

# PRIVACY STATEMENT

## ULACAB Platform

Last Updated: [31<sup>st</sup> December 2018]

This Privacy Statement applies to the Ulavi Technologies Pte. Ltd. ("**Ulavi**", "**we**", "**us**") website (www.ulacab.com, the "**Website**") and the ULA or ULA SG or ULACAB application (the "**App**"), available for Android and iOS devices (collectively, the Website and App shall be known as the "**ULACAB Platform**"). This Privacy Statement sets out how we collect, use or disclose personal data that you have provided to us through the ULACAB Platform. By visiting the Website and/or App you are accepting and consenting to the collection, use and disclosure of personal data described in this Privacy Statement.

For more information on this Privacy Statement, please contact our Data Protection Officer ("**DPO**") at [privacy@ulavitech.com](mailto:privacy@ulavitech.com).

### WHAT DATA WE COLLECT

If you are a direct consumer or consumer-to-consumer (C2C) of the ULACAB PLATFORM Services, we may collect the following types of personal data from you:

- name;
- profile photo;
- personal email address;
- home or mobile phone number;
- home address;
- bank or payment information;
- any other kind of relevant data, required to participate in the ULACAB Platform Services; and
- Internet protocol addresses.

If you are a B2C or B2B or B2B2C user or consumer of the ULACAB PLATFORM Services, we may collect the following types of personal data from you:

- company name;
- company logo;
- profile name;

- profile photo;
- business email address;
- business phone number;
- business / office address;
- bank or business payment information;
- any other kind of relevant data, required to participate in the ULACAB Platform Services;  
and
- Internet protocol addresses.

If you are a B2C or B2B or B2B2C service provider for ULACAB PLATFORM Services, we may collect the following types of business contact information from you:

- company name;
- company logo;
- user or consumer name;
- profile photo;
- gender;
- date of birth;
- business email address;
- business phone number;
- office address;
- bank or business payment information;
- NRIC (Pink & Blue) / Work-Pass (“Chauffeur”) / S-Pass (“Driver”);
- Driver License
- Vocational License
- Private-Hire Driver Vocational License (PDVL)
- Private-Hire Details in Decals
- Bank Statement

- Vehicle Rental Agreement
- Vehicle Photo with License/Number Plate
- Vehicle / Commercial Insurance Agreement
- Vehicle / LTA Vehicle Log
- Vehicle Road Tax
- Licenses from Government or relevant Statutory / Government appointed Boards
- any other kind of relevant data, required to participate in the ULACAB Platform Services; and
- Internet protocol addresses.

## **WHEN WE COLLECT YOUR DATA**

We may collect personal data (if you are a consumer or C2C) or business contact information (if you are a B2C or B2B or B2B2C service provider) from you when you:

- Use the ULACAB Platform with a cookies-enabled browser or register a user account with the ULACAB Platform;
- Transact on the ULACAB Platform, including booking or purchasing goods or services or topping up or requesting withdrawal through the ULACAB Platform;
- Request services from us, such as subscribing to our mailing lists for email, post or phone updates;
- Answer surveys on the ULACAB Platform;
- Contact us with enquiries, including requests for assistance;
- Disclose data to us through the ULACAB Platform in any way; and
- Referral of ULACAB Platform to another 3<sup>rd</sup> party
- When you have enabled "ONLINE" to take jobs from ULACAB PLATFORM for us to accurately allocate bookings by reading your GPS or Geo-location.

