

Reverta Privacy Policy

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Introduction

Reverta (“We” or “Our”) aims to connect consumers, businesses (“Business”), and drivers (“Drivers”) to meet consumer needs to the best of our ability. To fulfill this goal, Reverta must request that you disclose certain information. Reverta respects your privacy and is committed to protecting it through compliance with this Privacy Policy (the “Policy”).

This Policy describes the types of information (“Information”) we may collect or that you may provide when you download, install, create an account on, use, or otherwise access the Reverta App (the “App”) or services we provide (the “Services”), as well as our practices for collecting, using, maintaining, protecting, and disclosing that Information. Information you provide to Reverta may include any personal information that can reasonably be used to identify you, either its own or whether it identifies you in combination with other information.

This Policy applies only to information we collect in the App, through your use of our Services, or in emails, texts, or other electronic communications sent by Reverta in connection with your use of the App or Services. For purposes of applicable state privacy laws, Reverta generally acts as a “controller” of personal information collected through the App and our Services, and certain service providers act as “processors” on our behalf pursuant to written agreements.

This policy DOES NOT apply to information collected offline or on any other Reverta apps or websites, including websites you may access through use of the App or Services, including but not limited to Stripe for payment processing or Google API for location services.

Third parties may use tracking technologies to collect Information about you when you use the App or Services. The information they collect may be associated with your personal information or they may collect information, including personal information, about your online activities over time and across different websites, apps, and other online services websites. They may use this information to provide you with interest-based (behavioral) advertising or other targeted content.

We do not control these third parties' tracking technologies or how they may be used. If you have any questions about an advertisement or other targeted content, you should contact the responsible provider directly.

Our other websites and apps, and these other third parties may have their own privacy policies, which we encourage you to read before providing information on or through them.

Please read this Policy carefully to understand our policies and practices regarding your information and how we will treat it. If you do not agree with our policies and practices, do not download, create an account, use the App, or otherwise use our Services. By downloading, creating an account, using the App, or otherwise using our Services, you agree to this Policy. This Policy may change from time to time. Your continued use of the App or our Services after we revise this Policy means you accept those changes, so please check the Policy periodically for updates.

Children Under the Age of 16

The App and our Services are not intended for children under 16 years of age. No one under the age of 16 may provide any Information through the App or Services. We do not knowingly collect Information from children under 16. If you are under 16, do not use or provide any Information through the App or through use of the Services, use any of the interactive or public comment features of the App or Services, or provide any information about yourself to Reverta, including your name, address, telephone number, email address, or any screen name or user name you may use. If we learn we have collected or received personal information from a child under 16 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 16, please contact us at support@reverta.app.

Residents of certain states under 18 years of age may have additional rights regarding the collection and sale of their personal information. California, Virginia, Colorado, Connecticut, and other states require opt-in consent before selling or sharing personal information of consumers under 16 or 18 years of age (depending on the state). We do not knowingly sell or share the personal information of consumers under 16 years of age without affirmative authorization. California residents under 18 who have registered to use our Services may request removal of content or information they have publicly posted. To make such a request, please contact us at support@reverta.app.

Information We Collect and How We Collect It

We collect Information from and about users of our App or Services directly from you when you provide it to us and automatically when you use the App or Services.

Information You Provide to Us or We Collect

Reverta may collect or process the following categories of information in connection with your use of the App or Services:

- **Contact Information**, including name, address, email, phone number, or other information which may be used to contact you.
- **Account Information**, including username, password, notification preferences, privacy settings, a profile picture you provide, and identifiers that Reverta may link to your account and information received from third party platforms or authentication services, including but not limited to Stripe for payment processing, and Google API for location services.
- **Payment Information**, including credit or debit card information, and payment methods information. Payment information will primarily be stored with a third party provider, such as Stripe, but Reverta may store and process payment information when needed.
- **Location Information**, including home address or the address the user would like the Driver to pick-up the return item, or any precise geolocation information if the user consents to enabling location access on their device which will be used to verify the order pickup locations and Driver location for in app navigation as well as providing order updates to both you and Drivers.

