

Ejaro Privacy Policy

At **Ejaro**, we care about your privacy. Quite simply, our Privacy Policy explains how **Ejaro** collects, controls, processes, shares and protects your information along with where we gain it from and who we share it with. This policy applies to use of our mobile application / website. Please make sure you also read our Terms of Use before using our app/website for full understanding of using **Ejaro** mobile app/website. If you have any questions regarding this Privacy Policy, please feel free to get in touch with us at support@ejaro.com.

What Information Do We Collect?

The User gives **EJARO** the consent to collect and use personal information in accordance with this policy; there are 5 types of information that we at **EJARO** collect and store safely as follows:

1) **Information you provide us: including but not limited to**, your full name, profile photo, gender classification, date of birth, location, street address, phone number, email address, model of vehicle listed, driver's license card details, license plate details, registration number, and another profile / login information. Additionally, we may collect at anytime supplemental information provided by you via our app, and any government identification numbers such as, but not limited to driver's license or passport if required.

2) **Information obtained from use of our Services: including but not limited to**; Trip photos, vehicle photos, accident photos, booking information, billing information, interactions with other **Ejaro** users, communication with staff members (including phone, e-mail and/or chats).

3) **Information we obtain from third-parties: including but not limited to**; bank account numbers, credit card details, payment information, financial transactions, insurance information, driver and / or vehicle record, and others as may be applicable from time to time.

4) **Location information**: If you use our Services, we automatically collect approximate location information about you (such as your city) or, with your consent, precise geographic location data from your mobile device when the app is running and when it is not running, depending on the choices you make when you are asked to consent to our collection of location information. The technologies we use to

determine your location may include IP address mapping, cell tower position, Wi-Fi position and GPS signals. [We may use and store this information to provide.](#)

5) **Usage information:** We collect information about how you interact with our services. This includes information such as access dates and times, app features or pages viewed, app crashes and other system activity.

How We Use Your Information

At **Ejaro**, we value your personal information* and completely understand its sense of privacy and sensitivity. In order to provide you with the best possible user and ride experience, we use such personal information for important procedures to enable our users to utilise our Services in the best manner.

The list below is exemplary and non-exhaustive, describing how we may process and use your information:

- Identity verification of yourself.
- Provide, personalise, maintain and improve our products and services.
- Send you marketing communications, such as updating you on Services offered by **Ejaro** and other marketing information that we believe you are interested in.
- Cross-checking and authentication with Third parties such as government entities and banks.
- Enable you to use and benefit from **Ejaro**'s Services.
- Enable Customer Support to serve you in the best ways possible.
- Provide you with administrative emails, notes, updates and reminders.
- Filter out scammers and users with bad history.
- Prevent potential fraudulent transactions.
- Handle disputes and/or issues of abuse.
- Collect fees and issue fines and refunds.
- Conduct investigations and arbitrate if needed.
- Measure our performance to improve services, content and processes.
- We may also use your personal information to verify, identify user preferences, deliver requested service, provide a better user experience, and / or meet regulatory requirements.
- Help maintain the safety, security and integrity of our services and users.
- We may use the information we collect for testing, research, analysis and product development. This allows us to improve and enhance the safety and security of

our services, develop new features and products, and facilitate insurance and finance solutions in connection with our services.

We may use the information we collect to investigate or address claims or disputes relating to your use of Ejaro's services, or as otherwise allowed by applicable law, or as requested by regulators, government entities, and official inquiries.

Security and Safety of Your Information

Protecting your privacy is our highest concern, and under no circumstance will we share your information with any third parties without your permission and / or consent, unless required by a governmental authority and in such cases where some of **Ejaro's** products, services and features require that we share information with other users or at your request. We may also share your information with our affiliates, subsidiaries and business partners, for legal reasons or in connection with claims or disputes.

Our team of professionals follow the highest international security standards to protect your information through the securest channels. All users' personal data is digitally encrypted and protected and stored on our local servers in the Kingdom and / or backed up on the cloud.

Ejaro is the sole owner of the information collected on its application / website. We will not share, sell, or trade this information to third parties in ways different from what is disclosed in this Privacy Policy.

We may share statistical data (e.g. number of Ejaro users in Saudi Arabia), demographic data and / or any data that is not directly related to your personal information. We may also collect and display information about you that is publicly available. By using our app/website, we are legally permitted to share your user information for purposes of analytics to monitor app usage and user interaction with our data.

Third-Party Sites

Users may find links to third-party sites on the **Ejaro** app and website. Such third-parties may include partners, sponsors, licensors, and suppliers. **Ejaro** does not control any third-party content nor are affiliated with any third-party terms and conditions nor privacy policies. By clicking on third-party links, users become subject to the terms and conditions and privacy policies of those third parties. Content and policies of third parties may change at the discretion of the third party owners.

