

Privacy Policy

This privacy policy was developed in accordance with the Federal Law as of July 27, 2006 N 152 Φ3 "On Personal Data" and the EU General Data Protection Regulation ("GDPR") of the European Union that entered into force on May 25, 2018. This privacy policy sets out the rules of using TAXI.AL and by affiliates of personal information received from persons who use the company's products and services, TAXI.AL, in particular, the application TAXI>AL.

Terms and Definitions

For the matter of payment in the app with Bkt, please put these 2 rules for the client to see & agree on the regulations:

1. If you prepay airport routes or longer distances like cities of Albania, you will not be reimbursed if you cancel in the last 24 hours

2. If you prepay routes within Tirane, you will not be reimbursed if cancelled because drivers already take the order and perform it immediately

3. Unless the text expressly states otherwise, the following terms will have the following meanings in this privacy policy:

"Application" – a software package for automating the taxi dispatch service "Taxi-Master", as well as the entire set of related products, including applications for drivers, passengers, a set of auxiliary services;

"Contract" – any contract and/or agreement, including a license agreement, concluded with the User, information about him/her is available in the Application.

"Personal data" – any information relating directly or indirectly to the User and/or third parties, information about them is provided by the User using the Application.

"User" – any individual or legal entity or individual entrepreneur using the Application to any extent and with whom the Contract is concluded.

4. All other terms and definitions in the text of the Privacy Policy are interpreted in accordance with the Agreement, the Contract and the legislation of the Russian Federation.

5. The names of the headings (paragraphs) of the Privacy Policy are intended solely for the convenience of using the text of the Privacy Policy and have no literal legal meaning.

6. The Privacy Policy was developed and shall be interpreted in accordance with the law of the Russian Federation.

7. Using the Application means the User agrees to the Privacy Policy and its terms.

Introduction

By using the services of the "company", you trust us with your personal data. We do our best to justify this trust. In particular, we want all users to understand how the "application" works with information.

The "company's" Privacy Policy sets out what data we collect, how it is processed and shared, and what restrictions users can set. We recommend that you read this document, which sets out the main provisions of our Privacy Policy, including information about what data and when we collect and how we use it.

Collection and Use of Data

Scope of application

The Privacy Policy describes how the "company" and affiliated companies collect and use personal data to provide services to users. The Policy applies to all users of applications, sites, functions and services of the "company" around the world. This Policy applies to:

- users who order and receive transport services;
- drivers who provide transport services individually or through partner transport companies;
- order recipients who submit orders for the delivery of food and other goods;
- courier partners who provide delivery services.

This Policy also applies to users who provide the "company" with data when applying for the use of the services of the "company", as well as to users whose data is received by the "company" as part of the provision of services. These persons are referred to as users within the framework of this Policy.

The regulations described in this document are valid only in cases where they comply with the laws of the regions in which the "company" operates. Thus, if certain provisions of the Policy are contrary to the laws of a particular region, they do not apply there. If you have questions about the regulations in your country or region, please contact us.

Personal Data Operator

Questions, comments and complaints about data processing by the "company" can be sent to the data protection authority.

We process personal data in our country ALBANIA, the "Company" does not transfer user information outside the country, using the mechanisms approved by the current legislation.

Collected Information

The "Company" and other companies on its behalf collect the following information:

1. Data you provide

It includes:

- **User profile.** We collect information when you create or update a profile. This information includes the name, email address, phone number, address, billing and banking information (including payment confirmation information), and information on the vehicle of driver partners.
- **Demographic data.** We may collect demographic data about users of the "application".
- **User content.** We may collect information that you provide when you contact the "company" support team in ratings and comments made by users.

1. Data generated in the process of using the services of the "company"

It includes:

- **Information on the location**

Depending on the "company's" services you use, your application settings, and the access level you choose, "companies" may collect precise or approximate information about your location based on GPS, Wi-Fi, and IP address data.

