

eCabs Operators Company Limited, a private limited liability company, registered in Malta bearing registration number C63326), having its registered office situated at 4, Triq Salvu Aquilina, Mosta (the 'Company'), is the controller of personal data of drivers. It has appointed a Data Protection Officer who can be contacted at [privacy@ecabs.com.mt](mailto:privacy@ecabs.com.mt) ('DPO').

The same definitions apply to this Privacy Policy as in the 'Terms & Conditions for Drivers'. For the purposes of this Privacy Policy, the term personal data shall have the meaning assigned to it under the GDPR. The terms personal data and personal information shall be used interchangeably. In submitting your information, you agree to us storing and using it according to the below mentioned conditions.

The Company is committed to protecting your privacy and we will not collect any unnecessary personal information about you. This privacy policy describes and explains how information is collected and retained by us. Your personal information shall be kept in accordance with this Privacy Policy, the Terms & Conditions, the Agreement and the General Data Protection Regulation ('GDPR').

For the purposes of this Privacy Policy, the term personal data shall have the meaning assigned to it under the GDPR. The terms personal data and personal information shall be used interchangeably. In submitting your information, you agree to us storing and using it according to the below mentioned conditions.

## **1. Personal data**

- In general, the personal information we gather about you enables us to process your Transport Services and to provide eCabs Services to you. When you download the eCabs App, we collect your device type, your wireless carrier, and your individual device ID and we associate this with your personal information. That said, we primarily use this information to support your Account and provide you with eCabs Services.
- When you register with us to use the eCabs Services, you will be asked to complete application forms and online forms and for the purpose of performing our contract with you, we will process the following personal data:
  - a) Full name, e-mail address, phone number, VAT number, place of residence and image photo for your profile.
  - b) Geolocation information of drivers and driving routes.
  - c) Information about vehicles and vehicle registration plates
  - d) Driver's efficiency and performance ratings.
  - e) Driver's licence, Operator's licence, profession and identity documents.
  - f) Data about criminal convictions and offences.

## **2. Purpose for Processing Personal**

- Your data is processed is for you to be able to use and enjoy our eCabs Services including the connection of passengers with drivers to enable mobility.

- Geolocation and driving routes are processed with a view to analysing the geographical area and give suggestions to the Drivers. When you close our eCabs App or indicate that you are offline and not providing Transport Services, the geolocation will not be disclosed to Passengers. In addition, tracking information is collected as you use our eCabs Services, including, but not limited to geographic areas. Through your mobile phone and/or any other portable device we will record your GPS coordinates. We collect this information in order to provide you with the history of your routes and to satisfy our legal obligation as an intermediary booking platform.
- We require to collect and process your driving licence, identity documents and criminal convictions and offences to ensure suitability of you to act as a professional Driver.
- We may make available the Driver's photo to Passengers as well as full name and vehicle details to enable Passengers to identify the Driver and his vehicle. Moreover, this way we personalize your Transport Service to the Passenger that has the right to choose the Driver. Passengers also see Driver's personal data in the receipt.
- We also collect device type and unique identifier when you use our eCabs App. We use this information for the sole purpose of providing you with the most up to date application and features. If you use our services through your mobile device and/or any other portable device, we will track your geo-location information so that you are able to be located.
- Driver's efficiency and performance ratings will be collected and processed as necessary to provide a reliable service to Passengers. You will be given a summary of your efficiency and performance ratings.
- We use your personal data to closely monitor which features of our eCabs Service are used most, to allow you to view your trip history, view any promotions we may currently be running, rate trips, and to determine which features we need to focus on improving and to send SMSs or notifications for confirming that the Driver has or remind that he or she has arrived or is about to arrive at the designated destination. We use the mobile and/or portable device information collected so that we are able to serve you the correct App version depending on your device type, for troubleshooting and in some cases marketing purposes.
- We will send you strictly service-related announcements on rare occasions when it is necessary to do so.

### **3. Legal basis**

- Necessary for the carrying out of eCabs Services. Without processing of personal data and geolocation, the eCabs Services cannot be carried out;
- Personal data may be processed on the ground of legitimate interest in investigating and detecting fraudulent payments.
- Processing of history of criminal convictions and offences are necessary for compliance with a legal obligation.

#### **4. Security and access**

- The personal data we collect is securely stored within our database, and we use standard, industry-wide, commercially reasonable security practices such as encryption and firewalls for protecting your information.
- However, we cannot guarantee the security of our database, nor can we guarantee that information you supply won't be intercepted while being transmitted to us over the Internet, and any information you transmit to the Company you do at your own risk.

