

LEAP Privacy Policy

Last Updated: Nov 16, 2018

We are committed to letting you know how LEAPBIKE TECHNOLOGIES PRIVATE LIMITED (“LEAP” or “we”, “us”, or “our”) collects and uses your information. The policies below are applicable to data and information collected when you: use the LEAP network of websites that link to this Privacy Policy (including any versions optimized for viewing on a wireless or tablet device); receive and view email newsletters published or distributed by LEAP; use apps published by LEAP, including the “LEAP” app; activate a LEAP vehicle (“Vehicle”); or use any other services, interactive features, and communications made available by LEAP, however accessed and/or used, that are operated by us, made available by us, or produced and maintained by us and our related companies (“Services”). We have established this privacy policy (“Privacy Policy”) to let you know the kinds of information we may gather during your use of the Services, why we gather your information, what we use your information for, when we might disclose your information, and how you can manage your information.

This Privacy Policy contains the following sections:

- The Information We Collect
- How We Use Your Information
- Use of Cookies and Other Online Tracking Technologies
- Online Advertising
- Use of Your Information
- Legal Bases for Use of Your Information
- How We Share Your Information
- How We Protect Your Information
- Retention of Your Information
- Third Party Links and Services
- Changes to this Privacy Policy
- Children’s Privacy
- LEAP Contact Information

If you have any questions about this Privacy Policy or don’t see your concerns addressed here, you should contact us by email at support@leapbike.com

THE INFORMATION WE COLLECT

We collect information about you in a variety of ways when you use our Services.

Information You Provide to Us

The following lists the most common ways in which you provide information directly to us:

- Registration for an account
- Use of your account, including the upload of content/information to the Services or the rental of a Vehicle
- Payment information submitted when renting a Vehicle
- Information that you provide for your user profile

- Signing up to receive alerts or other information via email, text or instant message from LEAP
- Requests for customer service, support requests, or other assistance
- Service-related communications, e.g. account verification; technical notification
- Participation in communities, commenting on blog entries, and participation in other forums

The types of information we collect directly from you include: your name, e-mail address, telephone number, postal address, billing and contact information. We also collect certain demographic data if you provide it to us including age, gender, and five-digit zip code inferred from your IP address.

Automatically Collected Information

There is also some information that we collect through automated technical means as you browse our websites, use our apps, or otherwise use the Services. For example, we collect:

- Device information about your computer, browser, mobile device, or other device that you use to access the Services. This information may include IP address, geolocation information, unique device identifiers, browser type, browser language, operating system, and other transactional information.
- Analytics and usage information about your use of the Services, including GPS routes, and status of GPS chips.
- Device information about the LEAP Vehicle, including time stamps and battery status.
- Additional “traffic data” and log files such as time of access, date of access, software crash reports, session identification number, access times, and referring and exit pages.
- Other information regarding your use of the Services.

Location Information

We collect and store location information about you associated with your account that you volunteer on the Services or enable through the Services or your device. We will collect precise GPS location information regarding the location of the LEAP Vehicles, the routes taken by these Vehicles, and the rental status of these Vehicles. We also collect and store your device’s source IP address which may disclose the general location of your device at the time you access the Services.

Collection of information From or Through Social Media Sites or Using Your Social Media Logon

When you interact with any Service Provider page or account on a social media platform, such as Facebook, Google+, we may collect the information that you make available to us on that page or account including your account ID or “handle.” However, we will only collect and store such information that we are permitted to collect based on your settings on and the policies of these social media platforms. If you publish your social media profile on our Services, we may collect information that you make available as part of that profile.

Collection of Third Party Information Through Tell-A-Friend Feature

We may from time to time conduct a referral service to introduce people you know to our Services, in accordance with applicable local laws. If you choose to use our referral service to tell someone about our Services, we will provide you with a template message and referral code to send to your referral. We will not collect the referral's information unless he/she signs up to use the Services with the referral code.

USE OF COOKIES AND OTHER ONLINE TRACKING TECHNOLOGIES

Like most websites and mobile applications, we use "cookies," which are small text files that are stored on your computer or equipment when you visit certain online pages that record your preferences and actions. We may also use cookies to monitor traffic, improve the Services and make it easier and/or relevant for your use. Like many Services, we use cookies, web beacons and similar technologies to record your preferences, track the use of our Services and your exposure to our advertisements. We may also use these technologies to monitor traffic and make the Services easier and/or more relevant for your use.

We use both "session" cookies and "persistent" cookies. We use cookies for the other purposes set out below:

- We use cookies to remind us who you are and to find your account information in our database when you access the Services, so you do not need to log in at every visit. This helps us to provide you with service tailored to your specific needs and interests. A cookie is created when you register for the Services
- We use cookies to determine the browser the visitor uses so the Services can be designed to work properly with the most common versions of different browsers
- We use cookies in conjunction with sending you e-mail newsletters
- Advertisers that place ads on the Services may use cookies
- We use cookies in conjunction with analysis of your use of our Services and to generate analytics regarding our Services
- We use cookies to estimate our audience size. Your browser is given a unique cookie that helps us determine whether yours is a repeat visit or a first visit

You also have choices with respect to cookies. Many web browsers automatically accept cookies, but you can usually modify your browser's setting to decline cookies if you prefer. If you delete your cookies or if you set your browser or device to decline these technologies, some features of the Services may not work or may not work as designed.