- The "application" collects information on the location of drivers and partner drivers only when the application is running both in the background and in the foreground mode (the application is open and displayed on the screen), to calculate the cost of the trip depending on the route traveled according to the mileage.
- The "application" collects users' location information only when the application is running in the foreground mode. In some regions, the application may also collect this information when the application is running in the foreground mode if it is allowed in the settings of the application or device. The actual coordinates received from the driver is the main condition for calculating the distance traveled and the cost of the order.
- Users of transportation services and order recipients can use the application and prevent the collection of information on the location. However, some features of the application may not work in this case. For example, if the application does not have access to location data, you will have to enter the

pickup location manually each time. In addition, even in this case, the company will receive information about your location from drivers during trips.

- ***Information on transactions****

We collect data about transactions related to the use of services, including the type of services ordered and provided, details of the order and delivery, date and time of the provision of the service, cost, distance of travel and method of payment. In addition, when another user enters your promo code, we may associate your name with that person's details.

- **Information on usage**

We collect information about your interaction with the services of the application, including data on the date and time of access, the functions of the application that were used and the pages that were viewed, failures in the operation of the application and other elements of the system, browser type and third-party sites and services that you used before receiving the services of the company. This is done using cookies, pixel tags and other technologies that create and use unique identifiers. Read more about these technologies in the Cookie Statement (https://wikimediafoundation.org/wiki/Cookie_statement).

- **Information on the device**

We may collect information about the devices you use to access the "application" services, including device model, IP address, operating system and version, software, file names and their versions, preferred languages, unique device identifiers, advertising identifiers, serial numbers and movement of devices, as well as information from the mobile network.

- **Information on interaction**

Users can contact the employees of the "company" through applications, websites and other services of the "company". For example, partner drivers and users of transport services, as well as courier partners and order recipients, can call and write to one another without disclosing phone numbers. As part of this service, the company receives data about calls and SMS, including the date and time of the call or text message, as well as the content of text messages. The company may also use this information to provide support (including to resolve disputes between users), provide security or protection, improve our products and services, and for analytical purposes.

2. Information from other sources

These sources include:

- users who rate your services, write compliments and other reviews;
- users who provide your data in connection with your participation in referral programs;
- users who order services for you or on your behalf;

- users and other people who provide information as part of claims or disputes;
- business partners of the "company" through whom you create or access a profile, such as payment processor providers, social networks that provide services on demand, and applications and sites that use the "company" API or whose API interface is used by the "company".
- financial service providers (for drivers and partners);
- partner transport companies (for partner drivers who use the services through accounts associated with such companies);
- public sources;
- marketing service providers.

The "company" may combine data from these sources with other available information.

Use of Information

The "company" uses the collected information for the following purposes:

1. **Providing products and services**

The collected information is necessary to provide, personalize, support and improve the quality of the "company's" products and services. In particular, such information is used for the following purposes:

- Creation and update of a profile.
- User identity verification.
- Provision of services for transportation, delivery, etc. In particular, the "company" automatically processes the data necessary for the operation of functions that determine the cost of the trip based on variable factors. These factors include the estimated time and distance of the intended route, road conditions and the number of users and partner drivers currently using the "company" platform.
- Processing and posting payments for these services.
- Travel and delivery tracking.
- Operation of features for sharing with other people: compliments to drivers, recommendation to friends, sharing of fares, sending estimated arrival time etc.

- Working with profile personalization features such as bookmarking favorite addresses and quick access to recent destinations.
- Performing internal operations necessary to provide services, including troubleshooting software bugs and operational issues, analyzing, testing and exploring data, as well as tracking and analyzing usage and activity trends.

