

## Roboride privacy policy

At Roboride we realize that gaining and retaining your trust is one of the most important things we do as a company. Protection of your privacy is a responsibility we take very seriously. We formulated this privacy policy to provide you with a level of comfort and confidence in how Roboride collects, use, disclose, processes and protects personal data and other information that we collect or that you provide to us. We can assure you that, unless you give us your express consent to deviate from this privacy policy, Roboride will only collect your personal data and use it as described herein.

This privacy policy also explains how you can contact us if you have any questions or concerns about your personal information.

### Who we are

Roboride Oy (“Roboride” or “we”) is a global autonomous transportation operator. We make sure that your ride is smooth and safe. Roboride takes care of vehicles, maintenance, remote monitoring, end user applications and payments. Roboride operates the vehicles, however, we are not always the party who makes the ultimate agreement with you.

Details of our company are:

Roboride Oy  
Åkerlundinkatu 11  
33100 Tampere  
Finland  
Finnish company id: 2866936-3

### Scope

This privacy policy describes in detail our policy and practices regarding collection, use and disclosure of information that we collect through our websites, applications, social media pages, e-mail messages, and your purchase or use of our products or services, or personal information that you otherwise provide to us.

By providing personal information to us, accessing our website or by using our products or services, you acknowledge that you have read and understood this privacy policy and agreed to the terms and conditions of this privacy policy.

We will take all steps reasonably necessary to ensure that your personal information is stored and processed securely and in accordance with this privacy policy and applicable laws.

The legal basis we rely on to process your personal data in the European Union is the Regulation (EU) 2016/679 (General Data Protection Regulation).

### Information we collect

Roboride collects information to ensure operation and safety of the service. Information is collected when visiting our website, using our application, communicating with us or when travelling in one of our vehicles.

We collect following information:

- Personal identification information (name, email address, phone number).
- Technical data of used computer equipment and software automatically supplied when using our web site.
- Trip data (origin, destination, time, date, passenger amount and possible occurred events).
- Authentication data used to access to the service.
- Payment details.
- Audiovisual data from our vehicles, stops and vicinity of them.
- Correspondence of communication with us.

### How we collect your personal data

You directly provide Roboride with most of the data we collect. We collect data and process data when you:

- Register online.
- Search or request trip with our service.
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.
- Board or disembark our vehicle and travel within it.
- Use or view our website via browser's cookies.

Roboride may also receive your data indirectly from the following sources:

- Audiovisual data received from any other company in area where our vehicles are operating

### How will we use your data?

Roboride collects your data so that we can:

- Process your order and manage your account including responding to your inquiries and fulfill your requests.
- Email you with special offers on other products and services we think you might like. If you don't want to be on our mailing list, you can opt out anytime by informing us.
- Ensure safety and security of our vehicles and stops by reviewing collected data.
- Improve and develop our products and services by reviewing usage scenarios.
- verify identity, assist with identification of users, and to determine appropriate services. For example, we may use date of birth to determine the age of user account holders.
- send important notices from time to time, such as communications about purchases and changes to our terms, conditions, and policies. Because this information is important to your interaction with us, you may not opt out of receiving these communications.

When Roboride processes your order, it may send your data to, and also use the resulting information from, credit reference agencies to prevent fraudulent purchases.

### How do we store your data?

Roboride securely stores your data at cloud services provided by Microsoft and Amazon. Access to your data is restricted only personnel authorized by Roboride and you via our services.

Roboride will keep your data for maximum of 10 years after your last usage of our service. Once this period has expired, we will delete your data by removing it from our services.

### Your rights regarding your personal data

Roboride would like to make sure you are fully aware of all of your rights regarding your personal data. Every user is entitled to the following:

The right to access – You have the right to request Roboride for copies of your personal data. We may charge you a small fee for this service.

The right to rectification – You have the right to request that Roboride corrects any information you believe is inaccurate. You also have the right to request Roboride to complete the information you believe is incomplete.

The right to erasure – You have the right to request that Roboride erase your personal data.

The right to restrict processing – You have the right to request that Roboride restricts the processing of your personal data.

The right to object to processing – You have the right to object to Roboride's processing of your personal data.

The right to data portability – You have the right to request that Roboride transfers the data that we have collected to another organization, or directly to you.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email: [info@roboride.fi](mailto:info@roboride.fi)

### Cookies and Other Technologies

Our websites, online services, interactive applications and email messages may use “cookies” and other technologies. These technologies help us better understand user behavior, tell us which parts of our websites people have visited, and facilitate and measure the effectiveness of advertisements and web searches. We treat information collected by cookies and other technologies as non-personal information. However, to the extent that IP addresses or similar identifiers are considered personal information by local law, we also treat these identifiers as personal information. Similarly, to the extent that non-personal information is combined with personal information, we treat the combined information as personal information for the purposes of this privacy policy.

Roboride also use cookies and other technologies to remember personal information when you use our website, online services, and applications. Our goal in these cases is to make your experience with us more convenient and personal. For example, knowing someone using your computer or device has shopped for a certain product or used a particular service helps us make our advertising and email communications more relevant to your interests.

You may configure your browser to accept all cookies, reject all cookies, or notify you when a cookie is sent. Each browser is different, so check the “Help” menu of your browser to learn how to change your cookie preferences.

In some of our email messages, we may use a “click-through URL” linked to content on our website. When customers click one of these URLs, they pass through a separate web server before arriving at the destination page on our website. We track this click-through data to help us determine interest in particular topics and measure the effectiveness of our customer communications. If you prefer not to be tracked in this way, you should not click text or graphic links in the email messages.

### **Do We Share the Information?**

We do not share personal information with companies, organizations and individuals outside of Roboride unless one of the following circumstances applies. Roboride may share personal information with your consent.

We may disclose personal information to our affiliates when necessary to perform services on our or on your behalf.

We cooperate with companies and individuals to perform functions on our behalf. Examples include fulfilling orders, delivering packages, sending postal mail and e-mail, removing repetitive information from customer lists, analyzing data, providing marketing assistance, providing search results and links (including paid listings and links), processing payments, and providing customer service. They have access to personal information needed to perform their functions, but may not use it for other purposes.

We will share personal information with organizations or individuals outside our organization if we believe that access, use, preservation or disclosure of the information is reasonably necessary to:

- a. meet any applicable law, regulation, legal process or enforceable governmental request.
- b. detect, prevent or otherwise address fraud, security or technical issues.
- c. protect against harm to the rights, property or safety of our users or the public, as required or permitted by law.

### **Privacy policies of other services**

Roboride services contain links to other services. Our privacy policy applies only to our services, so if you use a link to another service, you should read their privacy policy.

### **Changes to our privacy policy**

Roboride keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 21 May 2019.

## Contacting

If you have any questions or concerns about the privacy policy or data processing or if you would like to make a complaint about a possible breach of local privacy laws, please contact us. You can always contact us including by email and post. More details can be seen [here](#).

Our postal address:

Roboride Oy  
Åkerlundinkatu 11  
33100 Tampere  
Finland

Email: [info@roboride.fi](mailto:info@roboride.fi) or [dpo@roboride.fi](mailto:dpo@roboride.fi)

All communications are examined and replies are issued where appropriate as soon as possible. If you are unsatisfied with the reply received, you may refer your complaint to the relevant regulator in your jurisdiction. If you ask us, we will endeavor to provide you with information about relevant complaint avenues which may be applicable to your circumstances.