USE OF YOUR INFORMATION

We use the information we learn from you to help us personalize and continually improve your experience on the Services. We may use your information in the following ways:

General Uses of All Information Collected

- To provide the Services to you
- To track LEAP Vehicles
- To upload your content as you request
- To permit you to update, edit, and manage your content

- To communicate with you about your account or transactions with us (including service related announcements) and send you information about features and enhancements on the Services
- To communicate with you about changes to our policies
- To communicate with you about your comment to a blog post
- To personalize content and experiences on our Services, including providing you reports, recommendations, and feedback based on your preferences
- To create anonymous or aggregate information that does not identify you or your device that we can use for any purpose
- To optimize or improve our products, services and operations
- To automatically update the Services
- To detect, investigate, and prevent activities that may violate our policies or be illegal
- To perform statistical, demographic, and marketing analyses of our users

Use of Your Location Information

We use your location information, including precise GPS location, to:

- Track the use of LEAP Vehicles
- Personalize content on our Services, including providing you reports, recommendations, and feedback based on your preferences
- Optimize or improve our products, services, and operations
- Perform statistical, demographic, and marketing analyses of users of the Services and their purchasing patterns

Combination of Your Information

We use the information from one portion of the Services on other portions of the Services, or in reports and analysis, all of which are owned and operated by LEAP, and we may combine information gathered from multiple portions of the Services into a single customer record or analysis or report.

LEGAL BASES FOR USE OF YOUR INFORMATION

The legal bases for using your information as set out in this Privacy Policy are as follows:

- Where use of your information is necessary to perform our obligations under a contract with you (for example, to comply with: the terms of service of our websites which you accept by browsing the websites/registering; and/or our contract to provide our Services to you)
- Where use of your information is necessary for our legitimate interests or the legitimate interests of others (for example, to provide security for our websites, products, software, applications; operate our business and our Services; ensure safe environments for our staff and visitors; make and receive payments; comply with legal requirements and defend our legal rights; prevent fraud and to know the customer to whom we are providing
- When we have your consent as defined by applicable law

HOW WE SHARE YOUR INFORMATION

We share your data in the following ways:

Third-Party Service Providers

We use a variety of third party service providers and affiliates that perform functions on our behalf, such as hosting, billing and payment processing, push notifications, storage, bandwidth, content management tools, analytics, customer service, fraud protection, etc.

Emergency/Legal Situations

We may also use or disclose information if required to do so by law or in the good-faith belief that such action is necessary to (a) conform to applicable law or comply with legal process served on us or the Services; (b) protect and defend our rights or property, the Services or our users, and (c) act under emergency circumstances to protect the personal safety of us, our affiliates, agents, or users of the Services or the public. This includes exchanging information with other companies and organizations for fraud protection.

Public Forums

Certain features of our Services make it possible for you to share comments publicly with other users. Any information that you submit through such features is not confidential, and we may use it for any purpose. For example, if you submit a product review on one of our sites, we may display your review (along with the name provided, if any) on other LEAP websites and on third-party websites. Moreover, if you provide a comment on our blog, other blog readers will be able to review your comments. Any information you post openly in these ways will be available to the public at large and potentially accessible through third-party search engines. Accordingly, please take care when using these features.

Aggregate/Anonymous Information

From time to time, we may share aggregate/anonymous information about use of the Services, such as by publishing a report on usage trends. The sharing of such data is unrestricted.

HOW WE PROTECT YOUR INFORMATION

We take technical and organizational security measures to protect your information against accidental or unlawful destruction or accidental loss, alteration, unauthorized disclosure or access. However, no method of transmission over the Internet, and no means of electronic or physical storage, is absolutely secure. As such, you acknowledge and accept that we cannot guarantee the security of your information transmitted to, through, or on our Services or via the Internet and that any such transmission is at your own risk.

RETENTION OF YOUR INFORMATION

We keep your information for no longer than necessary for the purposes for which it is processed. The length of time for which we retain information depends on the purposes for which we collected and use it and/or as required to comply with applicable laws.

THIRD PARTY LINKS AND SERVICES

The Services contain links to third-party websites such as social media sites, and also contain third-party plug-ins and functionalities (such as the Facebook “like” button and

Twitter “follow” button). If you choose to use these sites or features, you may disclose your information not just to those third-parties, but also to their users and the public more generally depending on how their services function. We are not responsible for the content or practices of those websites or services. The collection, use, and disclosure of your information will be subject to the privacy policies of the third-party websites or services, and not this Privacy Policy. We urge you to read the privacy and security policies of these third-parties.

CHANGES TO THIS POLICY

We reserve the right to amend this Privacy Policy at any time to reflect changes in the law, our data collection and use practices, the features of our Services, or advances in technology. We will make the revised Privacy Policy accessible through the Services, so you should review the Policy periodically. You can know if the Privacy Policy has changed since the last time you reviewed it by checking the “Effective Date” included at the beginning of the document. If we make a material change to the Policy, you will be provided with appropriate notice in accordance with legal requirements. By continuing to use the Services, you are confirming that you have read and understood the latest version of this Privacy Policy.

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