

INTRODUCITON

The Following policy explains how we use your data when you use Raub. Our priority is to trust you when we process your data.

This Policy describes the information we collect, how it is used and shared, and your choices regarding this information.

This Policy also applies to users of Raub services around the world, including users of Raub applications, websites, features or other services.

This policy describes how Raub and its affiliates and partners collect and use personal information to provide our services. This policy applies to all users of our applications, websites, features or other services anywhere in the world. This policy applies specifically to:

Riders: Users applying for or receiving transport

Driver: Users who provide transport individually or through partner transport companies

This Policy also applies to those who provide information about Raub in connection with an application to use our services, or whose data Raub otherwise receives in connection with its services (e.g. Raub-related individuals contact details of lifestyle partners/hotels). All These policy objectives are known as ' users ' within the meaning of this policy.

The practices described in This policy apply to the laws in force at the place where we operate. This means that we apply only to such policies as described in a given country or region, if permitted under the laws of those places. Please Contact us if you have any questions about our practice in your country or region.

We Collect the following information;

1. When you create your Raub account.
2. If You use our services, such as location, usage and device information.
3. Information from the Raub partners and third parties using the Raub API.

The following information shall be collected by or on behalf of Raub:

User Profile: We collect information when you create or update a Raub account. This may include your name, email, phone number, login name and password, address, payment or bank information (including related payment confirmation information), government identification numbers such as Social Security number, driving license, the registration number or passport, if required by law, date of birth, and signature. It also includes drivers ' vehicle or insurance information. This includes the preferences and settings that are provided in your Raub account.

Background Check Information: We may collect background check information when you register to use Raub Services as a management or delivery partner. This may include information such as your driver's history or the Criminal Record (if permitted by law). This information may be collected by an agent or partner on behalf of Raub.

Demographic Data: We may collect demographic information about you, including through user surveys. In Some countries, we may also receive demographic data from third parties.

User Content: We may collect the information you provide when contacting the Raub customer support, giving ratings or compliments to other users, or contacting the Raub.

Information collected using Our services;

Location Information:

Depending on the services you use, and your app's settings or device rights, we may collect your accurate or approximate location information, as determined by data such as GPS, IP address, and Wi-fi.

When you are a driver, Raub collects location information when the Raub App is running in the foreground (app open and screen) or in the background (app open but not on screen) on your device.

If you are a driver and have given permission to process location data, Raub collects location information when the Raub app is running in the foreground. In Certain regions, Raub collects this information even when the Raub app is running in the background of your device if that set is enabled through app settings or device permissions.

Passengers can use the Raub app without allowing Raub to collect their location information. However, this may affect the availability of the application in the Raub function. For Example, if you do not allow Raub to collect your location information, you must manually enter your pickup address. In addition, location information is collected by the rider during the trip and will be tied to your account, even if you have not enabled Raub to collect your location information.

Transaction information;

We Collect transaction data related to your use of the services, including the type of service requested or offered, order details, delivery information, the date and time of service provision, the amount required, distance travelled and Payment method. In Addition, if someone uses your promo code, we may associate your name with that person.

Usage information;

We Collect information about how you interact with our services. This includes information such as access dates and times, app features, or viewed pages, app crashing, and other system activity, browser type, and third-party sites or service that you used before communicating with our services. In Some cases, we collect this information through cookies, pixel tags, and similar technologies that create and maintain unique identifiers. Please see our cookie statement for more information on These technologies.

Device information;

We may collect information about the devices you use to access our services, including hardware models, device IP address, operating systems and versions, software, file names and versions, preferred languages, unique device identifiers, ad serial numbers, device motion information, and cellular network information.

Communications;

We allow users to interact with one another through Raub app, website, and other services. For example, we allow drivers and passengers and delivery partners and recipients to send text messages to each other (in some countries without having to issue their phone numbers to each other). This service can be provided by Raub information about the texts, including the date and time of the text and the content of the communication. Raub may also use this information for Customer support services (including resolving disputes between users), for safety and security purposes, to improve our products and services and analysis.

