

E8 Labs Privacy Policy

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E8 Labs Privacy Notice

Summary: Welcome to E8 Labs. We are committed to respecting and protecting your privacy. This privacy notice sets out how we collect and use the personal data that you provide to us via our mobile app, E8 Labs (our "App") and any other services we provide to you (our "Services"). It also tells you about your privacy rights and how certain laws may apply to you.

If you have any queries about this notice or how we use your personal information, please contact us at hello@e8-labs.com

1. **About Us.** Our Services are operated by E8 Labs, LLC ("us", "we", or "our"). We are a limited liability company formed in Oregon, United States. We are the data controller of any data you provide to us via our Services. You can contact us about any queries you have regarding this privacy notice at hello@e8-labs.com.
2. **What Personal Data do we Collect via the Services?** 'Personal data' means any data which can be associated with you as an individual, either directly or indirectly. We collect different information depending on how you use the Services and how you interact with us. The personal data we collect via the Services may include:
 - a) Identity information, such as your name, organization name and position, and your driving license and passport information (please see below for information on how and why we collect this information).
 - b) Contact data, such as your address and email and telephone details.
 - c) Usage data, which includes information about how you use the Services (including any bookings, reservations or other services we have provided to you, and our conversations with you), and your location.
 - d) Technical data, such as the device you are using to access our Services, your unique device ID, your internet protocol (IP), browser type and version, time zone and location, display settings, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access the Services.
 - e) Marketing and communications data, including any communications we may receive from you, and your preferences in receiving notifications, marketing and other communications from us.

We do not ask you for 'special categories' of personal data, such as details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership or health information. However, if you choose to provide us with this information, and provide us with your explicit consent, we may retain it. We do not collect data about actual or alleged criminal offenses.

3. **How We Collect Personal Data.** Different personal data is collected in different ways.
 - a) *Personal data you provide to us:* When you create an account to use our Services, you will provide us with your identity, contact, and log-in information, and your marketing and communications preferences. Payment information that we use or store is as described in section 2(e) of this Privacy Policy. You will also provide us with personal data when you correspond with us.
 - b) *Personal data we collect as you use our Services:* As you use the Services, we will collect your technical, usage and transaction data as described above. Some of this data is collected

using cookies, beacons and similar technologies. Cookies are files with small amount of data which are sent to your browser (or device) from our Services and stored on your device.

We use the following cookies:

Cookie name	What it is used for
MAIDs (Mobile Advertising ID)	Used to analyze and improve services and to serve reservation deals in the form of marketing and advertising to you.
Geolocation	This is used on the app to temporarily store the estimated latitude and longitude of the user's IP address in order to indicate the user's current location. This cookie is stored in session storage to recommend reservation services.
Twilio	This is used to authenticate the member's device with the account..
User Token	This authenticates requests with our server, which includes refresh and access tokens.
Member Data	This is used on iOS devices to display and welcome the member by name (includes the member's first name, surname, phone, email, and profile picture URL).
Firebase	This is used to store user data, track analytics such as MOU, DAU and more.

We also use Firebase and Google Analytics, each a third-party service provided by Google, to help us analyze user habits to help increase the functionality of our Services. The information will be used by Google only for the purpose of evaluating the use of our Services. Firebase has its own privacy notice, which can be found [here](#). Additionally, Google Analytics has its own privacy notice, which can be viewed [here](#).

4. How and Why We Use Personal Data: We will only use your information where:

- a. We need the information to fulfill our contract with you:
 - i. If we have entered into a contract to provide you with our Services, we will need your personal data in order to do so. The personal data that we use will depend on the service(s) we have agreed. For example: We will use your contact details so that we can communicate with you about the Services we provide, to facilitate providing our Services to you and, and to respond to any requests, queries, issues or concerns you may have.
 - ii. We will use your identity and log-in data create a public profile for you on our Services. You will need this profile to use our Services.
 - iii. We will use your technical information to ensure that our Services display and function correctly on your device.
 - iv. We will use your identity, contact, log-in and usage data to customize our Services to you.
 - v. We will need only Seller's payment information as described in section 2(e) of this Privacy Policy to facilitate any payments you due to Seller. For further information about this, please see 'How we share your data' below.
 - vi. To provide you with membership rewards and incentives.
- b. We have a legitimate interest (reasonable business purpose) in doing so:
 - i. We will use your information for our legitimate business reasons where our doing so will not unduly affect your rights.

