

PRIVACY POLICY

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General

This policy explains your rights when using this website and mobile application (hereinafter called "the service"). Please read this document carefully. By using this website/app and/or creating an account, you agree to the following terms and conditions and acknowledge reading them.

Children's Policy

Children under the age of 13 are not allowed to use the service. We do not knowingly collect any information whatsoever from children under the age of 13, nor do we target services to children under the age of 13. All users must verify that they are eligible to use the service by uploading a copy of their student identification card confirming their enrollment in a college or university.

Information We Collect and How it is Used

We collect information in two ways: automatically from your use and directly from your input. When you use our service, we automatically collect the following information: your IP (internet protocol) address and domain name; technical identifiers such as the type of browser and operating system you use, the date and time of your visit, and the pages of the site that you visit. This information is collected only for administrative and technical purposes. We may compile analytics such as the number of visitors, the pages most visited, and what links brought the most visitors to the service. We also use such information to keep the service working safely, to improve the service, to comply with legal obligations, to resolve disputes, and to enforce our agreements.

If you create an account, we will collect the following information:

- Name
- Address
- Telephone Number
- Email Address
- Student ID
- From riders only: payment information
- From drivers only: copy of driver's license
- User name and password
- Comments, feedback, and other information you voluntarily provide

This information is used as follows:

- to verify your eligibility to use our service
- to facilitate payment from riders to drivers

- to contact riders and drivers when necessary to facilitate their use of the service, and
- to respond to your inquiries.

We do not collect email addresses for the purpose of sending you deals, offers, or newsletters. If, in the future, this policy changes, you will be given the opportunity to opt out of such communications.

How We Protect Your Information

We do not share your information except to set up a Venmo account for payment processing and to facilitate communication between riders and drivers. Otherwise, we do not share your information outside our company.

You have the option to refuse to provide information; however, this will prevent you from using our service. When uploading your student ID, you may strike through and blur private information such as your unique student identification number.

Payment processing is handled through Venmo, and by using the service you agree to Venmo's privacy policy and terms and conditions.

We will not disclose information about you unless you request us to or we are required to do so by law, *e.g.*, by a court order.

Cookies

We do not use cookies to track information about you.

Security Issues

It is our policy to restrict access to sensitive information to the minimum necessary. We take commercially reasonable efforts to protect your information. Information you enter into our online forms is encrypted. We limit the right of access to your personal information to employees who need to use the information to process your request or transaction. We use industry standard measures to protect our service from malicious intrusions (hacking). We will never send you an unsolicited email, telephone call, or text message asking for your private information. Most communications should be handled between drivers and riders themselves.

We may provide links to websites, apps, or services maintained by other organizations that may be of interest to our users. Such links are provided as a courtesy and convenience to our users. We have no control over linked sites and do not guarantee of the accuracy of information contained in them, nor do we have control over their privacy policies.

Additionally, we use secure login and verification systems, we encrypt sensitive information, and our computers and network are protected by appropriate software.

We maintain information as long as needed for your transactions. If you have not logged onto the service for a period of six months, we may remove the record of your Texas drivers license number. When you deactivate your account, we will endeavor to remove your personal information from the service as quickly as commercially reasonable to comply with our legal obligations. When we dispose of records containing sensitive information, we permanently delete electronic records, shred physical records, and thoroughly wipe all hard disks and media before disposing of obsolete computer equipment.

Accuracy of Information

You enter your own information into the service. Registered users may directly access their account information and correct or update such information at any time by logging into the service. The accuracy of such information is solely the responsibility of the user.

How to Contact Us

For more information or questions regarding this Privacy Policy and opting out of communications, or to make a complaint or express a concern, you may contact our Public Information Officer:

By email to support@ridealong.io

By mail to PO Box 163144, Austin, Texas 78746

Changes

This policy may change from time to time. Any changes will be posted on this page with an updated revision date. Last updated: January 10, 2017.