Information from other sources;

1. Raub feedback, such as ratings or compliments.
2. The Raub provides information regarding referrals.
3. The Raub or others provide information regarding claims or disputes.

It will Raub business partners through which you create or access your Raub account, such as payment providers, social media services, on-demand music services, or applications or websites that use Raub APIS or whose API Raub uses (for example, when you subscribe to a driving Through Google Maps).

1. Insurance providers (if you are a manager);
2. Financial Services Providers (if you are a manager).
3. Partner Transport Companies (if you are a driver who uses our services through an account associated with such an enterprise).
4. Owner Raub Business or Raub family profile to be used.
5. Publicly available sources.
6. Marketing Service providers.
7. The Raub may combine the information gathered from these sources with other information in its possession.

How We use your information:

To enhance the security of our users and services;

1. for Customer support;
2. Research and development activities;
3. To allow communication between users;
4. To Offer promotions or competitions;
5. In connection with legal proceedings;

Raub does not sell or share your personal information with third parties for direct marketing purposes.

Raub uses the information it collects for purposes including:

1. Provision of Services and functions
2. Raub uses the information we collect to provide, personalize, maintain and improve our products and services. This includes the use of information:
3. Create and update your account

Confirm your identity;

Enable Transport and other services. This includes automatic processing of your information to allow dynamic pricing, where the fare is determined on a continuous basis based on different factors, such as estimated time and distance of the forecast route, estimated traffic, and passengers and managers, Using Raub at the moment.

Make or facilitate payments for These services.

Offer, obtain, offer or facilitate insurance or financing solutions in connection with our services.

Keep track of your Driving or delivery progress.

Enable features that allow you to share information with other people, such as when you play a compliment about a leader, suggest a friend to Raub, share the cost of a trip, or share your ETA with others.

You can enable features for personalizing your Raub account, such as creating bookmarks for your favorite places, and allowing quick access to previous destinations.

Safety and security;

We Use your data to help maintain the security, security, and integrity of our services and users. This includes, for example:

Preflight between managers and delivery partners to allow their use at our services and at subsequent intervals, including through a background check, if permitted by law, to prevent our services from being used insecurely by drivers.

Using information from drivers' devices to identify dangerous driving behaviour such as speeding or harsh braking and acceleration, and increasing drivers' awareness of such behaviours.

Using the device, location, profile, usage and other information to prevent, detect, and combat fraudulent or unsafe activities. This includes the processing of such information in certain countries in order to identify practices or patterns that indicate the risk of fraud or safety incidents. It may also contain information from third parties. In certain cases, such incidents can cause an account deactivation by automated decision-making. EU users have the right to object to this type of data processing; See section II. I. 1. (d) For further information

Use User ratings to promote improvements to affected users, and to deactivate users if it is less than a certain minimum that may be required in their region. Calculation and deactivation can be done through an automated decision-making process. EU users have the right to object to this type of data processing; See section II. I. 1. (d) for further information.

Support

Raub uses the information we collect (including customer support for call recordings after you and your consent) to help you contact our support team, including:

1. Direct the questions to the relevant helpdesk
2. Investigate and solve your concerns
3. Monitor and improve Our customer support responses
4. Research and Development

We may use data we collect for testing, research, analysis and product development. It allows us to improve and improve the security and safety of our services, to develop new features and products and to facilitate insurance and financing solutions for our services.

Exchange of information between users

Raub uses the information we collect to allow communication between our users. For example, a driver can use a text message to confirm a rider pickup location, or a restaurant or a delivery partner can send information about their order to the delivery recipient.

Notifications from Raub

The Raub may use the information we collect about products, services, promotions, surveys, news, innovations, or events.

Raub may also use information to promote and process competitions and lotforms, fulfill any related awards, and provide you with relevant ads and content about our services and our business partners. Eu users have the right to object to this type of data processing; See section II. I. 1. (d) for further information.

