additional info with us for your account as well.

Driver Application and Profile. If you apply to be a Driver, we will collect the information you provide in your application, including your name, email address, phone number, birth date, profile photo, physical address, government identification number (such as social security number), driver's license information, vehicle information, and car insurance information. We also collect the payment information you provide us, including your bank routing numbers, and tax information. Depending on where you want to drive, we may also ask for additional business license or permit information. We may need additional information from you at some point after you become a Driver, including information to confirm your identity (like a photo).

Location Information. Our mobile application, by necessity, collects and processes location information (including GPS and WiFi data). For Customers, we collect your device's precise location when you open and use our mobile application to request Services, including while the app is running in the background. For Drivers, we collect your device's precise location when you open and use the app, including while the app is running in the background when it is in driver mode. We also collect precise location for a limited time after you exit driver mode in order to detect ride incidents and continue collecting it until a reported or detected incident is no longer active.

Usage Information. We collect information about your use of the Platform, including delivery information such as the date, time, destination, distance, route, and other logistical information. We also collect information about your interactions with the Platform, including the pages and content you view and the dates and times of your use.

Communications Between Drivers and Customers. We collect information about any phone or text message communications exchanged between Drivers and Customers, including the participants' phone numbers, the date and time, and the contents of SMS messages. For security purposes, we may also monitor or record the contents of phone calls made through the Platform.

### **CHILDREN UNDER 13**

The Platform is not intended for children under 13 years of age and we do not knowingly collect personal information from children under 13. No one under age 13 may provide any information to or on the Platform. If you are under 13, do not use or provide any information on the Platform or use any of the Services. If we learn we have collected or received personal information from a child under 13, we will delete that information. If you believe we might

have any information from or about a child under 13, please contact us at: [privacy@dispatchit.com](mailto:privacy@dispatchit.com).

## **TRACKING**

We use various technologies to collect information automatically when you access the Platform and use the Services, including cookies, web beacons and other similar technologies. Cookies are bits of electronic information that can be transferred to your computer or other electronic device to uniquely identify your browser. We may place one or more cookies on your computer or other electronic device or use other technologies that provide similar functionality. We may use cookies to connect your activity on the Platform with other information we store about you in your account profile or your prior interactions on the Platform to, for example, store your preferences. The use of cookies helps us improve the quality of the Services by identifying information which is most interesting to you, tracking trends, measuring the effectiveness of advertising, or storing information you may want to retrieve on a regular basis. At any time, you may adjust settings on your browser to refuse cookies according to the instructions provided by the browser's developer. However, if you choose to disable cookies, many features of the Services will not operate properly.

The Platform may also include web beacons or pixels, which are electronic files to count users who have visited that page, to track activity over time and across different websites, to determine users' interactions with emails we send, to identify certain cookies on the computer or other electronic device accessing that page, or to collect other related information, and this information may be associated with your unique browser, device identifier, or Internet Protocol address. We may, for example, implement a pixel on the Platform where you view a certain advertisement so that we can track whether you visit a website associated with that advertisement at a later time.

Similarly, third parties may use cookies to deliver advertisements to you based on your visit to the Platform. For additional information, please refer to the section below entitled, "Interest-Based Advertising." You may opt-out of cookie tracking and analysis from any of these service providers and advertising networks as set forth below.

## **MOBILE DEVICE AND MOBILE BROWSER INFORMATION**

You may adjust settings on your mobile device and mobile browser regarding cookies and sharing of certain information, such as your mobile device model or the language your mobile device uses, by adjusting the privacy and security settings on your mobile device. Please refer

to the instructions provided by your mobile service provider or mobile device manufacturer. If you enable location services on your mobile device, DispatchIt may collect the location of your device as described above.

### **DIGITAL USAGE LOGS**

We collect information about your use of our Services, including the type of browser you use, access times, pages viewed, your IP address and the page you visited before navigating to the Platform. We also collect information about the computer or mobile device you use to access our Services, such as the hardware model, operating system and version, unique device identifiers, mobile network information, and browsing behavior.

### **CALLS AND TEXT MESSAGES**

Calls between you and DispatchIt may be recorded or monitored for quality assurance and customer service purposes. You will be notified at the beginning of a call if it may be recorded or monitored.

### **COLLECTION OF INFORMATION BY THIRD-PARTY SERVICES**

Some Services require collection of your information directly by third parties. Our third-party service providers include the following:

- In certain markets, we can outsource delivery services to third party logistics providers or independent driver networks maintained by our industry partners. In these cases, your personal information may be shared with these partner networks for purposes of providing you with the Services you have requested.
- We use services provided by Ordway, NetSuite and Stripe to process payments you submit through the Services. Use of these services requires us to share certain personal and financial information with those providers, which is subject to their privacy policies.

### **HOW WE USE YOUR INFORMATION**

We generally use information collected about you to provide and improve the Services, including to:

- provide and deliver the Services, process transactions and send related information such as confirmations, delivery updates, and invoices;
- send you technical notices, updates, security alerts and support and administrative messages;
- respond to your comments, questions and requests and provide Customer service and Driver support;
- monitor and analyze trends, usage and activities in connection with our Services;
- revise, modify, and update existing Services and develop new services;
- detect, investigate and prevent fraudulent transactions and other illegal activities and protect the rights and property of DispatchIt and others;
- personalize the Services and present you with content or features that we believe will be of interest or useful to you;
- link or combine with information we get from others to help understand your needs and provide you with better service; and
- carry out any other purpose described to you at the time the information was collected.

