Privacy Policy

SUPREMENT MANAGEMENT and INVESTMENT LIMITED SARL built the *SupDash* application as a Free application. This SERVICE is provided by *SUPREMENT MANAGEMENT and INVESTMENT LIMITED* SARL at no cost and is intended for use as is.

This page is used to inform visitors regarding our policies with the collection, use, and disclosure of Personal Information if anyone decided to use our Services.

If you choose to use our Services, then you agree to the collection and use of information in relation to this policy. The Personal Information that we collect is used for providing and improving the Services. We will not use or share your information with anyone except as described in this Privacy Policy.

The terms used in this Privacy Policy have the same meanings as in our *Terms and Conditions*, which are accessible at *SupDash* office site www.*supdash.com* unless otherwise defined in this Privacy Policy.

TRACKING

A. Customer:

SupDash asks for user's location i.e. **When In Use** location to identify nearby available restaurants and grocery stores, the business flow is such that the user will grant us the permission to show available nearby restaurants and grocery stores, when the user wants to search nearby restaurants and grocery stores only. The app does not ask for the location to track the user, once the location has been identified, based on the location the available restaurants and grocery stores will be shown to the user, every time the user search for nearby restaurants and grocery stores.

B. Rider:

The Rider will have the location fetched of the user to deliver the order. The information shown to the rider will only be the location on the map and the address which the customer chooses.

SERVICE PROVIDERS

We may employ third-party companies and individuals due to the following reasons:

To facilitate our Services;

To provide the Service on our behalf;

To perform Service-related services; or

To assist us in analyzing how our Service is used.

We want to inform our users of this Service that these third parties have access to their Personal Information. The reason is to perform the tasks assigned to them on our behalf. However, they are obligated not to disclose or use the information for any other purpose.

DATA COLLECTION AND ITS USES

SupDash collects while range of data going from personal data such as during account creation; during our services, such as location, application usage; and device data from other sources, such as other users or account owners, business partners, vendors, financial solution providers, and governmental authorities.

The following personal data is collected by or on behalf of *SupDash*:

1. Data provided by users. This includes:

User profile and checkout information: We collect data when users place orders (including using guest checkout) or create or update their *SupDash* accounts. This may include their name, email, phone number, login name and password, address, profile picture, payment, or banking information (including related payment verification information).

Background check and identity verification (riders): This may include information such as rider history or criminal record (where permitted by law), Rider's license and other government identification documents (which may

indicate document numbers as well as birth date, gender, and photo). This also includes vehicle of riders, emergency contact information, user settings, evidence of health or fitness to provide services using SupDash applications, prior addresses, and right to work. This information may be collected by an authorized vendor on *SupDash*'s behalf.

We also verify the identities of riders, and of order recipients/customer who request alcohol orders. We may use the photos submitted by users to verify their identities, such as through facial verification technologies.

Demographic data: We may collect demographic data about users, including through user surveys. In some countries, we may also receive demographic data about users from third parties. We may also infer demographic data from other data collected from users. For example, where necessary to enable features that allow women to provide or receive services from other women, we may infer gender using their first name. In such cases, we enable users to change their gender, if necessary, via in-app settings.

User content: We collect the data submitted by users when they contact *SupDash* customer support provide ratings or compliments for other users, restaurants, or merchants, or otherwise contact *SupDash*. This may include feedback, photographs or other recordings collected by users, including audio or video recordings (such as from dashcams) submitted by users in connection with customer support. This also includes metadata relating to the method you use to communicate with Porter.

2. Data created during use of our services. This includes:

Location data (rider and delivery person): We collect riders' and delivery persons' precise or approximate location data, including to enable rides and deliveries, to enable ride/delivery tracking and safety features, to prevent and detect fraud, and to satisfy legal requirements. *SupDash* collects this data when the SupDash application is running in the foreground (app open and on-screen) or background (app open but not on-screen) of their mobile device.

Location data (riders and order recipients). We collect riders', and order recipients' precise or approximate location data to enable and enhance use of our apps,

including to improve rider and order pickups, facilitate deliveries, enable safety features, and prevent and detect fraud. Please see our Rider Location Help page for detailed information on how we use this data.

We collect such data from users' mobile devices if they enable us to do so. (See "Choice and transparency" below for information on how riders, and order recipients can enable location data collection). *SupDash* collects such data from the time a ride, or order is requested until it is finished (and may indicate such collection via an icon or notification on your mobile device depending on your device's operating system), and any time the app is running in the foreground (app open and on-screen) of their mobile device.

Riders and order recipients may use the SupDash applications without enabling SupDash to collect precise location data from their mobile devices. However, this may affect features in the SupDash applications. For example, a rider who has not enabled location data collection will have to manually enter their pickup address.

Transaction information: We collect transaction information related to the use of our services, including the type of services requested or provided, order details, payment transaction information (such as a restaurant's or merchant's name and location and amount of transaction), delivery information, date, and time the service was provided, amount charged, distance traveled, and payment method. Additionally, if someone uses your promotion code, we may associate your name with that person.

Usage data: We collect data about how users interact with our services. This includes data such as access dates and times, app features or pages viewed, app crashes and other system activity, and type of browser. We may also collect data regarding the third-party sites or services used before interacting with our services, which we use for marketing. (Please see "How We Use Data" below for more information on how we market our services to users).

In some cases, we collect this data through cookies, pixels, tags, and similar tracking technologies that create and maintain unique identifiers. To learn more about these technologies, please see our Cookie Notice.

