

Community Ride Privacy Policy

Community Ride ("we," "us," or "our") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use the Community Ride application ("Platform") and visit our website CommunityRide.com. By using our services, you consent to the data practices described in this policy.

1. Information We Collect

a. Personal Information:

- Name
- Contact info (email, phone number)
- Address
- Government-issued identification (if required by Agencies)
- Payment details (processed via third-party financial service providers)
- Basic Demographic Information
- Special Needs
- Eligibility Requirements

b. Driver-Specific Information:

- Driver's license details
- Vehicle registration and insurance details
- Background check and driving record information

c. Usage Data:

- Trip history and booking details
- GPS location data during active rides
- Device information (IP address, device type, operating system)

d. Third-Party Information:

- Data shared with third-party service providers, including financial transactions processed through integrated payment providers.

2. How We Use Your Information

- To provide, operate, and improve the Platform.

- To facilitate trip booking, ride verification, and payment processing.
- To ensure safety, security, and compliance with legal obligations.
- To communicate with users regarding account updates, service changes, and promotional offers.
- To perform analytics and monitor platform usage.

3. How We Share Your Information

a. With Agencies:

- Agencies are responsible for managing and approving Drivers and Clients. We share necessary information to support trip management and compliance.

b. With Third-Party Service Providers:

- Payment transactions are facilitated through Dwolla, Inc.
- Mapping and navigation services are powered by Google Maps, which may collect data as described in their Privacy Policy.

c. Legal Requirements:

- We may disclose information if required by law or in response to valid requests by public authorities.

d. Business Transfers:

- In the event of a merger, acquisition, or asset sale, user information may be transferred to the acquiring entity.

4. Data Security

We implement industry-standard security measures to protect your data from unauthorized access, alteration, disclosure, or destruction. However, no method of transmission over the Internet or electronic storage is 100% secure.

5. Data Retention

We retain your personal information only as long as necessary to fulfill the purposes outlined in this policy and to comply with legal obligations.

6. Your Rights and Choices

- **Access and Correction:** You may access and update your personal information through your account settings.
- **Data Deletion:** You can request deletion of your account and associated data, subject to legal and contractual obligations.
- **Opt-Out:** You can opt out of promotional communications by following the unsubscribe instructions in our emails.

7. Cookies and Tracking Technologies

Our website uses cookies and similar technologies to improve user experience. By using the Platform, you consent to our use of cookies in accordance with this policy.

8. Third-Party Links

Our Platform may contain links to third-party websites. We are not responsible for the privacy practices of these external sites.

9. Children's Privacy

Community Ride does not knowingly collect personal information from individuals under the age of 18. If we learn that we have collected such data, we will take steps to delete it.

10. Changes to This Privacy Policy

We may update this Privacy Policy periodically. Users will be notified of significant changes through the Platform or via email. Continued use of the Platform after changes are made constitutes acceptance of the updated policy.

11. Contact Us

If you have any questions or concerns about this Privacy Policy, please contact us at:

Community Ride Support

Email: support@communityride.com

Phone: (844) 546-3832