*Driver information shared with Customers:* Upon a Driver accepting a delivery request, we will share with the Customer the Driver's name, profile photo, rating, real-time location, and the vehicle make, model, color, and license plate, as well as other information in the Driver's profile.

#### **EMAIL MANAGEMENT**

You may receive email from DispatchIt for a variety of reasons - for example, if you took an action through the Services, you signed up for a regular report, or we are making you aware of system updates. If you have an account with DispatchIt, you can select your preferences through your account settings. Also, you can manage your receipt of some types of communication by following the instructions included in the emails we send you. Please note that, even if you unsubscribe from certain email correspondences, we may still need to email you with important transactional or administrative information.

#### **HOW WE SHARE AND DISCLOSE YOUR INFORMATION**

Your privacy is important and we are committed to protecting information that identifies you personally. We will only share personal information that you provide to us in the following circumstances:

- **With your consent.** This happens when you submit your information through many of our Services. For example, if you request delivery services from our independent driver network (if you are a customer), or accept a delivery request (if you are a Driver), then you are consenting to our disclosing your information to third parties, including our institutional partners, Customers and our independent Drivers.
- **Partners with whom we conduct business.** When DispatchIt partners with other businesses to offer products and services, we may share information with those business partners only as needed to provide those products and services and only subject to the terms of this Policy. However, such partners may also independently collect your information. See “Collection of Information by Third Party Services” for additional information.
- **Legal obligation or protection from harm.** When DispatchIt has a good faith belief that access, use, preservation or disclosure of information is reasonably necessary to (a) satisfy any requirement of law, regulation, legal process, or enforceable governmental request, (b) enforce or investigate a potential violation of the Terms of Use, (c) detect, prevent, or otherwise respond to fraud, security or technical concerns, (d) support auditing and compliance functions, or (e) protect the rights, property, or safety of DispatchIt, its users, or the public against harm.

We may also share aggregated or de-identified information that cannot reasonably be used to identify you.

#### **INTEREST-BASED ADVERTISING**

We may participate in interest-based advertising. This means that when you use the Services, we or third party service providers or advertisers may use cookies or other similar technologies to collect information about your use of the Services (including mobile applications) or your online activities over time and across different websites and devices. Collected information may include the content you view, the date and time that you view this content, and the website that referred you to the Services, and this information may be associated with your unique browser, device identifier, or Internet Protocol (IP) address. These practices help tailor advertisements that are relevant and useful to you. These tailored advertisements may appear on the Platform or on other websites, applications or properties. In addition, if you have provided your email address to us, we may use a scrambled,

unreadable form (a hash) of your email address to deliver tailored advertisements to you on the Services or on other websites.

### **THIRD-PARTY LINKS AND WEBSITES**

Throughout the Platform, we may link to the websites of other companies and/or individuals. Further, certain functionalities on the Platform may involve the distribution of your personal information to third-party websites. These third-party websites may collect information about users on those websites, and this Policy does not extend to these external websites and third parties. Please refer directly to these third parties and websites regarding their privacy policies.

### **SECURITY AND RETENTION OF INFORMATION**

DispatchIt takes reasonable steps to protect the information users share with us from unauthorized use, access, and disclosure, both during transmission and at rest. However, no transmission of information via the Internet nor electronic storage solution can be entirely secure, so please be aware that we cannot guarantee absolute security.

You can access, update, and delete personal information you provide to DispatchIt in your account profile by logging into your account on the Platform. We may maintain a copy of the original version of your information in our records.

We will retain your information for as long as necessary to fulfill the purposes outlined in this Policy unless a longer retention period is required or permitted by law.

### **TRANSFER OF INFORMATION TO THE UNITED STATES**

DispatchIt is based in the United States and you acknowledge that the information we collect is governed by U.S. law. By accessing or using the Services or otherwise providing information to us, you consent to the processing, transfer, and storage of information in and to the United States, where you may not have the same rights and protections as you do under local law.

### **GOVERNMENT AND PRIVATE PARTY INFORMATION REQUESTS**

DispatchIt may receive various forms of legal process from government agencies and private parties requesting information about our users. Before we produce information, we will attempt to notify affected users and give them an opportunity to object unless notification is

prohibited by law or if we believe that notification would create a risk of harm or be otherwise counterproductive.

#### **CONTACTING DISPATCHIT**

If you have any questions about this privacy policy, or the privacy practices of DispatchIt, please email us at [privacy@dispatchit.com](mailto:privacy@dispatchit.com), or you can write to us at:

DispatchIt, Inc.  
Attn: Privacy Coordinator  
1401 W. 94<sup>th</sup> St.  
Bloomington, MN 55431

#### **CHANGES TO THIS PRIVACY POLICY**

Please note that this Policy may be amended from time to time in the sole discretion of DispatchIt. You should check back for the most current version before relying on any of the provisions in this privacy policy. We will provide notice of material changes to the policy, either by posting a notice on the Platform, by sending an email, or some other reasonable method. Your continued use of the Platform constitutes your acceptance of this Policy and all amendments hereto.