- **Identification Documents and Signature for Age-Restricted Product Returns**, including a valid driver's license or other government issued ID documents.
- **For Drivers, driver's license, vehicle, and insurance information**, including year, make, and model of the vehicle, insurance provider, insurance coverage plan, and other relevant vehicle and insurance information.
- **Communications with Reverta, Drivers, and Businesses**, including information you provide by filling out forms in the App or through use of the Services, in-App communications with Drivers or Businesses, communications with Reverta relating to your use of the Services through email, text, phone call, or chats, Customer Support inquiries and outreach, and any relevant information surrounding any of the above listed communications such as date and time, method, recordings, outcomes, or other information.
- **Content You Create or Share**, including content you upload through the App or Services such as reviews, comments, photos, and ratings of Drivers or Businesses.
- **Activity and Transactions within the App or Services**, including information about orders placed, items returned, Businesses items are returned to, transaction amounts, item weight, item size, responses to surveys or other market research activities Reverta may implement, or any other information which you may present through use of the Services.
- **Device Information**, including information about phones, computers or other devices you may use to access the App or Services, information such as internet-protocol address, device-based identifiers, hardware model identifier, operating systems and their versions, browser information, and other device information.

If you do not want us to collect this Information do not download the App or otherwise use the Services. You may opt out at any time by emailing support@reverta.app. However, please note that opting out of the App or Services' collection of location information will disable its location-based features.

We also may use these technologies to collect information about your activities over time and across third party websites, apps, or other online services (behavioral tracking). Click the link below for information on how you can opt out of behavioral tracking on or through this app and how we respond to browser signals and other mechanisms that enable consumers to exercise choice about behavioral tracking.

(<https://reverta.app/privacy/behavioral-tracking>)

Certain Information you provide—such as government-issued identification, your signature for age and identity verification (especially for age-restricted orders), and precise location data used for orders or other uses of the Services—may be considered sensitive personal information under state laws including California, Virginia, Colorado, Connecticut, and others. Categories of sensitive personal information may include: government-issued identifiers (such as Social Security numbers, driver's license numbers, or passport numbers); precise geolocation data; racial or ethnic origin; religious beliefs; health information; sexual orientation; citizenship or immigration status; genetic or biometric data; contents of mail, email, or text messages (where Reverta is not the intended recipient); and personal information concerning a known child. You can disable Reverta's collection of precise location information at any time through the App

settings. We only use sensitive personal information as necessary to deliver our Services, comply with legal, security, and safety requirements, and do not use it to infer personal characteristics about you. Reverta will collect and process sensitive personal data with your consent whenever required by law, and you may opt-out of or limit our processing of such data as described in the "Your State Privacy Rights" section.

Biometric Information: We do not collect biometric information such as fingerprints, facial recognition data, voiceprints, or other biometric identifiers, except where we may verify your identity through government-issued identification documents that contain photographs. Several states, including Illinois, Texas, and Washington, have specific laws governing the collection and use of biometric information. We comply with all applicable biometric privacy laws.

How We Collect Information

The technologies we use for automatic information collection may include:

- **Your Use of the App or Services.** Reverta receives Information input by you when you create an account, request an order, download the App, or otherwise use or interact with the Services. If you provide Information that pertains to another person in connection with the use of our Services, you represent you have all necessary rights and consents to provide the other person's Information to us.
- **Cookies.** A cookie is a small file placed on your device and browser. Cookies are used to record Information such as device settings. It may be possible to refuse to accept cookies by activating the appropriate setting on your device. However, if you select this setting, you may be unable to access certain parts of the App or Services.
- **From Our Service Providers.** We may receive Information from third party providers with whom Reverta uses to perform certain actions on our behalf, including but not limited to payment processors (Stripe) and location services (Google API).
- **From Claims, Disputes, or Other Legal Mediums.** We may obtain Information from third parties, including law enforcement agencies, government bodies, individuals who use or do not use our Services, and anyone else who might be involved in a legal matter.

Personal information may be processed and stored in the United States or other jurisdictions where Reverta or its service providers operate, subject to appropriate safeguards.

How We Use Your Information

We use Information that we collect about you or that you provide to us, including any personal information, to:

- **Provide Use of the App and Services,** including allowing you to request and pay for orders, verifying location of order pickup and order statuses for both you and Drivers, administering the orders you have placed, allowing you to access your order history, display reviews or other comments, and otherwise customize your experience with the App and Services.

