

# QWQER Shuttle Privacy Policy

Last Modified: 04.25.2022

## 1. Introduction

QWQER Services LLC (hereafter “QWQER”) provides ground transportation services to people and businesses in Los Angeles and the greater Los Angeles area. At QWQER the privacy and security of our customers and visitors are of paramount importance. QWQER is committed to protecting the data you share with us. This privacy policy explains how QWQER processes information that can be used to directly or indirectly identify an individual (“Personal Data”) collected through use of its website and system.

For the purposes of this policy, QWQER defines the term “Customer” as an entity with which QWQER has an established relationship and the term “Visitor” as an individual that visits our front-end website (for example [www.qwqer.com](http://www.qwqer.com)) or mobile application.

Any information stored within QWQER’s system is treated as confidential. All information is stored securely and is accessed by authorized personnel only. QWQER implements and maintains appropriate technical, security and organizational measures to protect Personal Data against unauthorized or unlawful processing and use, and against accidental loss, destruction, damage, theft or disclosure.

## 2. Collection and use

### 2.1 General

The following sections cover the specifics of each of the two groups from which data is collected: website Visitors and Customers.

### 2.2 Website Visitors

If you are a Visitor to our website only, and not a customer, then this section is relevant for you.

By visiting this website, you consent to the collection and use of your Personal Data as described herein. If you do not agree with the terms set out herein, please do not visit this website. If required by applicable law, we will seek your explicit consent to process Personal Data collected on this website or volunteered by you. Kindly note that any consent will be entirely voluntary. However, if you do not grant the requested consent to the processing of your Personal Data, the use of this website may not be possible.

QWQER may collect, record and analyze information of Visitors to its website. We may record your IP address and use cookies. QWQER may add information collected by way of pageview activity. Furthermore, QWQER may collect and process any Personal Data that you volunteer to us in our website’s forms, such as when you sign up for information and newsletters. If you provide QWQER with your social media details, QWQER may retrieve publicly available information about you from social media.

Such Personal Data may comprise your IP address, first and last name, your postal and email address, your telephone number, your job title, data for social networks, interest in QWQER services, and certain information about the company or group you are working for or representing if applicable (company or group name and address, size) as well as information.

By using the Site and providing your cellular phone number, you may receive certain text messages from QWQER regarding its services. Instructions to opt-out of text notifications will be provided in any text you receive from QWQER.

QWQER gathers data about visits to the website, including numbers of Visitors and visits, Geo-location data, length of time spent on the site, pages clicked on or where Visitors have come.

### **2.2.1 Purpose of processing personal data**

QWQER uses the collected data to communicate with Visitors, to customize content for Visitors, to show ads on other websites to Visitors, and to improve its website by analyzing how Visitors navigate its website.

### **2.2.2 Sharing personal data**

QWQER may also share such information with service vendors or contractors in order to provide a requested service or transaction or in order to analyze the Visitor behavior on its website.

### **2.2.3 Cookies**

Cookies are small pieces of information sent by a website to a Visitor's hard disk. Cookies cannot be used to run programs or deliver viruses to your computer. By continuing to visit the website, you agree to the placement of cookies on your device. If you choose not to accept our cookies, we cannot guarantee that your experience will be as fulfilling as it would otherwise be. We may also place cookies from third parties for functional and marketing purposes. The use of cookies is widespread and benefits the surfer.

### **2.2.4 Links to other sites**

Please be aware that while visiting our site, Visitors can follow links to other sites that are beyond our sphere of influence. QWQER is not responsible for the content or privacy policy of these other sites.

## **3. Retention and deletion**

QWQER will not retain data longer than is necessary to fulfill the purposes for which it was collected or as required by applicable laws or regulations. QWQER's Customers have control of the purpose for collecting data, and the duration for which the Personal Data may be kept. Customers with an active account will therefore have the responsibility to delete data when required. When a Customer's account is terminated or expired, all Personal Data collected through our system will be deleted, as required by applicable law.

## **4. Acceptance of these Conditions**

We assume that all Visitors of our website and Customers of QWQER have carefully read this document and agree to its contents. If someone does not agree with this privacy policy, they should refrain from using our website and services. We reserve the right to change our privacy policy as necessity dictates. Continued use of the QWQER website after having been informed of any such changes to these conditions implies acceptance of the revised privacy policy.