Legal Proceedings and claims

We may use the information we collect to investigate or resolve complaints or disputes relating to your use of the services of Raub, or otherwise permitted by applicable law, or by regulatory authorities, governmental authorities and official enquiries.

Cookies and third-party technologies;

Raub and its partners use cookies and other identification technologies in our applications, websites, emails and online advertisements for the purposes described in this policy.

Cookies are small text files that are stored in your browser or device based on websites, apps, web-based media, and ads. Raub uses cookies and similar technologies for purposes such as:

User Authentication

Remembering User preferences and settings

Determining the popularity of Content

Achieving and measuring the performance of Advertising Campaigns

Analyzing traffic and trends on a Site, and generally understanding the behavior and interests of people who interact with our services, we can also allow others to offer audience metering and analytics services for us to serve ads on our behalf Internet, and to monitor and report on the performance of these ads. These entities may use cookies, web beacons, SDKs and other technologies to identify your device when you visit our site and use our services, as well as when you visit other online sites and services. For More information on the use of cookies and other technologies described in this section, please refer to the information about our cookie statement, including the choices made about these technologies.

Information Sharing and Disclosure

Some of Raub's products, services, and features require that we Share information with other users or at your request. We May also share your data with our affiliates, subsidiaries and business partners, for legal reasons, or in relation to claims or disputes.

Raub may share the information gathered:

Other Users

For example, if you are a rider, we may share your first name, average driver rating of drivers, and driver pickup and/or delivery locations. If you share a Raub journey with another rider, the rider may say your name and may see your pickup and/or delivery location.

If you are a driver, we may share information with your driver (s), including your name and photo; Vehicle road, model, colour, license plate and vehicle photograph; Location of the occupant's average rating; The total number of journeys; How long have you used Raub App; (depending on valid legislation). If you choose to perform the driver profile, we may also share any information related to that profile, including the information you provide and compliments that past riders have provided about you. The Rider receiver also receives a receipt that contains information such as the distribution of charged amounts, your first name, a photograph, and the map of the route you have taken.

At Your request

This includes sharing your information:

Other people at your request. For example, we may share our ETA and location information with a friend at your request, or your travel info if you share your journey with a friend.

Raub business partners. For example, if you requested a service through a third-party partnership or promotional offer, Raub may share your data with those third parties. This may include, for example, other applications or websites that integrate with our APIS, vehicle suppliers or services, or those with which an API or service or business partners are involved, with which Raub may partner in promotions, competitions or Special service.

To the Public, if you submit content to a public forum

If you communicate with us through these channels, your communications may be viewable by the public.

Raub account owner, which you can use

If you use a profile related to the other party, we may share your travel information with the owner of the profile. This happens, for example, if you have:

A Rider who uses his employer's Raub for Business profile.

A Manager who uses an account belonging to the partner's transport company.

A Rider who takes a trip or family profile organized by a friend.

Raub Companies and Affiliates

We Share information with our affiliates and affiliates to help us provide our services or perform data processing on our behalf. For example, Raub processes and stores information on Amazon Cloud for its multinational affiliates and affiliates.

With Raub service providers and business partners

Raub can provide information to its vendors, consultants, marketing partners, research companies and other service providers or business partners. This may include, for example:

1. Payment processors and intermediaries.
2. Background Check providers (drivers only).
3. Cloud Storage providers.
4. Marketing Partners and marketing platform providers.
5. Data Analysis providers.
6. Research Partners, including those carrying out research or research projects in cooperation with Raub or Raub group.
7. Vendors that assist Raub increase security and security in your app.
8. Consultants, lawyers, accountants and other professional service providers.
9. Insurance and financial Partners.
10. Airports.
11. Hotel Partners.
12. Vehicle solution Suppliers or third-party vehicle suppliers.
13. For Legal reasons or in case of dispute

Raub can share your data if we believe it is required by applicable legislation, regulation, contract, trial or government application, or if disclosure is otherwise appropriate due to safety or similar problems.