2. Security and protection

We use your data to maintain the security, protection and integrity of our services. In particular, we:

- Use data on the device, location, profile, usage and more to prevent and detect fraud and unsafe practices. In particular, we process such information to detect characteristic signs of fraudulent and unsafe behavior. In this process we may additionally use information from third parties. Sometimes such cases can lead to account deactivation by the auto-decision system. Users in the countries of the European Union have the right to object to such data processing. You can read more in section II.I.1.d.
- Use ratings to encourage users to correct their behavior, and we disable accounts of users with a rating below the minimum value for the region. Rating calculation and account deactivation can be performed by the automatic decision-making system. Users in the countries of the European Union have the right to object to such data processing. You can read more in section II.I.1.d.

3. Support service

The "company" uses the collected information, including records of calls to the support service after an appropriate notification and obtaining your consent, in order to provide assistance when you contact the support service, including for:

- transferring requests to the appropriate support person;
- studying and eliminating problems that have arisen;
- tracking and optimizing the work of the helpdesk.

4. Research and development

We may use the information we collect for testing, researching, analyzing and developing products and services. This allows us to improve security and reliability of our services, develop new features and products, and improve insurance and financial programs associated with the "company" services.

5. User interaction

The "company" uses the collected information to facilitate communication between users. For example, a partner driver can send a text message or call a user to confirm the pickup location. A dispatcher or partner dispatcher can call a customer to provide order information.

6. Messages from the "company"

The company may use the collected information to send you communications about products, services, promotions, research, surveys, news, changes and events.

The "company" may also use the information to promote and organize contests and sweepstakes, fulfill obligations of paying winnings and awarding prizes, and provide you with relevant announcements and content related to our services and business partners. You may also receive such communications based on your user profile settings. Users in the countries of the European Union have the right to object to such data processing. You can read more in section II.I.1.d.

The company may also use this information to notify users of elections, voting, referendums, political and other processes related to our services.

7. Proceedings and legal requirements

We may use the information we collect to investigate and resolve claims and disputes related to your use of the company's services, as well as for other lawful purposes, or in response to requests from regulators, government agencies and other official requests.

Cookies and Third Party Technologies

Cookies are small text files that are stored on your browser or device through websites, applications, online resources and advertisements. The "company" uses cookies and similar technologies for purposes such as:

- checking the identity of users;
- storing user parameters and settings;
- determining the popularity of content;
- ensuring and evaluating the effectiveness of advertising campaigns;
- analysis of site traffic and trends, and general understanding of online behavior and interests of people who interact with our services.

We may also allow other persons to provide audience statistics and analytics services to us or to place advertisements on our behalf on the Internet, monitor the effectiveness of those advertisements, and inform us about them. These individuals and organizations may use cookies, web beacons, SDKs and other technologies to identify your device when you visit our site and use our services, and when you visit other sites and services.

Transfer and Disclosure of Information

In certain cases, the "company" may provide the collected data to other persons and organizations that include:

1. Other users

- If you are a user of transportation services, we may provide driver partners with your first name (and last name optionally), pick-up location and/or destination.

- If you are a driver or courier partner, we may provide users with the following information: your name and photo; make, model, color, state registration number and a photo of your car; your location; your rating in the application; as well as your contact details (in accordance with applicable law). If you completed your driver profile, we may also share any information from that profile, including data you provide and reviews made by your customers. Travel customers and order recipients are also sent a receipt containing the following information: payment amount and breakdown by category; your first name (last name) and photo; route map.

2. Users and organizations according to your request

In particular, we may share your information

- To third parties upon your request. For example, we may share information about your estimated arrival time and location or travel information with your friend.
- To partners of the company. For example, if you order a service as part of a partner or promotional offer from a third-party provider, the company may share information about you with that provider. This category may also include other applications and sites that integrate with the company's API interface; suppliers and services for the provision of cars, as well as applications and sites with software interfaces and services of which the company's platform is integrated; business partners together with whom the company organizes promotions and contests, as well as provides special services.

3. Wide audience when posting content on a public forum

We are happy to communicate with users, including through social networks and other tools of our platform. When you communicate with us through these channels, your messages become available to the public.