Device data: We may collect data about the devices used to access our services, including the hardware models, device IP address or other unique device identifiers, operating systems and versions, software, preferred languages, advertising identifiers, device motion data, and mobile network data.

Communications data: We enable users to communicate with each other and *SupDash* through *SupDash*'s mobile apps and websites. For example, we enable riders and shoppers, and cuustomers and order recipients, to call, text, or send other files to each other (generally without disclosing their telephone numbers to each other). To provide this service, *SupDash* receives some data regarding the calls, texts, or other communications, including the date and time of the communications and the content of the communications. *SupDash* may also use this data for customer support services (including to resolve disputes between users), for safety and security purposes, to improve our services and features, and for analytics.

SECURITY

We value your trust in providing us your Personal Information, thus we are striving to use commercially acceptable means of protecting it. But remember that no method of transmission over the internet, or method of electronic storage is 100% secure and reliable. Verifying users' identity and eligibility to provide transportation or deliveries, including through reviews of background checks, where permitted by law, to help prevent use of our services by unsafe riders.

ENABLING COMMUNICATIONS BETWEEN USERS

For example, a rider may message or call a customer to confirm a pick-up location, a rider may contact a customer to retrieve a lost item, or a restaurant or delivery person may call an order recipient with information about their order.

MARKETING

SupDash may use personal data to market our services to our users. This includes sending users communications about *SupDash*'s services, features, promotions, sweepstakes, studies, surveys, news, updates, and events. We may do so through various methods, including email, text messages, push notifications, in application communications and ads, and ads on third party platforms.

LEGAL PROCEEDINGS AND REQUIREMENTS

We may use personal data to investigate or address claims or disputes relating to use of *SupDash*'s services, to satisfy requirements under applicable laws, regulations, or operating licenses or agreements, or pursuant to legal process or governmental request, including from law enforcement.

SupDash performs the above activities on the grounds that they are necessary for purposes of *SupDash*'s legitimate interests in investigating and responding to claims and disputes relating to use of *SupDash*'s services and features, and/or necessary for compliance with applicable legal requirements.

AUTOMATED DECISION-MAKING

We use personal data to make automated decisions relating to use of our services. This includes:

Enabling dynamic pricing, in which the price of delivery fee for *SupDash* orders, is determined based on constantly varying factors such as the estimated time and distance, the predicted route, estimated traffic, and the number of riders using *SupDash* at a given moment.

Matching available riders to users requesting services. Users can be matched based on availability, proximity, and other factors such as likelihood to accept a trip based on their past behavior or preferences.

Determining user ratings, and deactivating users with low ratings. In the European Union or where otherwise required by law, such deactivation occurs only after human review and/or the possibility to appeal. For more information about how ratings are determined and used, please see here for rider ratings, here for rider ratings, and here for delivery person ratings.

Flagging users who are identified as having engaged in fraud, unsafe activity, or other activities that may harm Porter, its users, and others.

Using rider location information, and communications between riders and riders, to identify cancellation fees earned or induced through fraud. For example, if we determine by using such information that a rider is delaying a customer pickup in order to induce a cancellation, we will not charge the rider a cancellation fee and

will adjust the amounts paid to the rider to omit such a fee. To object to such an adjustment, please contact Porter customer support.

Using rider data (such as location, rating and gender) and rider data (such as rating, origin and destination) to help avoid pairings of users that may result in increased risk of conflict.

USER PERSONAL DATA REQUESTS

SupDash provides users with a variety of ways to learn about, control, and submit questions and comments about *SupDash*'s handling of their personal data.

Accessing data: Users can access data including their profile data and order history through the *SupDash* applications or via *SupDash*'s website. Users can also use our Explore Your Data feature to view an online summary of information about their account, such as number of trips or orders, rating, rewards status, and number of days since they've been *SupDash* user. Users can also request access to their data here.

Receiving data: Users can request a copy of their personal data using our Download Your Data tool. For an overview of the data available through that tool. Users may also request a copy of their data here.

Changing or updating data: Users can edit the name, phone number, email address, payment method, and photo associated with their account through the Settings menu in *SupDash*'s apps or driver portal. Users may also request to update or correct their data here.

Objections, restrictions, and complaints: Users may request that we stop using all or some of their personal data, or that we limit our use of their data. This includes objecting to our use of personal data that is based on *SupDash*'s legitimate interests. *SupDash* may continue to process data after such objection or request to the extent required or permitted by law.

LINKS TO OTHER SITES

This Service may contain links to other sites. If you click on a third-party link, you will be directed to that site. Note that these external sites are not operated by us. Therefore, we strongly advise you to review the Privacy Policy of these websites. We have no control over and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services.

CHILDREN'S PRIVACY

These Services do not address anyone under the age of 13. We do not knowingly collect personally identifiable information from children under 13 years of age. In the case We discover that a child under 13 has provided me with personal information, we immediately delete this from our servers. If you are a parent or guardian and you are aware that your child has provided us with personal information, please contact me so that We will be able to do the necessary actions.

CHANGES TO THIS PRIVACY POLICY

We may update our Privacy Policy from time to time. Thus, you are advised to review this page periodically for any changes. We will notify you of any changes by posting the new Privacy Policy on this page.

This policy is effective as of 2022-11-15

Contact Us

If you have any questions or suggestions about our Privacy Policy, do not hesitate to contact me at Info@supdash.com