

PRIVACY NOTICE

I. Introduction

When you use Take My Signs, you trust us with your personal data. We're committed to keeping that trust. That starts with helping you understand our privacy practices. This notice describes the personal data we collect, how it's used and shared, and your choices regarding this data.

II. Overview

A. Scope

This notice applies to users of the Take My Signs services anywhere in the world, including users of Take My Signs' apps, websites, features, or other services.

This notice describes how Take My Signs and its affiliates collect and use personal data. This notice applies to all users of our apps, websites, features, or other services anywhere in the world, unless covered by a separate privacy notice.

Users: individuals who request or receive sign placement or flyer delivery, including those who receive services requested by another individual.

Drivers: individuals who provide sign placement or delivery services to Users individually

Delivery persons: individuals who provide delivery services, including flyers

This notice also governs Take My Signs' other collections of personal data in connection with its services. For example, we may collect the contact information of individuals who use accounts owned by Take My Signs for Business customers, or of owners or employees of Title Companies, Sign Companies, Escrow Companies or other merchants; personal data of those who start but do not complete applications to be drivers or delivery persons; or other personal data in connection with our mapping technology and features.

All those subject to this notice are referred to as "users" in this notice.

B. Data controller and transfer

Take My Signs, LLC is the data controllers for the personal data collected.

Questions, comments, and complaints about Take My Signs' data practices can be submitted online. You may also use an email to submit a questions to Take My Signs' San Diego Office Manager via info@takemysigns.com.

III. Data collections and uses

A. The data we collect

Take My Signs collects personal data:

provided by users to Take My Signs, such as during account creation created during use of our services, such as location, app usage, and device data from other sources, such as other users or account owners, business partners, vendors, insurance and financial solution providers, and governmental authorities

The following personal data is collected by or on behalf of Take My Signs:

1. Data provided by users. This includes:

User and Driver profile: We collect data when users create or update their Take My Signs accounts. This may include their name, email, phone number, login name and password, address, profile picture, payment or banking information (including related payment verification information), driver's license and other government identification documents (which may indicate document numbers as well as birth date, gender, and photo). This also includes vehicle or insurance information of drivers and delivery persons, emergency contact information, user settings, and evidence of health or fitness to provide services using Take My Signs apps.

We may use the photos submitted by users to verify their identities. For more information, please see the section titled "How we use personal data."

Background check and identity verification: In order to verify drivers' and delivery persons' eligibility to provide services through the Take My Signs apps, we may collect information such as driver history or criminal record (where permitted by law), license status, known aliases and prior addresses, and right to work. This information may be collected by an authorized vendor on Take My Signs' behalf.

Demographic data: We may collect demographic data about users, including through user surveys. We may also receive demographic data about users from third parties.

User content: We collect the data submitted by users when they contact Take My Signs customer support provide ratings or compliments for other users and drivers. This may include feedback, photographs or other recordings collected by users, including audio or video recordings (such as from dashcams) submitted by users in connection with customer support. This also includes metadata relating to the method you use to communicate with Take My Signs.

2. Data created during use of our services. This includes:

Location data (drivers and delivery person): We collect drivers' and delivery persons' precise or approximate location data, including to enable sign placements and deliveries, to enable placement/delivery tracking and safety features, to prevent and detect fraud, and to satisfy legal requirements. Take My Signs collects this data when the Take My Signs app is running in the foreground (app open and on-screen) or background (app open but not on-screen) of their mobile device.

We collect such data from users' mobile devices if they enable us to do so. Take My Signs collects such data from the time a driver starts an order or delivery until it is finished (and may indicate such collection via an icon or notification on your mobile device depending on your device's operating system), and any time the app is running in the foreground (app open and on-screen) of their mobile device.

Transaction information: We collect transaction information related to the use of our services, including the type of services requested or provided, order details, payment information, delivery information, date and time the service was provided, amount charged, distance traveled, and payment method. Additionally, if someone uses your promotion code, we may associate your name with that person.

Usage data: We collect data about how users interact with our services. This includes data such as access dates and times, app features or pages viewed, app crashes and other system activity, and type of browser. We may also collect data regarding the third-party sites or services used before interacting with our services, which we use for marketing.

In some cases, we collect this data through cookies, pixels, tags, and similar tracking technologies that create and maintain unique identifiers. To learn more about these technologies, please see our Cookie Notice.

Device data: We may collect data about the devices used to access our services, including the hardware models, device IP address or other unique device identifiers, operating systems and versions, software, preferred languages, advertising identifiers, device motion data, and mobile network data.

3. Data from other sources. These include:

Users participating in our referral programs. For example, when a user refers to another person, we receive the referred person's personal data from that user.

Take My Signs account owners who request services for or on behalf of other users, or who enable such users to request or receive services through their accounts.

Vendors who help us verify drivers' identity, background information, and eligibility to work, or who screen users in connection with sanctions, anti-money laundering, or know-your-customer requirements insurance, vehicle, or financial services providers for drivers and/or delivery persons.

publicly available sources; marketing service providers or data resellers whose data Take My Signs uses for marketing or research

law enforcement officials, public health officials, and other government authorities

Take My Signs may combine the data collected from these sources with other data in its possession.