- **Provide Customer Support** to all users by communicating, investigating, analyzing, and resolving support issues, including assisting with order execution, assessing our customer service and identifying improvements, and ensuring that support matters are managed according to our internal standards and procedures, and all applicable laws.
- **To Improve the App and Services** by troubleshooting software issues, understanding how customers use or wish to use the App and Services, and implementing improvements to enhance user experiences.
- **To Facilitate Communications between Parties**, including communications about our Services, updates to the App or Services, your orders and account, changes to our terms and conditions or the Policy, and to allow or facilitate communications between Reverta, consumers, Drivers, and Businesses.
- **For Security**, including verifying accounts and identities, ensuring secure transactions, detecting and preventing illegal or harmful activity, and taking necessary measures to protect users, property, businesses, and our Services.
- **For Legal Reasons**, including those required by applicable laws, to participate in any civil or criminal matters or discovery to protect your or Reverta's interests, to enforce or investigate potential or actual violations of our terms, policies or other legal agreements, to comply with any tax obligations, and to otherwise allow you and Reverta to exercise your or our legal rights.

We may use the Information we collect to display advertisements to our advertisers' target audiences. This may constitute "sharing" for cross-context behavioral advertising or "targeted advertising" under certain state laws. For purposes of state privacy laws, "sale" and "sharing" have the meanings provided under applicable law and may include disclosures of personal information for monetary or other valuable consideration, including for cross-context behavioral advertising. You have the right to opt-out of this use of your personal information. Even though we do not disclose your personal information for these purposes without providing you the opportunity to opt-out as required by law, if you click on or otherwise interact with an advertisement, the advertiser may assume that you meet its target criteria.

Reverta does not engage in profiling that produces legal or similarly significant effects concerning consumers, as defined under applicable state privacy laws.

Disclosure of Your Information

We may disclose aggregated Information about our users, and Information that does not identify any individual or device, without restriction.

In addition, we may disclose Information, which may include personal information, that we collect or you provide:

- To contractors, service providers, and other third parties we use to support our business, and who are bound by contractual obligations to keep Information confidential and use it only for the purposes for which we disclose it to them.
- To a buyer or other successor in the event of a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of Reverta's assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in

which personal information held by Reverta about our App or Service users is among the assets transferred.

- To third parties to market their products or services to you. This may be considered a "sale" or "sharing" of personal information under certain state privacy laws. You have the right to opt-out of this type of disclosure. We contractually require these third parties to keep any personal information confidential and use it only for the purposes for which we disclose it to them.
- For any other purpose disclosed by us when you provide Information.
- With your consent.

We may also disclose your personal information:

- To comply with any court order, law, or legal process, including to respond to any government or regulatory request.
- To enforce our rights arising from any contracts entered into between you and Reverta, including the Terms and Conditions, and for billing and collection.
- If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of Reverta, our customers, or others, including exchanging information with other companies and organizations for the purposes of fraud protection and credit risk reduction.

Choices About How We Use and Disclose Your Information

Reverta strives to provide you with choices regarding the personal information you provide to us. This section describes mechanisms we provide for you to control certain uses and disclosures of over your information.

- **Tracking Technologies.** You can set your browser to refuse all or some browser cookies, or to alert you when cookies are being sent. You can choose whether or not to allow the App to collect information through other tracking technologies by <https://reverta.app/privacy/behavioral-tracking>. If you disable or refuse cookies or block the use of other tracking technologies, some parts of the App or Services may then be inaccessible or not function properly.
- **Location Information.** You can choose whether to allow the App or Services to collect and use real-time information about your device's location through the device's privacy settings. If you block the use of location information, some parts of the App or Services may become inaccessible or not function properly.
- **Promotion.** If you do not want us to use your contact information to promote our own or third parties' products or services, you can opt-out by editing your notification settings or preferences in the App, on the Service's browser, or through your device. You may also opt-out by sending us an email stating your request to support@reverta.app.
- **Targeted Advertising.** If you do not want us to use Information that we collect or that you provide to us to deliver advertisements according to our advertisers' target-audience preferences, you can opt-out by editing your notification settings or preferences in the App, on the Service's browser, or through your device. You can also always adjust your

user advertising preferences in your account profile or by sending us an email stating your request to support@reverta.app.

Residents in certain states, such as California, Virginia, Colorado, Connecticut, Texas, Oregon, and others, have additional personal information rights and choices as described in the "Your State Privacy Rights" section below.

Accessing and Correcting Your Personal Information

You can review and change your personal information by logging into the App or Services and visiting your account profile page.

You may also send us an email at support@reverta.app to request access to, correct, or delete any personal information that you have provided to us. We cannot delete your personal information unless we also delete your user account. We may not accommodate a request to change information if we believe the change would violate any law or legal requirement or cause the information to be incorrect.