## **HOW WE USE YOUR DATA**

We, and our third-party service providers as the case may be, may use your personal data (if you are a consumer or C2C) or business contact information (if you are a B2C or B2B or B2B2C

service provider):

- To facilitate your access to the ULACAB Platform;
- To provide you with the ULACAB Platform services;
- To evaluate your ULACAB Platform preferences and for the maintenance of the ULACAB Platform;
- To send you updates via email, post or telephone where appropriate;
- To answer your queries, respond to your comments and feedback, or provide you with assistance in any other way;
- To facilitate online booking or purchases of goods and services; and
- Initiate credit store top-up or request for withdrawal using your bank or business payment information

## **HOW WE SHARE YOUR DATA**

In order to provide the above services to you, we may share, including transfer out of Singapore, your personal data (if you are a consumer or C2C) or business contact information (if you are a B2C or B2B or B2B2C service provider), with the following entities:

- Our related entities, including subsidiaries;
- Our third-party service providers (such as subcontractors, agents or network operators) who are employed to perform business and administrative functions;
- Third-party businesses with whom we collaborate or affiliate with;
- Government bodies; and

Your personal data or business contact information, as the case may be, may be transferred out of Singapore from time to time. Transfers of personal data will be carried out in accordance with the PDPA. Third parties, with the exception of Government bodies, are subject to data protection obligations and may only use your personal data to perform the necessary functions.

We may also disclose or transfer personal data as otherwise permitted or required by law.

## **USE OF COOKIES / WEB-BEACONS**

A cookie is a small piece of text sent to your Internet browsing software (the browser) by a website that you visit. A web-beacon is a clear picture file used to keep track of your navigation through a single website or a series of websites. Cookies and web-beacons help the ULACAB Platform to remember information about your visit to make your next visit easier and the ULACAB Platform more useful to you.

We may use cookies and web-beacons on the ULACAB Platform for the following purposes:

- To identify the causes of problems arising at web servers and to resolve these problems;
- To improve the contents of the ULACAB Platform;
- To customize the content of the ULACAB Platform and our emails to suit your interests or purposes and selectively display best-matched pages to you;
- To utilize your browsing history on the ULACAB Platform for demographic research; and
- To obtain static data of web visitors and aggregated website visitation statistics which are anonymous in nature.

You may reject our use of cookies by configuring your browser to disable the use of cookies. However, you may no longer be able to receive services or personalized features of the ULACAB Platform which rely on the use of cookies.

### **LINKS TO THIRD PARTY WEBSITES**

The ULACAB Platform may contain links to third-party websites and microsites, whose privacy practices may differ from ours. If you submit data to any of those sites, whether personal data or business contact information, that data shall not be subject to this Privacy Statement.

We encourage you to review the privacy statement of any website you visit. By clicking on or activating such links and leaving the ULACAB Platform, we can no longer exercise control over any data or information which you give to any other entity after leaving the ULACAB Platform. Any access to such other websites or pages is therefore entirely at your own risk.

### **RETENTION OF INFORMATION**

Your personal data will be retained for as long as it is necessary to fulfil the purposes for which it is collected or for business or legal purposes, or in accordance with applicable laws. Please note that this may include where you have withdrawn your consent to our collection, use, and disclosure of your personal data.

### **SECURITY**

We take reasonable measures to keep your personal data secure, but we cannot be held liable for any loss you may suffer for unauthorized access or loss of any data provided to the ULACAB Platform.

We may, but are not obliged to, post a notice on the ULACAB Platform if a security breach occurs, or send an email to you at the email address you have provided to us in these circumstances.

### **ACCESSING AND CORRECTING YOUR PERSONAL DATA**

You may review and correct your personal data or business contact information, as the case

may be, by signing into your user account and updating the data therein. You should keep your personal data or business contact information, as the case may be, up to date. You may also request access to and correction of personal data at [privacy@ulavitech.com](mailto:privacy@ulavitech.com).

Please note that we will only disclose personal data to individuals who have registered personal data with the ULACAB Platform, and only after confirming that the requestor is the registered individual.

You may contact our DPO at [privacy@ulavitech.com](mailto:privacy@ulavitech.com) to withdraw your consent to our use of your personal data.

Please allow ten (10) working days for your request to be processed.

## **CHANGES TO THE PRIVACY STATEMENT**

Any changes we may make to our privacy statement in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to check for updates or changes to our privacy statement.

## **CONTACT US**

All other questions on our use of your personal data should be addressed to our DPO, whom you may contact at [privacy@ulavitech.com](mailto:privacy@ulavitech.com).