This includes sharing your information with law enforcement officers, government agencies, airports (where airport authorities require the status of Airport property) or other third parties, if this is necessary to enforce our terms of service, User account agreements or other policies to protect the rights or property of Raub or the rights, security or property of others, or in the case of a claim or dispute relating to the use of your services. If you use another person's credit card, you may be required by law to share information with that credit card holder, including travel information.

This also includes sharing your information with others regarding the merger, sale, consolidation or restructuring of the company's assets, financing or acquisition of all or part of our company or other company.

For More information, see the Raub guidelines for law enforcement authorities.

With Your consent

Raub may share your information as described in this policy when we notify you and you accept the sharing.

Storage and deletion of Information

Raub retains the user profile and other information as long as you maintain your Raub account.

Raub maintains the transaction, location, usage and other information for 7 years in relation to regulatory, tax, insurance or other requirements in the places where it operates. The Raub then deletes or anonymizes such information in accordance with applicable laws.

Users may request that their accounts be deleted at any time. After such an application, Raub will erase information that it does not need to retain and restrict the access or use it has to keep.

Raub requires user profile information to provide their services, and maintains such information for as long as you maintain your Raub account.

Raub maintains certain information, including transaction, location, device and usage information, at least 7 years in relation to regulatory, tax, insurance and other requirements in the places where it operates. Where such information is no longer necessary to provide the services of Raub, to enable customer support, to improve the user experience or to perform other operational activities, Raub shall take the same action to prevent access to or use of such information purposes other than the fulfilment of their requirements or the prevention and detection of safety, security and fraud.

You may request deletion of your account at any time through the Raub App or Raub website (www.raubworldwide.com).

After such an application, Raub deletes information that does not need to be stored. In Some cases, Raub may not delete your account, for example, if your account has an outstanding credit or unresolved claim or dispute. If Resolving the problem prevents deletion, Raub will delete your account as described above.

It may also retain certain information when it is necessary for the purpose of its legitimate business interests, such as the prevention of fraud and the enhancement of the safety and security of users. For example, if Raub closes the user account due to insecure behavior or security incidents, Raub may retain certain information in this account to prevent this user from opening a new Raub account in the future.

Specific information for EU users

At The beginning of 25 May 2018 the processing of personal data of European Union users is subject to the Eu General Data Protection Regulation (GDPR).

This section gives an overview of Raub's reasons under the GDPR and the rights of Eu users related to the processing of Raub's personal data.

On 25 May 2018, the Eu General Data Protection Regulation (GDPR) applies to the processing of users' personal data in the European Union. This section provides information related to the rights of Eu users and to the obligations of Raub in accordance with this Regulation.

1. EU User Rights

If you are a Raub user in the EU, you have the following rights regarding Raub handling of your personal information. To exercise These rights, please read below or submit your application here.

Users Outside the EU may also request clarification, rectification, erasure or copies of their personal data.

A. Explanation and copies of your data

You have the right to ask for clarification about the information that Raub is about you and how Raub uses this information.

You Also have the right to receive a copy of the information that Raub collects about you when it is collected on the basis of consent or if Raub requires you to provide information about your submission to the service.

B. Correction

If Raub has information about you that you think is inaccurate, you have the right to request that your information be corrected. For More information, see the "explanation, copies, and fix" section to find out more about improving or correcting your information.

C. Deletion

Users may request that their accounts be deleted at any time. Users can delete requests through the Raub app or the Raub website (www.raubworldwide.com). We may retain certain information about you for legitimate business purposes prescribed by law and permitted by law.

For More information about how to store and delete Raub practices, see the "& Information retention" section above.

D. Objections and complaints

Eu users have the right to challenge the processing of Raub's personal data, including for marketing purposes, based on profiling and/or automated decision making. It may continue to process your information, regardless of the objection that is permitted under the general Data Protection regulation.

