

PRIVACY POLICY

Last updated: September 14th, 2023

This is the privacy policy for persons at venues who are using a Taxi Butler ONE device, Taxi Butler PRO device or any other Taxi Butler device, or a Taxi Butler or Venue Butler QR code with mobile booking website, which is connected with local Transportation Providers, in order to book a taxi ride ("**you**", "**your**").

1 Who we are

1.1 We are Butler Labs BV, doing business as Venue Butler, a company incorporated under the laws of the Netherlands, with address at Keizersgracht 169, 1016 DP Amsterdam, the Netherlands, registered with the trade register of the Chamber of Commerce with number 86645897 and VAT number NL864034556B01 (either referred to as "**Venue Butler**", "**we**", "**us**" or "**our**").

1.2 We respect your privacy and are committed to informing you about how we process your personal data. We are the controller of your personal data for data protection purposes.

2 What this Privacy Policy describes

2.1 This Privacy Policy describes our practices with respect to the personal data we collect from or about you in connection with the use of a Device or QR Tool (collectively and separately "**Our Services**") and the Transportation Provider Service that is offered through Our Services by Transportation Providers.

2.2 By using Our Services and by using the Transportation Provider Service that is offered through Our Services by Transportation Providers, you acknowledge to have been informed of our Privacy Policy. If you do not agree to our practices, you can choose not to use Our Services.

3 Applicability

- 3.1 This Privacy Policy applies to personal data processed about persons anywhere in the world who use Our Services. This Privacy Policy does not apply to personal data we process about Drivers, Transportation Providers, members of staff of venues or our suppliers.

For venues and their members of staff:

If you operate Devices as a service to your guests, you understand and accept that you are acting on behalf of your guests in using Our Services. You guarantee that before ordering a taxi, you shall inform your guests that you are booking a taxi on their behalf and that they are bound as a party (identified as "you") to the applicable terms and conditions.

This entails that you shall inform the guests that this Privacy Policy applies, our Terms of Use apply and that the Transportation Provider T&C's apply. You will also inform the guests of the applicable Total Costs for the taxi booking and taxi ride as they are presented on the Device.

You, the member of staff of the venue operating a Device, guarantee that you are authorised to represent the venue you work for in agreeing to inform your guests of this Privacy Policy. The venue indemnifies us against all and any passenger claims in that regard.

4 Changes to this Privacy Policy

- 4.1 It is important that you understand that we may amend, revise or update this Privacy Policy at any time and without prior notice to you. Therefore, you must carefully review this Privacy Policy each time you use Our Services.
- 4.2 Your continued use of Our Services after changes are posted constitutes your acknowledgement and acceptance of these changes. If this Privacy Policy is not acceptable to you, you should not use Our Services.

5 Definitions

- 5.1 The following definitions apply in these Terms of Use:

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| "Device": | Taxi Butler ONE device, Taxi Butler PRO device or or any other Taxi Butler device; |
| "QR Tool": | a Taxi Butler or Venue Butler QR code with mobile booking website; |
| "Our Services": | the Devices, QR Tools and related services with which you can access a Transportation Provider Service and book and take a taxi ride with local Transportation Providers, including the mobile booking tracker website; |
| "Terms of Use": | our terms of use, which form the agreement between you and us that governs your use of Our Services, located at https://venuebutler.com/terms ; |
| "Transportation Provider": | an independent third party that provides transportation services or that operates a service enabling you to book taxi rides from Drivers; |
| "Driver": | the driver who is driving you to your destination on the basis of your agreement with the Transportation Provider; |
| "Transportation Provider Service": | the service of a Transportation Provider to book and take a taxi ride which is provided to you through Our Services; |
| "Fare": | the fare, (sur)charges, tolls and taxes for your taxi ride, which you have an obligation to pay to the Transportation Provider, excluding the Transportation Provider Booking Fee and excluding our Service Fee; |

"Transportation Provider Booking Fee": the booking fee, if any, that the Transportation Provider charges you for booking a taxi ride with the Transportation Provider Service through Our Services;

"Service Fee": the service fee that is payable by you to us in consideration of the use of Our Services in certain instances or regions, which may consist of fixed and variable components;

"Total Costs": the Fare including any Transportation Provider Booking Fee which you have an obligation to pay to the Transportation Provider, and including the Service Fee which you have an obligation to pay to us;

"Transportation Provider T&C's": the terms and conditions of the Transportation Provider that govern the booking and the taxi ride itself, including the Transportation Provider Booking Fee as the case may be and including the privacy policy of the Transportation Provider.