## **5. Our Legal Obligation to Disclose Personal Information**

We will reveal a Customer's personal information without his/her prior permission only when we have reason to believe that the disclosure of this information is required to establish the identity of, to contact or to initiate legal proceedings against a person or persons who are suspected of infringing rights or property belonging to QWQER or to others who could be harmed by the user's activities or of persons who could (deliberately or otherwise) transgress upon these rights and property. We are permitted to disclose personal information when we have good reason to believe that this is legally required.

### **Information Processing**

By accessing or using the QWQER website or otherwise providing information to us, you consent to the processing and transfer of information in and to the U.S. and other countries and territories, which may have different privacy laws from your country of residence.

## Sharing and Disclosure of Information

We will not share personal information about you or any Content with any third parties except as described in this Privacy Notice or in connection with the QWQER website, services or mobile application. For example, we may share personal information about you including as follows:

**Merger or Business Transfers:** We may share or transfer your information in connection with, or during negotiations of, any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company.

**Compliance with Laws:** We may disclose your information to a third party if (a) we believe that disclosure is reasonably necessary to comply with any applicable law, regulation, legal process or governmental request, (b) to enforce our agreements, policies and Terms of Service, (c) to respond to an emergency which we believe in the good faith requires us to disclose information to assist in preventing the death or serious bodily injury of any person, (d) to protect QWQER, our customers or the public from harm or illegal activities, (e) to protect the security or integrity of QWQER or (f) to any other third party with your prior consent.

**Aggregated or Anonymized Data:** We may also share aggregated or anonymized information with third parties that does not directly identify you.

QWQER may make your information, including Non-Personally Identifiable Information or Personally Identifiable Information, available on its Site and visible to other Users of or visitors to the Site. For instance, subject to certain preferences and permissions as to visibility you will be allowed to make, information you provide about yourself in response to questionnaires on our Site may be made available to others such as information about your Content. As such, other Users of our Site may be able to personally identify you based on your information made available on our Site. As a further example, if you utilize Third Party Services to log into our Site, other Users to whom you may be connected through such Third Party Service may be able to view or follow information about you, including Non-Personally Identifiable Information or Personally Identifiable Information, on our Site.

QWQER may also use and disclose Personally Identifiable Information and Non-Personally Identifiable Information to help us to carry out certain internal functions such as account processing, client services, information management, or other data collection relevant to our business; to protect and defend our rights or property or the rights or property of others; to investigate and help prevent potentially unlawful activity or activities that threaten the integrity of our Site or network; as required by courts or administrative agencies; and in connection with a sale, merger, financing, or reorganization of QWQER's business or assets. Any successor in

interest to our business would acquire the information we maintain, including Personally Identifiable Information, and may alter the terms of this Privacy Notice.

QWQER may also employ or contract with other third-party partners, companies, or individuals to perform certain functions or services on its behalf. Examples of these services from such third parties, companies, or individuals, may include electronic document signing, payment storing and processing, ID verification, sending postal mail and email, escrow services, analyzing data, disbursement of funds, wallet address dissemination, providing marketing assistance, and providing customer service. As such, these third-party partners, companies, or individuals may have access to your information, including Non-Personally Identifiable Information or Personally Identifiable Information, needed to perform their functions or services, and may not use it for other purposes.

### **Opt-Out Options**

On occasion we will send you email communications with information, marketing or promotional materials. If you do not wish to receive such emails from us, you may unsubscribe to such communications by contacting us by email at [supportus@qwqer.com](mailto:supportus@qwqer.com), by utilizing our Site's chat feature, or by submitting a question through the embedded "help" button that is processed through Zendesk.

Please note that opt-out requests may take up to five (5) business days to process. Please also note that at times we may need to send you transactional email communications such as service or termination announcements or payment confirmations which are communications from which you cannot opt-out from. To unsubscribe from a third party's communications, contact that third party directly or follow the instructions to unsubscribe in the applicable marketing e-mail.