Eu users Also have the right to lodge a complaint concerning the handling of Raub with your personal data by the data Protection Inspectorate, Tel: + 3726274135.

You can Also ask questions, comments or complaints to the data protection officer of Raub.

2. Grounds for processing

The general Data protection regulation requires companies that process personal data of Eu users to do so on the basis of specific legal bases. As described below, the Raub processes Eu users ' information based on one or more of the reasons specified in the GDPR:

A. Processing is necessary to provide the services and functions that you are requesting

Raub must collect and use certain information to provide its services. This includes the following:

1. Raub profile information that is required to create and maintain your account, including checking your identity; To contact you with your trips, orders and accounts; and allow you to make payments or receive wages.
2. Background Check information needed to provide drivers for transport services through the Raub application.
3. Driver location information that is necessary to match rider occupants, and track trips while in progress and recommend navigation.
4. Information necessary to establish and maintain in connection with your use of the services of Raub.

Usage Information needed to maintain, optimize and improve the services of Raub, including to determine, sometimes with other information, incentives, connect passengers and managers, and calculate travel and driver pay costs.

The collection and use of This information is a requirement for use of RAUB applications.

B. Processing is necessary to protect the vital interests of our users or other

The Raub may process personal data, including the disclosure of data to law enforcement authorities in the event of users or other security threats.

C. Processing is necessary for the legitimate interests of Raub,

Raub collects and uses personal data to the extent necessary for its legitimate interests. This includes the collection and use of information:

Maintain and improve the security of our users. For example, we collect background check information (if permitted by law) to prevent unsafe users from providing services through our applications. We Also use personal information to prevent the use of our services by users who have been engaged in inappropriate or dangerous behaviour, for example, by storing information about users who are banned, in order to prevent them from being used in Raub's applications. We also use information to prevent the matching of drivers and drivers who are at greater risk of conflict (e.g. because they have been the object of previous complaints from other users).

To prevent, detect, and combat fraud related to the use of Our services. For example, the Raub uses a user profile, location, device, and usage information to identify and prevent situations when users try to cheat Raub or other users.

Inform law enforcement officers about criminal acts or threats to public security.

Provide Customer support.

To optimize our service and develop new services. This includes the identification of best pickup/delivery locations, the recommendation of (new) features, the improvement of navigation and pricing, as well as the number of passengers, drivers, delivery recipients and Partners ' reconciliation.

Research and analytical purposes. This includes analysing usage trends to improve user experience and enhance the security and security of our services.

For Direct Marketing purposes. This includes, for example, analyzing data for trends and customizing marketing messages to user needs.

To enforce Raub's terms of service.

D. Processing is necessary for the legitimate interests of other persons or parties

Raub collects and uses personal data to the extent necessary for the benefit of other persons or the general public. It also covers the sharing of information relating to legal or insurance requirements in order to protect the rights and security of others.

It may also process personal data on the basis of applicable law where necessary for the relevant public interest.

E. Processing is necessary for the fulfilment of Raub's legal obligations

Raub has legal requirements in the jurisdictions in which it operates, which requires us to collect, process, disclose and maintain your personal information. For example, Raub is subject to laws and regulations in many cities and states that require it to collect and store information about your journeys, maintain such information over time and provide copies of such information to non-governmental or other Authorities. Raub uses your data to comply with such laws to the extent that they apply to your use of Raub Apps.

Raub may also share information about law enforcement or third party requests according to legal processes.

F. Consent

The Raub may collect and use your data based on your consent. You may revoke your consent at any time. IF you revoke your consent, you will not be able to use any service or feature that requires the collection or use of information collected or used under consent.

Raub is based on consent in relation to data collection or uses that are necessary to improve user experience, optional services or features, or communicate with you. If you are an Eu user, the following types of databases or uses will be made under your consent.

