

PRIVACY POLICY

A. Introduction

This Privacy Policy describes our practices in handling the information that you provide to us and that we collect about you as a user of our Services.

Your privacy is important to us and we want to assure you that the Personal Data we collect about you will be treated with care. This Privacy Policy will inform you about how we look after your Personal Data when you avail our services using various means such as visiting our website or application.

This Privacy Policy applies to all Users of our Services. We may store, maintain, process and/or transfer the information you provide to us and that we collect about you in a country or countries that may have less strict data protection laws than in the country where you reside. If so, we will take reasonable measures to protect your information in accordance with this Statement.

Your use of our Services indicates your agreement with and consent to our practices described in this Privacy Policy. If you do not consent to or agree with this Privacy Policy, please do not use any of our Services or participate in any of the features or activities relating to the Services.

B. Information We Collect

Your Information

We collect information you provide to us in connection with our Services, such as when you create or update your account, log into your account, contact our customer service, or otherwise communicate with us. This information includes your name, telephone number, email address. In addition to the information you provide to us, we may also collect information about you when you visit our application, use our mobile app or otherwise use our Services, such as how you use and interact with our Services, your selected preferences and settings, the geographic location of your vehicle(s) and its travel, and the time and duration of your visits to, or use of our application.

We may collect information about your devices, including hardware and operating systems.

This data may be used by MyCar for purposes of customer support services, dispute resolution, for safety and security purposes, for analytical purposes, product development purposes and any other purpose/s MyCar deems fit.

Your Location

Your vehicle location details will be transmitted to our service platform and stored from the point of granting access to the MyCar application, this is done to ensure you are able to track and trace your vehicle as part of the application features.

Information from Third Parties or Other Sources

We also get information about your name and email address from Google for authentication purposes when you log in from your Gmail account and MyCar cannot control the information it obtains from such third parties.

Cookies

On our application and other online Services, we use automatic data collection technologies such as beacons, pixel tags, software development kits and “cookies” in order to remember user online preferences and settings, enhance your experience when using our Services, analyze online website traffic and trends, be informed about a user’s device and network information, and generally understand the behaviors and interests of users of our Services. Cookies are small text files stored on your browser or device by application, other online media that can recognize or authenticate repeat users, facilitate the user’s ongoing access to and use of the website and allow a website to track usage behavior and compile aggregate data that will allow content improvements and targeted advertising relevant for each user. Generally, cookies work by assigning a unique number to the user that has no meaning outside the assigning site.

Transaction Information

We collect transaction details related to your use of our Services, including the date and time the service was provided, distance travelled, and other related transaction details.

C. Legal basis for using your information

MyCar shall only collect, process, use, share and store your personal information where we are satisfied that we have an appropriate legal basis to do this. This may be because of:

- The need to use your personal information to perform a contract or take steps to enter into a contract with you.
- The need to use your personal information for our legitimate interest as a commercial organization. In all such cases, we will look after your information at all times in a way that is proportionate, that respects your privacy rights and is in accordance with our Privacy Policy, and you have a right to object to processing as explained in Legal rights available to help manage your privacy;
- The need to use your personal information to comply with a relevant legal or regulatory obligation that we have.
- The need to have your consent to using your personal information for a particular activity.
- The need to use your personal information to protect your vital interests.

D. How We Use Collected Information

We will only use your Personal Data in the manners permitted by law. Most commonly, we will rely on the following types of basis to process your Personal Data:

Comply with a legal or regulatory obligation:

Processing your personal data may be necessary for compliance with a legal or regulatory obligation to which we are subject to.

To Provide and Improve the Services

MyCar uses the information we collect to respond to your requests, send you updates, and otherwise communicate with you; facilitate and otherwise process transactions; improve our Services provided to you; respond to your inquiries; prevent illegal activities; comply with court orders, government requests and other applicable legal requirements; enforce our Terms of Use and otherwise provide you the Services. We may share your information with our consultants, and other service providers as necessary to provide you Services on behalf of MyCar.

MyCar also reserves the right to perform, or have performed by third parties, statistical and other analyses of user behavior and characteristics in order to measure interest in and use of the various pages, or functional, graphical or informational frames or areas of the application and application. The following information will be collected for this purpose: age group, app store, App Version, Country, Device Brand, Device Category, Device Model, First Open Time, Gender, Interests, Language, New/Established, OS Version. Advertisers will be informed of such analyses as well as the number of users that have been exposed to or clicked on their advertising banners.