You will be able to modify the information concerning your account by visiting your profile page and editing any information you wish to change. You will be able to view and change your financial information, contact information, email address, password, or other login information by visiting your account's settings page subject to our Site policy. If you wish to suspend your account or need help modifying account information, please contact us by email at [casupport@qwqer.com](mailto:casupport@qwqer.com), by clicking on the lower right question mark icon and selecting contact us, chat feature, or by submitting a question through the embedded "help" button that is processed through Zendesk. We may require up to five business days to process such requests.

Through your account settings you will be able to set certain preferences and permissions regarding the visibility of your information, including Non-Personally Identifiable Information or Personally Identifiable Information, to others. You may stop or restrict the placement of

QWQER cookies, Google cookies and third-party cookies on your computer by adjusting your web browser preferences or by checking the “Do Not Track” setting in your web browser. If you do so, you may still use our Site, but this may interfere with some of our Site’s functionality. You may also clear cookies from your computer via your web browser settings.

If you would like us to remove your Personally Identifiable Information from our database, please send a request by email at [supportus@qwqer.com](mailto:supportus@qwqer.com), select the lower right question mark, then select contact us, chat feature, or submit a question through the embedded “help” button that is processed through Zendesk.

We are not responsible for removing your Personally Identifiable Information from the lists of any Third Party Services or other third party partner who has previously been provided your information in accordance with this Privacy Notice.

### **How we Secure your Information**

While no service is completely secure, QWQER takes reasonable measures to help protect information about you from misuse and unauthorized access, loss, theft, disclosure, alteration and destruction. For example, we encrypt your Content when it is stored in our data centers. In addition, all network communications with QWQER is protected with encryption, such as Secured Socket Layer (SSL) protocol, during transmission over the Internet.

The servers on which personal information is stored are kept in a controlled environment with limited access. While we take reasonable efforts to guard personal information we knowingly collect directly from you, no security system is impenetrable.

You may access your account information and our service only through the use of an individual user ID and passcode. To protect the confidentiality of personal information, you must keep your email/passcode combination confidential and not disclose it to any other person. Please advise us immediately if you believe your passcode has been misused. If you have any questions about the security of your personal information, you can contact us by email at [supportus@qwqer.com](mailto:supportus@qwqer.com)

We utilize third party service providers who may store on their servers financial information, electronic signatures addresses, payment and other personally identifiable information. Any third parties to whom we may disclose personal information may have their own privacy policies that describe how they use and disclose personal information. Those policies will govern use, handling and disclosure of your personal information once we have shared it with those third parties as described in this Privacy Policy. If you want to learn more about their privacy practices, we encourage you to visit the websites of those third parties. It is important for you to

protect against unauthorized access to your password and to your computer. Be sure to sign out when finished using a shared computer.

### **Children's Privacy Notice**

The Site is not intended for use by children, especially those under eighteen years of age. No one under eighteen years of age is allowed to use the Site, provide any personal information or receive our email distributions. We do not knowingly collect, use or share the personal information of children under the age of thirteen (13). If we are made aware that we have collected personal information from an individual under age 13, we will delete this information as soon as possible.

### **Non-U.S. Residents**

Our servers are located in the United States. Please be aware that your information, including your personal information, may be transferred to, processed, maintained, and used on computers, servers, and systems located outside of your state, province, country, or other governmental jurisdiction where the privacy laws may not be as protective as those in your jurisdiction. If you are located outside the United States and choose to use the Site, you do so at your own risk.

### **California Privacy Rights.**

Pursuant to Section 1798.83 of the California Civil Code, residents of California have the right to obtain certain information about the types of personal information that companies with whom they have a business relationship (barring exemption) have shared with third parties for direct marketing purposes during the preceding calendar year, including the names and addresses of those third parties, and examples of the types of services or products marketed by those third parties. If you wish to submit a request pursuant to Section 1798.83, please contact QWQER by email at [casupport@qwqer.com](mailto:casupport@qwqer.com)

### **Nevada Privacy Rights**

If you are a resident of Nevada, you have the right to opt-out of the sale of certain personal information to third parties. You can exercise this right by email at [casupport@qwqer.com](mailto:casupport@qwqer.com) with the subject line "Nevada Do Not Sell Request" and providing us with your User name and email

address associated with your account. Please note that we do not currently sell your personal information as sales are defined in Nevada Revised Statutes Chapter 603A.