Location Information (Passengers)

Share in real-time location (Passengers)

Notifications: Account and travel updates

Notifications: Discounts and News

Accessibility

Raub may also collect personal information about you through voluntary surveys. Your responses to such studies will be collected on the basis of consent and deleted when it is no longer necessary to achieve the collected objectives.

Choice and transparency

Raub allows you to see and control the information that Raub collects, including through:

1. In – App privacy setting
2. Device rights
3. In-app ratings pages
4. marketing opt-out

You can Also ask Raub to provide you with explanations, copies or corrections of your information.

A. Privacy Settings

Raub Raiders 's menu privacy settings gives users the ability to set or update their location and contacts preferences and their preferences to receive Mobile Notifications from the Raub. Learn about the settings for how to set or change these settings, and the effect of turning off these settings is described below.

Location Information

Raub uses location services on the rider device to facilitate safe and reliable driving when you need it. Location Data helps improve our services, including searches, navigation and customer support.

You can enable/disable, or adjust the Raub collection of Passenger location information at any time through the Privacy settings menu in the Raub app, or through settings on your mobile device. If you disable your device's location services on your device, your usage will affect the Raub app. For example, you must manually enter your pickup or date locations. In addition, location information is collected by the rider during the trip and will be tied to your account, even if you have not enabled Raub to collect your location information.

Share in real-time location (Raiders)

If you have enabled device location services on your mobile device, you can also allow Raub to share your location with your driver from the time you travel to the beginning of your trip. This will make it easier for your driver to come after you.

You can enable/disable location sharing with your driver on any menu via Raub's privacy settings. If you haven't enabled location sharing, you can use the Raub app, but your driver might be more difficult to find you.

Notifications: Account and travel updates

Raub offers users travel status notifications and updates related to your account. These notifications are required for parts of the Raub application and cannot be disabled. However, you can select a method that you can use to get these notifications from the "Raub" app on the Privacy settings menu.

Notifications: Discounts and News

You Can allow Raub to send you targeted notices of Raub discounts and News. You can enable/disable these messages at any time through the Raub app on the Privacy settings menu.

B. DEVICE RIGHTS

Most Mobile Platforms (iOS, Android, etc.) have identified certain types of Device Data that apps can't access without your consent. And These platforms have different legal systems for your consent. The IOS platform warns you for the first time the Raub app wants permission to access certain types of data and gives you consent (or not consent) for this application. Android devices will notify you of the rights that the Raub app searches before the app is first used, and your consent to use the app.

C. APPEARANCE OF EVALUATIONS

After each trip, managers and travelers will be able to each other, as well as give feedback on how the trip went. This two-way system keeps everyone responsible for its behavior. Accountability helps to create a respective and secure environment for both drivers and riders.

Traveler Rating is available in Raub Riders's main menu.

Your Driver rating is available in Raub Partner app's Ratings tab.

D. EXPLANATIONS, COPIES AND CORRECTIONS

You can apply for Raub:

1. Provide a detailed explanation of the information that Raub has collected about you and how it uses that information.
2. Send a copy of the information the Raub has collected about you.
3. Request improvements to any inaccurate information that Raub is about you.
4. You can make these requests by contacting the Raub website.

You can Also change the name, phone number, and email address associated with your account in the Raub apps menu. You can Also view your trips, orders and deliveries to the history of Raub apps.

E. Marketing OPT-OUTS

You can opt out of getting advertising emails from Raub here. You can also opt out of receiving emails and other messages from Raub by following the instructions in these messages. Please Note that if you opt out, we may still send you non-promotional messages, such as receipts for your travel or information about your account.

Updates to This policy

We may occasionally update this policy.

We may occasionally update this policy. If we make significant changes, we will notify you by Raub applications or other means, such as e-mail changes. To the extent permitted by Applicable law, you agree to the use of our services after such notice that our services are related to this policy.

We Recommend that you periodically review this policy to get the latest information about our privacy practices. We will also make previous versions of our privacy policies available for review.