4. Service providers and partners of the company

The "company" may provide information to its suppliers, consultants, marketing partners, research companies and other service providers and business partners. These include, in particular:

- operators receiving and processing payments;
- document verification companies (only for drivers and courier partners);
- cloud storage providers;
- marketing partners and marketing platform operators;
- suppliers of analytical systems;
- research companies, including organizations that conduct surveys and research projects together with the the "company" or on its behalf;
- partners that provide security and protection for applications;

- consultants, lawyers, accountants and other professional service providers;
- partner-owners of vehicle fleets;
- partners who provide insurance and financial services;
- airports;
- other local carriers;
- partner restaurants;
- car finance and rental service providers and third party car providers.

5. Individuals, organizations and government bodies (for resolving legal issues and disputes)

The "company" has the right to provide your data if it believes that it is required by law, regulation, applicable contract, legal process or government request, or if it is necessary for security purposes etc.

This includes providing information to law enforcement officials, authorized government agencies, airports (if providing information is a condition of working on the territory of the airport) and other third parties to the extent necessary to enforce our Terms of Service, user agreements or other policies, to protect the rights or the property of the "company" and other individuals and ensure the safety of the latter, as well as in case of claims and disputes related to your use of our services. If you use another person's credit card, we may be required by law to provide certain information to the credit card holder, including information about your trips.

We may also provide information about you to third parties in connection with or during events such as a merger or merger negotiations, sale of company assets, consolidation and restructuring, financing and acquisition of all or part of our business by another company.

6. Other individuals with your permission

Upon prior notice and with your consent, the company may also transfer information not specified in this Policy to third parties.

Retention and Destruction of Information

The "company" uses the profile information to provide services to you and stores it for as long as you have a profile.

The "company" stores certain information, including information about transactions, location, devices and platform usage for 7 years in accordance with legal, tax, insurance and other requirements in the regions of operation. The "company" blocks access to and prohibits the use of information that is no longer needed for the provision of "company" services, user support, improving the quality of service and other operational purposes. Such data is used solely for compliance with these requirements, security, detection and prevention of fraud.

You can send a request to delete personal data at any time in the "About the Application" section.

Upon receiving such a request, the "company" deletes all information except for that information which it is obliged to store. In some cases, such as debt or unresolved disputes, the "company" cannot delete the account. After eliminating these factors, the "company" deletes the data, following the procedure described above.

The "company" may also retain certain information as necessary to comply with our legitimate business interests, such as preventing fraud and ensuring safety and security of users. For example, if the "company" locks a user's profile due to insecure behavior or security breaches, we may retain certain information about that profile to prevent the user from creating a new "company" profile in the future.

Special information for users in the EU

As of May 25, 2018, the processing of personal data of users in the territory of the European Union is carried out in accordance with the following regulation: [EU General Data Protection Regulation \("GDPR"\)](#). This section provides information about the rights of users in the EU and the obligations of the "company" under the above regulation.

1. User rights in the EU

If you are an application user within the EU, you have the following rights in relation to the processing of your personal information by the "company". To exercise these rights, please read the information below.

Users outside the EU can also submit a request for clarification, correction, deletion or transfer of a copy of their personal data:

- ****a. Explanation and copies of data**
 - You have the right to request clarification on the information the "application" has about you and how this information is used.
 - You also have the right to receive a copy of the data that the "application" collects about you with your consent or to provide you with the services you have requested.
- **b. Correction**
 - If you believe that the "application" has inaccurate information about you, you can submit a request to make the necessary corrections. For more information about correcting or submitting a request to correct information, see the "Clarification, Copies and Correction" section below.
- **c. Deletion**
 - Users can submit a request to delete their profile at any time. This can be done in the "About the Application" menu. We may retain certain information about you as required by law and for legitimate business purposes.

- For more information about the retention and deletion of information by the "company", see the section "Retention and Destruction of Information".