Analytics

We may use third-party Service Providers to monitor and analyse the use of our Service including but not limited to the following:

Google Analytics

Google Analytics is a web analytics service offered by Google that tracks and reports website traffic. Google uses the collected data to track and monitor the use of our Service. This data is shared with other Google services. Google may use the collected data to contextualise and personalise the adverts of its own advertising networks. You may opt out of certain Google Analytics features through your mobile device settings, such as your device advertising settings or by following the instructions provided by Google in their privacy policy.

For more information on the privacy practices of Google, please visit the Google Privacy & Terms web page.

Firebase

Firebase is an analytics service provided by Google Inc.

You may opt out of certain Firebase features through your mobile device settings, such as your device advertising settings or by following the instructions provided by Google in their Privacy Policy:

We also encourage you to review the Google Policy for safeguarding your data. For more information on what type of information Firebase collects, please visit the Google Privacy & Terms web page.

Personal Data

We are not obligated to ensure the accuracy of Users' personal information, but we will make reasonable efforts to ensure that the information is accurate and complete; hence Users are responsible for maintaining up-to-date information.

Restricted Activities

Your Information and your activities with our application shall NOT:

(1) be false, inaccurate or misleading; (2) be fraudulent; (3) infringe any third party's copyright, patent, trademark, trade secret or other proprietary rights, or rights of publicity or privacy; (4) violate any law, statute, ordinance or regulation; (5) be defamatory, trade libellous, unlawfully threatening or unlawfully harassing; (6) contain

any viruses, Trojan horses, worms, time bombs or other computer programming routines that may damage, detrimentally interfere with, surreptitiously intercept or expropriate any system, data or personal information.

Retention

We may retain your personal information for as long as your account is active and for a period of time thereafter to allow you to re-activate your account without loss of information, but **we are not responsible** in case any if the information is lost. We may also retain your personal information as necessary to:

- Maintain logs and business records for analysis, security, and / or audit purposes
- Comply with record retention requirements under the law
- Deal with any complaints regarding the Services; and
- Comply with our legal obligations, protect or defend our rights, resolve disputes and enforce our contracts.

Once such information is no longer necessary to provide **Ejaro's** services, enable customer support, enhance the user experience or other operational purposes, **Ejaro** takes steps to prevent access to or use of such information for any purpose other than compliance with these requirements or for purposes of safety, security and fraud prevention and detection.

Disclaimer

We reserve all rights to disclose your personally identifiable information as may be required by law, legal regulations, court orders or legal process and when we believe that disclosure is necessary in the circumstance to protect our rights and / or for the said legal compliance. We shall not be liable under any circumstances including for any sort of any loss of data, and / or loss or any inconvenience caused by viruses and / or other malicious code originating or contracted from our Sites / Application(s) or its use thereof or otherwise. It is solely your responsibility to ensure that your computer/ device/table runs on up-to-date antivirus software at all times and to check regularly for viruses and / or other malicious code. **Ejaro** will use reasonable endeavours to ensure that this website / app does not contain or spread any viruses or other malicious code. IN NO EVENT SHALL **EJARO**, ITS AFFILIATES, SUBSIDIARIES, INCLUDING ITS DIRECTORS, REPRESENTATIVES, EMPLOYEES OR AGENTS, BE LIABLE WHATSOEVER FOR ANY CLAIM, COST OR DAMAGES INCLUDING ANY CONSEQUENTIAL, INCIDENTAL, INDIRECT, PUNITIVE OR SPECIAL DAMAGES OF ANY NATURE WHATSOEVER, INCLUDING

WITHOUT LIMITATION ANY DAMAGES ARISING OUT OF OR IN CONNECTION WITH ANY MALFUNCTIONS, DELAYS, LOSS OF DATA, LOSS OF PROFIT, INTERRUPTION OF SERVICE OR LOSS OF BUSINESS OR ANTICIPATORY PROFITS, ARISING OUT OF YOUR USE OF OUR SITES / APPLICATION(S).

Changes to This Privacy Policy

From time to time, this Policy will be updated and amended. We reserve the right to make any necessary changes to this Policy without providing notice to you. Any changes or revisions made to this Policy will be effective immediately upon posting on this site. To the extent permitted under applicable law, by using our services after such notice, you consent to our updates to this policy. Please refer to “Effective Date” for the last update made to this Privacy Policy. It is your responsibility to review this policy.

We value your feedback or concerns. For questions regarding this Policy, feel free to send inquiries to: support@ejaro.com and include “Privacy Policy” in the subject line.

Contents

- Ejaro Privacy Policy.....1
- What Information Do We Collect?.....1
- How We Use Your Information2
- Security and Safety of Your Information.....3
 - Third-Party Sites3
- Analytics4
 - Google Analytics.....4
 - Firebase4
- Personal Data4
 - Restricted Activities4
 - Retention5
- Disclaimer5
- Changes to This Privacy Policy6