B. How we use personal data

Take My Signs uses personal data to enable reliable and convenient transportation, delivery, and other products and services. We also use such data:

- to enhance the safety and security of our users and services
- for customer support
- for research and development
- to enable communications between users
- to send marketing and non-marketing communications to users
- in connection with legal proceedings

Take My Signs does not sell or share user personal data with third parties for their direct marketing, except with users' consent.

We use personal data we collect:

1. To provide our services. Take My Signs uses data to provide, personalize, maintain, and improve our services. This includes using data to:

- create/update accounts

- process payments

- track and share the progress of sign placement or deliveries

- personalize users' accounts

- facilitate insurance, vehicle, invoicing, or financing solutions

- perform necessary operations to maintain our services, including to troubleshoot software bugs and operational problems; to conduct data analysis, testing, and research; and to monitor and analyze usage and activity trends.

Take My Signs performs the above activities, including the collection and use of location data for purposes of these activities, on the grounds that they are necessary to fulfill our obligations to users under our Terms of Use or other agreements with users.

2. Safety and security. We use personal data to help maintain the safety, security, and integrity of our services and users. This includes:

- Verifying drivers' identity and eligibility to sign placement or deliveries, including through reviews of background checks, where permitted by law, to help prevent use of our services by unsafe drivers.

- Using device, location, user profile, usage, and other data to prevent, detect, and combat fraud.

- Using user ratings, reported incidents, and other feedback to encourage compliance with our Community Guidelines and as grounds for deactivating users with low ratings.

- Using ratings, usage and other data to prevent matching of riders and drivers for whom there is higher risk of conflict (for instance, because one user previously gave the other a one-star rating).

Take My Signs performs the above activities on the grounds that they are necessary to fulfill our obligations to users under our Terms of Use or other agreements with users, and/or for purposes of the legitimate safety and security interests of Take My Signs or other parties, including users and members of the general public.

3. Customer support. Take My Signs uses the information we collect (which may include call recordings) to provide customer support, including to investigate and address user concerns and to monitor and improve our customer support responses and processes.

4. Research and development. We may use personal data for testing, research, analysis, product development, and machine learning to improve the user experience. This helps us make our services more convenient and easy-to-use, enhance the safety and security of our services, and develop new services and features.

5. Enabling communications between users and drivers. For example, a driver may message or call a user to confirm a pickup location or a user may contact a driver to notify of any order changes.

6. Marketing. Take My Signs may use personal data to market our services to our users. This includes sending users communications about Take My Signs services, features, promotions, sweepstakes, studies, surveys, news, updates, and events. We may do so through various methods, including email, text messages, push notifications, in app communications and ads, and ads on third party platforms.

We may also inform users about products and services offered by Take My Signs partners

We may use the data we collect, including in combination with advertising partners' data, to personalize and improve the marketing communications (including ads) that we send on and off Take My Signs' apps and websites, including based on user location, use of Take My Signs' services, and user preferences and settings.

For information about how to opt out of certain marketing communications (including ads) from Take My Signs and its advertising partners, please email help@takemysigns.com.

7. Non-marketing communications. Take My Signs may use personal data to generate and provide users with receipts; inform them of changes to our terms, services, or policies; or send other communications that aren't for the purpose of marketing the services or products of Take My Signs or its partners.

8. Legal proceedings and requirements. We may use personal data to investigate or address claims or disputes relating to use of Take My Signs' services, to satisfy requirements under applicable laws, regulations, or operating licenses or agreements, or pursuant to legal process or governmental request, including from law enforcement.

Take My Signs performs the above activities on the grounds that they are necessary to fulfill our obligations to users under our Terms of Use or other agreements with users, or for purposes of Take My Signs' and its users legitimate interests in informing users about events that may have an impact on how they can use Take My Signs services.

C. Cookies and third-party technologies

Take My Signs and its partners use cookies and other identification technologies on our apps, websites, emails, and online ads for purposes described in this notice, and Take My Signs' Cookie Notice.

Cookies are small text files that are stored on browsers or devices by websites, apps, online media, and advertisements. Take My Signs uses cookies and similar technologies for purposes such as:

- authenticating users
- remembering user preferences and settings
- determining the popularity of content
- delivering and measuring the effectiveness of advertising campaigns

analyzing site traffic and trends, and generally understanding the online behaviors and interests of people who interact with our services

Please see our Cookie Notice for more information regarding the use of cookies and other technologies described in this section.

D. Data sharing and disclosure

Some of Take My Signs' services and features require that we share personal data with other users or at a user's request. We may also share such data with our affiliates, subsidiaries, and partners, for legal reasons or in connection with claims or disputes.

Take My Signs may share personal data:

1. With other users

This includes sharing:

users' first name, rating, and pickup and/or dropoff locations with drivers

We also provide drivers and users recipients with receipts containing information such as a breakdown of amounts charged, driver or delivery person first name, photo, and route map. We also include other information on those receipts if required by law.

for those who participate in Take My Signs' referral program, we share certain personal data of referred users, such as trip count, with the user who referred them, to the extent relevant to determining the referral bonus.

We may occasionally update this notice. If we make significant changes, we will notify users in advance of the changes through the Take My Signs apps or through other means, such as email. We encourage users to periodically review this notice for the latest information on our privacy practices.

Use of our services after an update constitutes consent to the updated notice to the extent permitted by law.