- **d. Objections and complaints**

- Users in the EU have the right to object to the processing of personal data by the "company", including for marketing purposes using automated data processing and/or automated decision-making systems. The "application" may continue to process your information despite the objection, as long as such processing complies with the requirements of the General Data Protection Regulation (GDPR).
- In addition, users in the EU have the right to file a complaint regarding the processing of personal information by the "company" with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens). The address for sending complaints:
 Autoriteit Persoonsgegevens
 Postbus 93374
 2509 AJ DEN HAAG
 (+31) - (0)70 - 888 85 00
- In addition, questions, comments and complaints can be sent to the data protection officer of the "company".

2. Basis for processing

In accordance with the General Data Protection Regulation, companies shall process the personal information of users resident in the EU on specific legal grounds. As described below, the "application" processes user information on the basis of the General Data Protection Regulation:

- **a. Data processing is required to provide users with the necessary services and features.**

- The "company" shall collect and use certain information to provide services. Such information includes:
 - § User profile data required to create and manage a profile, including identity verification, travel information, orders, and the ability to make and receive payments.
 - § Driver location data needed to assign drivers to users and to track trips and navigation.
 - § Details of transactions associated with the use of the "company's" services.
 - § Usage information needed to maintain, optimize, and improve the "company's" services, including determining (sometimes using other information) bonus amounts, assigning drivers to users and calculating trip costs and drivers' income.

- The collection and use of this information is mandatory for the use of the "company" applications.
- **b. Data processing is necessary to protect the vital interests of our users and other individuals.**
 - The "company" has the right to process personal information, including providing it to law enforcement agencies in the event of a threat to the safety of users or other persons.
- **c. Data processing is necessary in the legitimate interests of the "company".**
 - The "company" collects and uses personal data in cases where it is necessary to fulfill its legitimate interests. This includes the collection and use of information:
 - § To maintain and improve service reliability and user safety. For example, we collect document verification data (where permitted by law) to prevent untrusted users from providing services through our applications. In addition, we use personal information to prevent the use of our services by persons engaged in unscrupulous or dangerous activities. For example, we may retain the data of blocked users to prevent them from using the company's applications. Usage information is also needed to prevent the assignment of drivers to users where there is a high risk of conflict (for example, if a user has been reported in the past).
 - § To prevent, detect and combat fraud related to the use of our services. For example, when user profile data and information about their location, devices or services received by them is used to detect and prevent fraudulent activities against the "company" and other users.
 - § To inform law enforcement authorities about wrongdoing or threats to public safety.
 - § To provide user support.
 - § To improve the quality of service and create new services. This includes, in particular: determining the optimal pick-up or drop-off point, recommending (new) features, improving the navigation system, optimizing fares and the mechanism for assigning partners (drivers and couriers) to users.
 - § For research and analytics purposes. This includes in particular the analysis of usage trends to improve the user experience and to improve the security and reliability of our service.

§ For direct marketing purposes. This includes, in particular, data analysis to identify trends and create personalized marketing messages.

§ To comply with the "company's" Terms of Service.

- **d. Data processing is necessary to protect the legitimate interests of other persons or parties.**

- The "company" collects and uses personal data in cases where it is necessary to fulfill the interests of other persons or the general public. This includes sharing information in connection with claims or insurance claims to protect the rights and safety of others.
- In addition, the "company" may, if necessary, process personal information in the public interest in accordance with applicable law.

- **e. Data processing is necessary for the fulfillment of the legal obligations of the "company".**

- The "company" is obliged to comply with the requirements of the legislation in the regions of operation, according to which we shall collect, process, transfer and retain your personal data. For example, the "company" shall comply with laws and regulations in many cities and countries that require it to collect travel information, retain it for an extended period of time, and provide copies of it to governments and other authorities. The "company" uses your personal information to comply with laws and regulations in cases where they are applicable to your use of the "company" applications.
- In addition, the "company" may transfer information to law enforcement agencies, including in court proceedings at the request of third parties.