- ii. We will use your identity, log-in, contact and usage information to keep our records up to date.
 - iii. We will use your technical, location and usage information to:
 - 1. provide and make improvements to our Services, system maintenance, support, reporting and hosting of data, and troubleshooting;
 - 2. ensure that our Services are secure;
 - 3. analyze how users interact with our Services; and
 - 4. develop new products and services.
 - iv. We may also use any or all of the information above to administer and manage our business in general, to detect and prevent misuse of our Services (including fraud and unauthorized payments), and to enforce our Terms and Conditions or any other contract to which we may be a party. If you feel that your interests and fundamental rights outweigh our business purposes, and that we should therefore stop processing your data, please let us know.
 - c. You have given us your consent:
 - i. To be on our mailing lists, we will send you updates and marketing information that you have consented to receive. You may opt out of receiving any, or all, of these communications from us by following the unsubscribe link or instructions provided in any email we send, or by emailing us at hello@e8-labs.com.
 - ii. We will only ever store any 'special categories' of data when you have provided us with your explicit consent to this.
 - iii. We will only ever use your exact location data if you have given us your express consent to this. Likewise, we may need your contact, identity, technical and/or usage information to respond to a question you have asked us.
 - d. We need to comply with a legal or regulatory obligation.
 - i. In certain circumstances, we may need to retain or use your personal data to comply with regulations and/or the law.
5. **Children:** Our Services are not intended to be used by any child under the age of 18. Please do not provide us with any personal data relating to children under the age of 18 unless you are their legal guardian.
6. **How We Share Personal Data:** We will share your data:
- a. With other members of our Services. Where we provide the functionality, you may choose to share some of your profile information with other members of the Services. We will never make your profile visible to other members without your express consent.
 - b. We share certain information with our information technology providers, such as website and mailing list hosts.
 - c. We may also share data with analysts, consultants and other professional advisors whom we retain for advice in respect of our business operations.
 - d. We will only disclose your data to third-party service providers under terms of confidentiality, and they will only use your personal data for the purposes stated in this notice.
 - e. On rare occasions, we may share personal data when we believe it is necessary to comply with the law, regulation or legal request (including a court order or government inquiry); to enforce or apply our terms of use or other agreements; in the context of a business reorganization or restructuring exercise; or to protect the rights, property, or safety of our business, our employees, our users, or others.
7. **Data Security:** The safety of your personal data is of paramount importance to us, and we use various technical and organizational measures to ensure that your data is secure. However, no

transmission of information via the Internet or electronic storage is ever completely secure. Although we take appropriate measures to safeguard against unauthorized disclosures of information, we cannot guarantee the security of your data.

- 8. How Long We Keep Personal Data:** We will only retain your personal data for as long as necessary to fulfill the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorized use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements. To obtain further information about how long we retain your personal data, please contact us at hello@e8-labs.com.
- 9. Third Party Links:** Our Service may contain links to third-party sites whose information practices may be different than ours. Please consult all third-party sites' privacy notices, as we have no control over information that is submitted to, or collected by, third parties.
- 10. Your Rights:**
 - a. You have the right to:
 - i. require us to rectify the personal data we hold about you, where that data is incorrect;
 - ii. require that we restrict the processing of your personal information in certain circumstances;
 - iii. request access to the personal data that we hold about you;
 - iv. require that, in certain circumstances, we delete the personal information we hold about you;
 - v. require that we provide you with the information that we hold about you in a structured, commonly used and machine-readable format; and/or
 - vi. withdraw your consent to our using your data for marketing purposes at any time.
 - vii. You also have the right to lodge a complaint with the Office of the Attorney General (<https://oag.or.gov/>) or the EU supervisory authority of competent authority for data protection issues, as applicable. We would, however, be grateful if you would contact us in the first instance so we can endeavor to deal with your concerns directly. If you wish to exercise any of these rights, please contact us at hello@e8-labs.com. To protect your privacy and security, we will take reasonable steps to help verify your identity before granting access or making corrections.
- 11. Changes to this Notice or Your Data:** We may amend or modify this privacy notice from time to time. We will post any revised notice on our App, and if the changes are significant, we will notify you by email. It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

This privacy notice was last updated on April 21, 2023.