

## Privacy Policy

**Effective Date:** 1 December 2024

Welcome to RideHitch. We respect your privacy and are committed to protecting your personal data. This Privacy Policy outlines how RideHitch. ("**RideHitch**", "**we**", "**us**", or "**our**") collects, uses, discloses, and safeguards your personal data in compliance with the Singapore Personal Data Protection Act 2012 ("**PDPA**").

By accessing or using our mobile applications ("**Apps**"), websites ("**Websites**"), and services (collectively, "**Services**"), you agree to the terms of this Privacy Policy.

You may contact [joel@theridehitch.co](mailto:joel@theridehitch.co) at anytime if you have any questions about this policy.

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### 1. Introduction

This Privacy Policy applies to:

- Drivers who publish their trips on our platform.
  - Riders who use our platform to find carpooling options.
  - Visitors to our Apps and Websites.
  - Any other individuals whose personal data we collect, use, or disclose in Singapore.
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### 2. Personal Data We Collect

#### 2.1. Information You Provide Directly

- **Registration Data:** Name, email address, phone number, and password when you create an account.
- **Profile Information:** Photographs, vehicle details and driving license details(for drivers), and other information you choose to provide.
- **Trip Information:** Details of trips published or requested, including origin, destination, and timing.
- **Payment Information:** Credit/debit card details, billing address, and transaction details.
- **Communications:** Records of communications with us, including customer support inquiries.

## 2.2. Information Collected Automatically

- **Device Information:** IP address, device type, operating system, and unique device identifiers.
- **Usage Data:** Pages viewed, links clicked, and other actions taken within our Apps or Websites.
- **Location Data:** Real-time geographic location of your device when the App is in use.

## 2.3. Information from Third Parties

- **Verification Services:** Information from third-party verification services for identity checks.
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## 3. Use of Personal Data

We may use your personal data for the following purposes:

### 3.1. Provision of Services

- Facilitate matching between drivers and riders.
- Process payments and manage accounts.
- Provide customer support and respond to inquiries.

### 3.2. Personalization and Improvements

- Customize user experience based on preferences and past interactions.
- Analyze usage patterns to improve our Services.

### 3.3. Safety and Security

- Verify user identities and prevent fraud.
- Ensure the safety of users during trips.
- Monitor compliance with our Terms of Service.

### 3.4. Legal Obligations

- Comply with applicable laws, regulations, and legal processes.
- Respond to requests from governmental authorities.

### 3.5. Marketing and Promotions

- Send promotional communications, newsletters, and updates.

- Inform you about offers, events, and services that may interest you.

**Note:** You may opt-out of marketing communications at any time by following the unsubscribe instructions provided in the communication or by adjusting your account settings.

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## **4. Disclosure of Personal Data**

We may disclose your personal data to the following parties:

### **4.1. Other Users**

- **For Riders:** Your first name and trip details may be shared with matched drivers.
- **For Drivers:** Your first name, vehicle details, and trip offerings may be shared with potential riders.

### **4.2. Service Providers**

- Payment processors, hosting providers, customer support services, and other third-party vendors who assist in delivering our Services.

### **4.3. Legal and Regulatory Authorities**

- Law enforcement, government officials, or other third parties when required by law.

### **4.4. Business Transfers**

- In connection with any merger, sale of company assets, financing, or acquisition of all or a portion of our business.
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## **5. International Transfers**

Your personal data may be transferred to and processed in countries other than Singapore. We will take appropriate steps to ensure that any such transfers comply with the PDPA and that your personal data remains protected.

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## **6. Cookies and Similar Technologies**

We use cookies and similar technologies to:

- Enhance user experience.
- Analyze usage patterns.

- Deliver personalized content and advertisements.

You can manage your cookie preferences through your browser settings. However, disabling cookies may affect the functionality of our Services.

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## **7. Data Security**

We implement reasonable security measures to protect your personal data against unauthorized access, alteration, disclosure, or destruction. These measures include:

- Encryption of sensitive data.
  - Regular security assessments.
  - Restricted access to personal data on a need-to-know basis.
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## **8. Data Retention**

We retain your personal data only for as long as necessary to fulfill the purposes for which it was collected or as required by law. When personal data is no longer needed, we will securely delete or anonymize it.

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## **9. Your Rights**

Under the PDPA, you have the right to:

### **9.1. Access and Correction**

- Request access to personal data we hold about you.
- Request corrections to any inaccurate or incomplete personal data.

### **9.2. Withdrawal of Consent**

- Withdraw your consent for us to collect, use, or disclose your personal data.

### **9.3. Contacting Us**

- To exercise your rights or if you have any questions about this Privacy Policy, please contact our Data Protection Officer at:

#### **Data Protection Officer**

RideHitch

Email: Joel@theridehitch.co

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## **10. Updates to This Privacy Policy**

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will notify you of any significant changes by posting the new Privacy Policy on our Apps and Websites and updating the effective date.

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## **11. Third-Party Links**

Our Services may contain links to third-party websites or services. We are not responsible for the privacy practices of such third parties. We encourage you to review their privacy policies before providing any personal data.

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## **12. Minors**

Our Services are not intended for individuals under the age of 18. We do not knowingly collect personal data from minors without parental consent. If you believe that we have inadvertently collected such data, please contact us to delete it.

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## **13. Governing Law**

This Privacy Policy is governed by and construed in accordance with the laws of Singapore.

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## **Consent**

By using our Services, you consent to the collection, use, and disclosure of your personal data as described in this Privacy Policy.

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## **Language**

This Privacy Policy is written in English. In the event of any inconsistency between this English version and any translated version, the English version shall prevail.

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**Last Updated:** 1 December 2024