- **f. Consent**

- The "company" may collect and use your information with your consent. You can withdraw your consent at any time. If you withdraw your consent, you will not be able to use the services and features that require collection or usage of information by us with your consent.
- With the consent of users, the "company" collects and uses data necessary to improve user experience, provide additional services or features, and communicate with users. If you use the services of a "company" in the EU, the following information is collected and used with your permission:

§ Information on the location (for users who order trips)

§ Real-time information on the location (for users who order trips)

§ Trip status notifications

§ Notifications: discounts and news

§ Calendar synchronization

- For more information about the collection and use of this data, providing and withdrawal of consent, and the effect of such withdrawal on the use of the "company" applications, see the "Selection and Transparency" section below.

Selection and Transparency

A. PRIVACY SETTINGS

The "About the Application" menu of the "company" application provides users with the ability to set or change settings for sending information on the location and contacts and receiving mobile notifications from the "company". Below is information about privacy settings, setting or changing them, and the consequences of turning them off.

- **Information on the location**
 - The "company" uses location services on the user's device to provide safe and secure travel. Geolocation data improves the quality of service, including the boarding process, navigation and user support.
 - You can enable, disable or configure the collection of information on the location by the company at any time in the "About the Application" menu of the "company" application or in the settings of the mobile device. If you turn off location services on your device, this will affect your use of the "company" application. For example, you will have to manually enter your pickup location and destination.
- **Sending real-time information on the location (for users who order trips)**
 - If location services are enabled on your mobile device, you can also allow the "application" to send your location to the driver from the time you order to the start of your trip. This will help the driver find you faster.
 - You can enable or disable sharing of information on the location with the driver at any time in the "About the application" menu of the "company". If sharing of information on the location is turned off, you can use the "company" application, but it will be harder for the driver to find you.
- **Notifications: profile updates and travel status.**
 - The "application" sends notifications to users about travel status and updates related to the profile. Notifications are an integral part of the use of the "company" application and cannot be disabled. However, you can choose how you prefer to receive notifications in the "About the Application" menu of the company application.

- **Notifications: discounts and news.**
 - You can enable push notifications about discounts and new features offered by the "company". These notifications can be turned on and off at any time in the "About the Application" menu of the "company" application.

B. DEVICE PERMISSIONS

Most mobile platforms (iOS, Android etc.) set some types of data that cannot be accessed by applications without your consent. These platforms have different permission systems for obtaining your consent. The iOS platform informs you that the "company" application is trying to access certain types of data when you first use it and allows you to accept (or decline) the request. Android devices notify you of the permissions required for the operation of the "company" application before you can use the application. Your use of the application is considered to be the granting of such permissions.

C. RATING

After each trip, passengers can rate drivers, as well as send their feedback on trips. The rating system increases the level of responsibility of the parties for their behavior. This contributes to a respectful and safe environment for both drivers and passengers.

Driver rating can be found in the driver selection tab of the application for the "company" customer users, if the rating system is used by the company.

D. CLARIFICATIONS, COPIES AND CORRECTIONS

You can send a request to the "company":

- For a detailed explanation of what information about you has been collected by the "company" and how it is used.
- For a copy of your personal data that was collected by the "company".
- For correction of inaccurate information about you that is stored by the "company".

You can send a request to the "company's" email address.

You can change the name, phone number and email address registered in your profile through the profile settings menu of the "company" application. You can also find the history of trips, orders, deliveries in the "company" application.

E. OPTING OUT OF RECEIVING MARKETING MATERIALS

You can opt out of receiving promotional mailings from the "company" by sending a request to the company's email address. You can also opt out of receiving emails and other communications from the "company" by following the instructions in those communications. Please note that if you opt out, we may still send you non-promotional communications, such as travel receipts or information about your profile.

Policy Updates

This Policy may be amended from time to time. In case of any major change, we will notify you through the "company" applications or other means of communication, such as email. Your use of the services following such notifications constitutes your acceptance of the amended Policy to the extent permitted by applicable law.

We encourage you to periodically review this Privacy Policy to stay informed of the latest changes. Previous versions of our Privacy Policy will also be available for review.