### **Your Account Options**

Account Information. You may modify/edit/remove any information you attach to any of your QWQER profiles or accounts at any time using any of our supported endpoints. If you wish to deactivate your account, please by email at [casupport@qwqer.com](mailto:casupport@qwqer.com), but note that we may retain certain information as required by law or for legitimate business purposes. We may also retain cached or archived copies of information about you for a certain period of time. We will respond to your access request within 30 days.

We will retain personal data we process on behalf of our customers as directed by paying customers. QWQER will retain this personal information as necessary to comply with legal obligations, resolve disputes, and enforce agreements.

We will also retain your information for as long as your account is active or as needed to provide you the services. We will retain and use your information to comply with our legal obligations, resolve disputes and enforce our agreements.

#### Community Blogs and Forums

Any QWQER hosted or QWQER-related website, social media channel, blog, or video channel is publicly accessible. You should be aware that any information you provide in these areas may be read, collected, and used by others who access them.

#### Social Media Widgets and Features

The QWQER site or mobile application may include social media features. These features may collect which page you are visiting on our Site, your IP address, and may set a cookie to enable the feature to function properly. Your interactions with these features are governed by the privacy notice of the company providing such features.

To request removal of your personal information from our blog or testimonials, contact us by email at [casupport@qwqer.com](mailto:casupport@qwqer.com). Note however that in some cases, we may not be able to remove your personal information, in which case we will let you know if we are unable to do so and why.

## **Changes to our Privacy Notice**

From time to time, QWQER may update this Privacy Notice. If our information practices materially change at some time in the future, we will post the policy changes to our Site to notify you of these changes, and we will only use data collected from the time of the policy change forward for these new or different purposes. In the event we make a material change to how we use your personal information, we will provide you with an opportunity to opt out of such new or different use. The date this Privacy Notice was last revised is at the top of this page. You are responsible for periodically reviewing the Site and this Privacy Notice to check for any updates or changes.

## **Applicable Law and Jurisdiction**

By accessing the Site and/or by using QWQER and/or the QWQER mobile application or website, you consent to and authorize the export of Personally Identifiable Information to the United States of America and its storage and use as specified in this Privacy Notice. You further acknowledge and accept that the Site is maintained in the United States of America, and that this Privacy Notice shall be governed by, construed and entered in accordance with the laws of the State of California applicable to contracts deemed to be made within such state, without regard to choice of law or conflict of law provisions thereof. All disputes with respect to this Privacy Notice shall be brought and heard either in the California state courts located in Los Angeles County, or the federal district court of California, central district. IYou consent to the in personal jurisdiction and venue of such courts. YOU HEREBY WAIVE YOUR RIGHT TO A TRIAL BY JURY WITH RESPECT TO ANY CLAIM, ACTION OR PROCEEDING, DIRECTLY OR INDIRECTLY, ARISING OUT OF, OR RELATING TO, THIS AGREEMENT TO THE FULLEST EXTENT PERMITTED BY LAW.

## **Contacting Us**

If you believe QWQER processes your personal data under reliance of the EU - U.S. Privacy Shield Framework or Swiss - U.S. Privacy Shield Framework and have inquiries and concerns that you would like to discuss with us, please contact us using the details in the "Contacting Us" section of this Privacy Notice. QWQER will respond to your inquiry within 45 days.

If you are in the EEA or Switzerland and feel we have not dealt with your concerns and that we are failing to meet our legal obligations, you can report this to your local data protection regulator or the Information Commissioner's Office ("ICO") in the United Kingdom. More information on reporting a concern to the ICO can be found at <https://ico.org.uk>.

## **6. QWQER's Data Protection Contact Information**

QWQER can be reached at the following address:

QWQER Express

Attn: Support

400 Continental Blvd 6th floor,  
El Segundo, CA 90245

888.797.3739

[casupport@qwqer.com](mailto:casupport@qwqer.com)

## **7. For Further Information**

please contact: [casupport@qwqer.com](mailto:casupport@qwqer.com)

400 Continental Blvd 6th floor,  
El Segundo, CA 90245

888.797.3739