Your State Privacy Rights

State consumer privacy laws provide residents of certain states with specific rights regarding their personal information. The following states have enacted comprehensive privacy laws that may apply to you: California, Colorado, Connecticut, Delaware, Florida, Indiana, Iowa, Kentucky, Maryland, Minnesota, Montana, Nebraska, New Hampshire, New Jersey, Oregon, Rhode Island, Tennessee, Texas, Utah, and Virginia. Depending on your state of residence, you may have the following rights:

- Right to Know/Access: Confirm whether we process your personal information and obtain access to such information, including the categories and specific pieces of personal information we have collected about you.
- Right to Delete: Request deletion of your personal information, subject to certain exceptions permitted by law.
- Right to Correct: Request correction of inaccurate personal information we maintain about you, taking into account the nature of the information and the purposes for processing.
- Right to Data Portability: Obtain a copy of your personal information in a portable, and to the extent technically feasible, readily usable format that allows you to transmit the data to another entity without hindrance.
- Right to Opt-Out: Opt-out of certain processing activities, including:
 - the sale of your personal information to third parties;
 - the sharing of your personal information for cross-context behavioral or targeted advertising;
 - profiling in furtherance of decisions that produce legal or similarly significant effects concerning you.
- Right to Limit Use of Sensitive Personal Information: Limit or opt-out of our use or disclosure of your sensitive personal information, or request that we obtain your consent

before processing such information. Depending on your state, sensitive personal information may include government identifiers, precise geolocation, racial or ethnic origin, religious beliefs, health information, sexual orientation, citizenship or immigration status, genetic or biometric data, and personal information of children.

- **Right to Non-Discrimination:** We will not discriminate against you for exercising any of your privacy rights. We will not deny goods or services, charge different prices or rates, provide a different level or quality of goods or services, or suggest that you will receive a different price or rate or different level or quality of goods or services as a result of exercising your privacy rights.
- **Right to Appeal:** If we decline to take action on your privacy request, you have the right to appeal our decision. You may submit an appeal by contacting us at the information provided below. We will respond to your appeal within the timeframe required by applicable law.

The exact scope of these rights varies by state. Some states also provide rights for authorized agents to submit requests on your behalf. To exercise any of these rights, or to designate an authorized agent, please email Reverta at revertacustomerservice@gmail.com or call our toll-free number. We will verify your identity before processing your request using information associated with your account or, if necessary, by requesting additional verification information. Authorized agents must provide proof of authorization, and we may require verification of the consumer's identity directly before processing the request. We will respond to your request within the timeframe required by your state's applicable law (typically 45 days, which may be extended by an additional 45 days where reasonably necessary).

California Residents: Additional Disclosures Under the California Consumer Privacy Act (CCPA) and California Privacy Rights Act (CPRA)

If you are a California resident, you have additional rights under the California Consumer Privacy Act (CCPA) as amended by the California Privacy Rights Act (CPRA). In addition to the rights described above, California law requires us to disclose the following:

Categories of Personal Information Collected: In the preceding 12 months, we have collected the following categories of personal information: identifiers (name, email, phone number, IP address); customer records information; commercial information (transaction history, products purchased); internet or other electronic network activity information; geolocation data; audio, electronic, or visual information; professional or employment-related information (for Drivers); and inferences drawn from the above.

Categories of Personal Information Sold or Shared: We may share personal information with third parties for targeted advertising purposes, which may constitute a 'sale' or 'sharing' under California law. Categories that may be sold or shared include: identifiers, commercial information, and internet activity information.

Categories of Personal Information Disclosed for Business Purposes: We disclose the following categories to service providers and contractors: identifiers, customer records, commercial information, internet activity, geolocation data, and professional information.

Sensitive Personal Information: We collect the following categories of sensitive personal information: precise geolocation, government-issued identification numbers, and account login

credentials. We only use sensitive personal information for purposes permitted under California law and do not use it to infer characteristics about you.

Retention: We retain personal information for as long as necessary to fulfill the purposes for which it was collected, comply with legal obligations, resolve disputes, and enforce our agreements. Specific retention periods depend on the nature of the information and applicable legal requirements.

"Do Not Sell or Share My Personal Information": California residents have the right to opt-out of the sale or sharing of their personal information. To exercise this right, please visit our "Do Not Sell or Share My Personal Information" link on our website or App, email us at revertacustomerservice@gmail.com, or call our toll-free number. Where required by law, we also honor universal opt-out mechanisms recognized by applicable state regulations, including Global Privacy Control (GPC) signals, as valid opt-out requests.