#### **5. Sharing of your Personal Data with Passengers**

- For a Passenger to make use of your Transport Service, we must share with him or her your geo-location information. If you are available, you will appear at the Passenger's search – your full name, VAT number, image photo for your profile, type and specification of vehicle, vehicle registration plates and evaluation will be displayed to the Passenger. We will also display your phone number after the Passenger selects you and you accept. While we encourage Passengers to comply with our data protection requirements, we will not be responsible if they fail to comply with respect to your information. At the end of your journey, if you are evaluated by the Passenger that you have provided Transport Service, this information will be made available to anyone that uses the eCabs App, as part of your evaluation.

#### **6. Sharing of your Personal Data to Third Parties**

- Additionally to the above, we may share your Personal Data with other third parties such as services providers under contract who help us in our business operations. We require such service providers to use your information only in connection with the services that they perform for us. We may also share your Personal Data as required to comply with a legal obligation.
- The Company may disclose your personal information to any member of our group or related company and also to third parties:
- in the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets;
- if eCabs or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets; or
- if eCabs is under a duty to disclose or share your personal data in order to comply with any legal obligation, process or request or in order to enforce or apply our terms and conditions of supply and/or any other agreements; or to protect the rights, property, or safety of eCabs, our customers, or others (this includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction).
- Processing of personal data by will occur under the same conditions as established in this privacy policy

## 6. Restrictions

- You may not process the Personal Data of Passengers without our permission. You are moreover not allowed to contact any Passenger or collect his or her Personal Data or use any Personal Data that had been disclosed to you in relation to the Transport Service for any reason other than for the purpose of the provision of such Transport Service.
- You are moreover to comply with the terms of the Privacy Policy for Passengers available on [\[Insert HyperLink\]](#) We reserve the right to terminate your Account and claim damages in the event of default of your said obligation.

## 7. Cookies and other anonymous information

- Our website uses cookies, which is a string of data that a website sends to your browser and which might be stored on your computer. The only personal data that a cookie can retain is information that is supplied by the visitor himself or herself. You may refuse to accept the cookies we use by managing your browser settings accordingly. You should note that should you decide not to accept all the cookies from this website, you may experience some inconvenience.

## 8. Your rights

Right of access to personal data – you have the right to receive a copy of the information that we hold about you. Where allowed by applicable law, there may be an administrative charge for supply of copies of data and we may also require you to provide us with appropriate identification before we comply with this request.

- Right of rectification of personal information – you can update your personal data via the eCabs App or by emailing [privacy@ecabs.com.mt](mailto:privacy@ecabs.com.mt)
- Right to erasure of personal information – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- Right to restriction of processing of personal information – you have the right to request that we suspend our use of your personal information in certain circumstances;
- Right to data portability – you can obtain your personal information in a format which enables you to transfer that personal information to another organization. However, this right only applies in certain circumstances.
- Right to object to processing of personal information – You have the right to object to our use of your personal information in certain circumstances.
- Right to object to automated processing, including profiling – you also have the right not to be subject to the legal effects of automated processing or profiling in certain circumstances.
- Right to complain to the relevant data protection authority – should you think that we have processed your personal information in a manner that is not in accordance with data protection law, you can make a complaint to the Office of the Information and Data Protection Commissioner.

If you wish to exercise these rights, please contact us using the details below. You may request us at any time what information is effectively held on you if any, at

that particular time. All requests should be made to [privacy@ecabs.com.mt](mailto:privacy@ecabs.com.mt) or writing to us at the address further below.

- Any personal data collected in the course of providing the services is transferred to and stored in the data centers which are located in the territories of a Member State of the European Union.
- Only authorised employees of the Company have access to the personal data and they may access the data only for the purpose of resolving issues associated with the use of the services.
- Geolocation data is processed in anonymised form and personalized only if the geographical location data is needed to be linked to a passenger for resolving disputes or fraud.  
For research and scientific purposes, the data is used in unidentified form (anonymized).

## **9. Retention**

Your personal data will be stored as long as you have an active account. The following data will be stored for the following periods, namely:

- Journey data regarding transportation services provided to passengers 3 years after the last journey.
- For accounting purposes - 10 years after the last journey
- In case of suspicions of a criminal offence, fraud or provision of false information - 10 years
- Data relating to disputes concerning payment until the claim is satisfied or the expiry date of such claims
- If you uninstall the eCabs App from your device, your personal data will still not be deleted.

## **8. Updates to this Privacy Policy**

- This Privacy Policy will be updated from time to time to reflect changes in our business. It is therefore in your own interest to check the Privacy Policy page any time you access our web site so as to be aware of any changes which may occur from time to time.

## **9. Complaints**

- Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to the Data Processing Officer on [privacy@ecabs.com.mt](mailto:privacy@ecabs.com.mt).
- The supervisory authority is the Office of the Information and Data Protection Commissioner which can be contacted at Level 2, Airways House, High Street, Sliema SLM 1549, Malta or by telephone on (+356) 2328 7100 or by email at [idpc.info@idpc.org.mt](mailto:idpc.info@idpc.org.mt)