For Internal Purposes

We may use the information we collect for our internal business purposes, for example, to manage the content of our application or to assess the amount of online traffic to our application.

MyCar will only provide aggregated anonymous data from log files and other databases of user information to third parties to improve our content offerings, graphics, layout, ease of application use or navigation, and otherwise to provide and to improve our Services.

To Communicate

You will receive emails, text messages, phone calls and other communications from us to provide you with our Services, provide updates, or to respond to inquiries made about our application.

Feedback and Testimonials

Any testimonials or feedback that you provide to us will be utilized to improve our Services. In addition, we may use testimonials in our marketing materials, but we will not include any of your personally identifiable information in such marketing materials unless we have your written consent to do so.

Platform Permissions

Most mobile device platforms (iOS, Android, etc.) have defined certain types of device data that apps cannot access without the device owner's permission, and these platforms have different methods for how that permission can be

obtained. The first time our mobile app wants to access your data, the iOS, Android, mobile platforms will alert you, and you will be able to consent (or not consent) to that request to access data. An Android device will notify you that our mobile app wants to access your data before you first use the app, then your subsequent use of the app constitutes your consent.

Customer support

MyCar may use the information that is collected (including recordings of customer support calls with notice to and the consent of the user) to provide customer support, including to: direct questions to customer support persons, Investigate and address user concerns, to monitor and improve our customer support responses and processes and other customer support related matters.

Advertising

Information will be used to display interest based advertisements for features, products and services that might be of interest to you.

For Marketing Purposes and Market Research

To conduct marketing activities and to conduct market research relating to the MyCar service only and shall not at any time divulge for monetary or any other gain, such information to any third party to use for any other marketing /promotional purposes.

E. How We share Your Information

MyCar may work with third party partners to provide and improve the MyCar service. When doing so we will impose strict restrictions on how our partners can disclose the data we provide.

With subsidiaries and affiliates of MyCar to provide our services or conduct data processing on our behalf.

Disclose information pursuant to any governmental, judicial, or administrative order, regulatory request or similar method.

With third parties who the user permits to share information with, for example other apps or applications that integrate with our Services.

With measurement partners: MyCar will share information with companies that aggregate it to provide analytic and measurement reports to MyCar .

Other than the above, MyCar will not disclose your personal information without your consent unless disclosure is either necessary to prevent a threat to life or health, authorized or required by law, reasonably necessary to enforce the law or necessary to investigate a suspected unlawful activity.

F. Third Party application

You might find external links to third party applications on our Platforms. Our Privacy Notice does not apply to your use of a third party site. We are not responsible for the privacy practices of applications that are not operated by MyCar and encourage you to read the privacy statements of any such third party site.

G. Your Access to Information

You may request access to your personal and account information to review it and make corrections, additions and/or deletions at any time as allowed by applicable law. Please note that we may retain certain information if it is required by law or for legitimate business purposes, such as to follow up on any breach of our Terms of Use, evidence any fraudulent activity, and protect our rights or the rights of others.

H. Data Retention

Your information will only be retained for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. In order to comply with applicable laws locally, we may store your data up to a period of 12 years from the time of receiving.

To determine the appropriate retention period for Personal Data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorized use or disclosure of your personal data, the purposes for which we process such data and whether we can achieve those purposes through other means, and the applicable legal requirements.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you and you can no longer be identified by it) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

I. Security Measures

We are dedicated to ensuring that your account and information remain secure. Nimbus uses generally acceptable security measures to protect your personal information against unauthorized access, use, loss, misuse and alteration when such information is solely within our possession or control.

Please note that despite all precautionary steps, no data transmission over the Internet can be guaranteed to be 100% secure. MyCar will use commercially reasonable measures to protect your information but does not warrant that the information transmitted to us will be secure at all times.

J. Notice

If you have any comments, questions or concerns about the contents of this Privacy Policy or the way in which we use your information, we encourage you to contact us through the contact details provided on the application to see if we can help resolve the issue in the first instance.

K. Change

MyCar will amend this Privacy Policy from time to time in accordance with applicable laws and regulations, and the updated version will be posted on the application and website. We request that you revisit this website from time to time for updates on the Privacy Policy. Historic versions of this Privacy Policy can be obtained by contacting us.

The Privacy Policy may be translated into different languages, and in the event of any inconsistency among the versions, the English version shall prevail.