"Limit the Use of My Sensitive Personal Information": California residents have the right to limit our use of sensitive personal information to only those uses necessary to perform the services requested. To exercise this right, please visit our "Limit the Use of My Sensitive Personal Information" link or contact us as described above.

Financial Incentives: We do not offer financial incentives for the collection, sale, retention, or deletion of personal information. If we offer any such programs in the future, we will provide the required notice and obtain your opt-in consent.

Shine the Light: California's "Shine the Light" law permits California residents to request information about our disclosure of personal information to third parties for their direct marketing purposes. To make such a request, please contact us at revertacustomerservice@gmail.com.

Other State-Specific Rights and Disclosures

Nevada Residents: Nevada law permits Nevada residents to opt-out of the sale of certain personal information. To submit an opt-out request, please email us at revertacustomerservice@gmail.com with the subject line "Nevada Opt-Out Request."

Virginia, Colorado, Connecticut, Utah, and Other States with Comprehensive Privacy Laws: Residents of states with comprehensive consumer privacy laws have the rights described in the "Your State Privacy Rights" section above. These laws also require that we:

Provide a clear and conspicuous method for you to opt-out of targeted advertising, the sale of personal data, and profiling;

Honor universal opt-out mechanisms, such as Global Privacy Control (GPC), as valid opt-out requests where required by law;

Conduct and document data protection assessments for certain high-risk processing activities, including targeted advertising, the sale of personal data, profiling, and processing of sensitive data;

Obtain your consent before processing sensitive personal data (in certain states) or provide you the right to opt-out of such processing.

Texas Residents: The Texas Data Privacy and Security Act (TDPSA) provides Texas residents with rights similar to those described in the "Your State Privacy Rights" section. You may

designate an authorized agent to submit requests on your behalf by providing written authorization. We will respond to verified requests within 45 days.

Oregon Residents: The Oregon Consumer Privacy Act (OCPA) provides Oregon residents with the rights described above. Oregon law also requires that we disclose whether we process personal data for targeted advertising (we may do so) and whether we sell personal data (we may share data with third parties in ways that may constitute a sale under Oregon law).

Montana, Delaware, New Hampshire, New Jersey, and Other States: Residents of these states have similar rights to access, delete, correct, and obtain portable copies of their personal data, as well as opt-out of sales, targeted advertising, and profiling. Please contact us to exercise your rights or to learn more about how your state's law applies to your personal information.

Data Security

We have implemented reasonable administrative, technical, and physical safeguards designed to secure your personal information from accidental loss and from unauthorized access, use, alteration, and disclosure. All Information you provide to us is stored on secure servers behind firewalls. Any payment transactions will be encrypted using SSL/TLS technology and other security measures such as firewalls. We maintain written information security programs and conduct regular assessments of our data security practices as required by applicable state laws.

The safety and security of your information also depends on you. Where we have given you, or where you have chosen a password for access to certain parts of the App or Services, you are responsible for keeping this password confidential. We ask you not to share your password with anyone. We urge you to be careful about giving out information in public areas of the App or Services. The information you share in public areas may be viewed by any user of the App or Services.

Unfortunately, the transmission of information via the internet and mobile platforms is not completely secure. Although we do our best to protect your Information, we cannot guarantee the security of your Information transmitted through the App or Services. Any transmission of Information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures included through the App and Services.

Data Breach Notification

In the event of a data breach involving your personal information, we will notify you and applicable regulatory authorities as required by law. All 50 states have enacted data breach notification laws. The timing and content of breach notifications vary by state, but generally we will notify affected individuals without unreasonable delay and in accordance with the most protective applicable state requirements. If you have questions about our data breach procedures, please contact us at the information provided below.

Changes to Our Privacy Policy

We may update the Policy from time to time. If we make material changes to how we treat our users' Information, we will notify you by email to the email address specified in your account and through a notice on the App's home page at least 30 days before the changes take effect, or as otherwise required by applicable law. Where required by state law, we will obtain your consent before making material changes that affect your privacy rights.

The date the Policy was last revised is identified at the top of the page. You are responsible for ensuring we have an up-to-date active and deliverable email address for you and for periodically visiting this Policy to check for any changes.

Contact Information

To ask questions or comment about this privacy policy and our privacy practices, contact us at:
support@reverta.app

To register a complaint or concern, please email support@reverta.app.