

Ride Health Privacy Policy

Last Updated: July 23, 2018

Scope

Ride Health (“Ride Health,” “we,” “our,” and/or “us”) values the privacy of individuals who use our applications, websites, networks, platforms, and related services (collectively, “Portal” or “Services” or “Site”). This privacy policy (the “Privacy Policy”) explains how we collect, use, and share information from Ride Health users (“Users”), comprised of Ride Health riders (“Riders”), Ride Health Transportation Providers (“Providers”), and Ride Health customers (“Customers”) . Beyond the Privacy Policy, your use of Ride Health is also subject to our Terms of Service (www.ride-health.com).

What We Collect

Personal Information

For a better experience while using our Services, we may require you to provide us with certain personally identifiable information, including but not limited to your name, phone number, and postal address. The information that we collect will be used to contact or identify you. We have access to Users’ account records, which may include full name, address, phone number, and other identifiable information. A unique identifier may be given to an individual Rider and be assigned at account creation. A certain amount of medical information is needed to ensure the correct type of Services are provided to a Rider. A Rider’s relevant medical history and details of current mobility may be used for selecting Services. This information may be used when a ride is created by Ride Health or a Customer. All of our services are HIPAA compliant and adhere to all HIPAA standards.

Ride Health may record data on the technologies that use our Services, including the hardware models, device IP address, operating systems and versions, software, file names and versions, preferred languages, unique device identifiers, advertising identifiers, serial numbers, device motion information, and mobile network information.

Cookies and Automatically Collected Information. Ride Health may send one or more cookies – small text files containing a string of alphanumeric characters – to a Rider’s device. Session and persistent cookies may be used. A session cookie disappears after you close your browser. A persistent cookie remains after you close your browser and may be used by your browser on subsequent visits to the Service.

We may also automatically record certain information from a Rider’s device by using various types of technology, including “clear gifs” or “web beacons.” This information may include your IP address or other device address or ID, web browser and/or device type, the web pages or sites that you visit just before or just after you use the Services, the pages or other content you view or otherwise interact with on

the Services, and the dates and times that you visit, access, or use the Services. This information is gathered from all Riders, and may be connected with other information about the Rider.

In general, we use Non-Personal Information to help us improve Services and customize the user experience. We also aggregate Non-Personal Information in order to track trends and analyze use patterns on the Site. This Privacy Policy does not limit in any way our use or disclosure of Non-Personal Information and we reserve the right to use and disclose such Non-Personal Information to our partners, advertisers, and other third parties at our discretion.

In the event we undergo a business transaction such as a merger, acquisition by another company, or sale of all or a portion of our assets, your Personal Information may be among the assets transferred. You acknowledge and consent that such transfers may occur and are permitted by this Privacy Policy, and that any acquirer of our assets may continue to process your Personal Information as set forth in this Privacy Policy. If our information practices change at any time in the future, we will post the policy changes to the Site so that you may opt out of the new information practices. We suggest that Users check the Site periodically if you are concerned about how personal information is used.

Location Information

Ride Health may collect Users' approximate or exact location information as determined through data such as GPS, IP address and WiFi. A Rider's location information is needed to generate rides and send the appropriate driver to a location. In addition to the reasons described above, drivers' location information and distance travelled is necessary for calculating charges and insurance for standard transportation services and specified non-emergent transportation (NEMT) rides.

Communications data

We enable drivers and Riders, to call or text each other (in some countries, without disclosing their telephone numbers to each other). To provide this service, Ride Health receives some information regarding the calls or texts, including the date and time of the call/text, and the content of the communications. We may also use this information for customer support services (including to resolve disputes between Riders and drivers), for safety and security purposes, to improve our products and services and for analytics. User's also have the ability to communicate through phone, SMS messaging, and in-person conversation. These communications may be recorded and stored in the Platform.

How We Use It

Providing Services

To provide the most effective and efficient services we must have all the necessary data to execute rides, communicate with Riders, and sustain Provider and Customer partnerships. A Rider's personal information is necessary when determining the type of vehicle used in all Services. Riders' phone numbers are used for either voice or SMS messaging in all communications between Ride Health, Riders, Customers, and Providers. A Rider's information is used when creating a Ride Health account and subsequently accessed when creating further Services. Rider information may be shared in the event of an emergency or if a Rider is involved in a road accident. Rider information may be shared with government and regulatory authorities when required by law or in response to legal process, obligation, or request.

Users' information is used when evaluating Services and compiling Ride Health analytics. Riders' phone numbers are utilized to send surveys after each individual ride or Service to evaluate the Riders' experience. The Riders' experience ratings are used in improvement measurements.

Third party sharing

We partner with third parties to provide other specified Services. When a rider uses our Services, we will share names, or other contact information that is necessary for the third party to provide these Services. These parties are not allowed to use personally identifiable information except for the purpose of providing these services. Third parties are held to their own internal privacy policies. All third parties are also required under their own internal privacy policies to adhere to HIPAA standards.

Sharing between Riders and Drivers

It is important a degree of information is shared between Riders and Providers in order for rides to be completed successfully. The amount of information shared between Riders and Providers may include, but is not limited to, first and last name, phone number, address, and account identification number. Partners include any entity that is involved in Ride Health Services, which include but are not limited to standard transportation services and non-emergent transportation services (NEMT).

Transparency and Choice

A Rider may change or delete their account with Ride Health at any time. Users have the choice to begin Services with Ride Health and sign a consent form outlining the information needed for use of Services. Even if a User chooses to delete their account, historic account data may be saved for analytic purposes and data reporting. Please note that while changes a User makes will be reflected in active User databases, we may retain all information a User submits for backups, archiving, prevention of fraud and abuse, satisfaction of legal obligations, or where we otherwise reasonably believe that we have a legitimate reason to do so.

This website contains links to other sites. Please be aware that we are not responsible for the content or privacy practices of other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of any other site that collects personally identifiable information.

Security

The security of your Personal Information is important to us, but remember that no method of transmission over the Internet, or method of electronic storage, is 100% secure. While we strive to use commercially acceptable means to protect a User's Personal Information, we cannot guarantee its absolute security.

The Site and the Service are not directed to anyone under the age of 13. The Site does not knowingly collect or solicit information from anyone under the age of 13, or allow anyone under the age of 13 to sign up for the Service. In the event that we learn that we have gathered personal information from anyone under the age of 13 without the consent of a parent or guardian, we will delete that information as soon as possible. If you believe we have collected such information, please contact us at support@ride-health.com

Riders' have the right to object to processing of personal information on the basis of our legitimate interests. Users have the right to withdraw consent at any time in stages where we have gained consent.

Riders' have the right to lodge a complaint with a supervisory authority regarding our processing of your personal information and/or how we have responded to or handled any concern you have raised with us. Users may also contact our U.S.-based third party dispute resolution provider (free of charge) at <https://feedback-form.truste.com/watchdog/request> or in Canada you may contact the Privacy Commissioner of Canada by visiting https://www.priv.gc.ca/cu-cn/index_e.asp or at Office of the Privacy Commissioner of Canada, 30 Victoria Street, Gatineau, Quebec, K1A 1H3.

We reserve the right not to allow access to User information or to limit User rights (e.g. if such disclosure is prohibited by law or if the rights of another individual might be violated). In some instances, this may mean that we are able to retain a User's personal information even if a User withdraws consent.

Changes To This Privacy Policy

This Privacy Policy is effective as of July 23, 2018 and will remain in effect except with respect to any changes in its provisions in the future, which will be in effect immediately after being posted on this page. We reserve the right to update or change our Privacy Policy at any time and Users should check this Privacy Policy periodically. A User's continued use of the Service after we post any modifications to the Privacy Policy on this page will constitute a User's acknowledgment of the modifications and consent to abide and be bound by the modified Privacy Policy. If we make any material changes to this Privacy Policy, we will notify Users either through e-mail or by placing a prominent notice on our website.

Contact Us

If you have any questions about this Privacy Policy, please contact us at (833) 267-7433 or support@ride-health.com.