5.2 Words that are defined in the EU General Data Protection Regulation (EU 2016/679 "**GDPR**") have the meaning ascribed thereto therein.

5.3 Any reference in this Privacy Policy to any gender includes all genders, and words importing the singular include the plural and vice versa.

6 Which personal data we process

6.1 We process personal data that you provide to us in using Our Services. Depending on the Device or QR Tool that you use, you provide us with the following personal data, as the case may be:

- Your first name and last name;
- Your mobile phone number;

- Your email address;
- Your location, being the venue where the Device or QR Tool is operated;
- Information regarding your taxi ride, such as the destination, booking date and time, pick up date and time, drop off date and time, (estimated) Fare, Transportation Provider Booking Fee, Service Fee, Total Costs, Transportation Provider, Driver and details of the car and licence of the Driver;
- Your payment details in case payment of the Total Costs is made through Our Services, such as the payment method, issuer bank, IP address and country, cardholder name, part of the number of the payment card and expiry date of the payment card.
- We may also collect information from your mobile device when you use a QR Tool. In that case, we process the following information that is noted in our cookie notice.

6.2 We work closely with third parties (including, for example, Transportation Providers, fraud checking companies, providers in technical, payment and delivery services, advertising networks, analytics providers and search information providers), and we may receive, collect, store, and use information about you from them.

7 **How we use your personal data**

To provide Our Services to you

7.1 We use your personal data to provide Our Services to you, which enable you to book and take a taxi ride with a Transportation Provider.

7.2 This entails forwarding your personal data to the Transportation Provider with which you are making a booking, so that it can perform its agreement with you for the booking and the taxi ride itself. Please see more details on this below.

7.3 Depending on the Device or QR Tool that you use, we may send you an SMS text message confirming your booking and which allows you to manage your booking. This SMS text message contains a link to our website where you can find this Privacy Policy and our

Terms of Use, as well as a link to the Transportation Provider T&C's that apply to your booking with the relevant Transportation Provider and the taxi ride itself.

7.4 In case payment is made through Our Services, we also process and complete payments or transactions to Transportation Providers, and to us in case a Service Fee applies. In this case we may also send an invoice to your email address if you choose this option.

7.5 It is necessary for us to process your personal data in this way in order to perform our agreement with you.

To contact you

7.6 In case you have provided us with your mobile phone number, we may contact you to inform you of and provide updates on your booking with the Transportation Provider.

7.7 It is necessary for us to use your personal data in this way in order to perform our agreement with you.

For legal purposes

7.8 We may use personal data as is necessary for compliance with our legal obligations.

To manage our business

7.9 We may use personal data to help us efficiently operate Our Services and for other purposes related to managing our business.

7.10 We have a legitimate interest to process personal data as is necessary and proportionate to manage and run our business.

For analytics and to improve Our Services

7.11 As noted in our cookie notice, we may use cookies to analyse how Our Services and its features are used in order to improve Our Services and enhance users' experiences, to improve the services of Transportation Providers, to create new products and services or to improve our existing products and services and to enable additional analytics and research concerning Our Services.

7.12 We have a legitimate interest to process data in this way as is necessary and proportionate to improve and enhance Our Services.

8 How we share personal data with third parties

8.1 We forward your personal data to the Transportation Provider with which you are making a booking, so that it can perform its agreement with you for booking and taking the taxi ride. This may include forwarding your mobile phone number for the purpose of the Driver contacting you if needed upon arrival.

8.2 The Transportation Provider is an independent controller of your personal data as it performs its independent services to you. Please refer to the Transportation Provider T&C's, which include the privacy policy of the Transportation Provider, for information on the processing of your personal data by the Transportation Provider, for which we are not liable.

8.3 Otherwise, we share your personal data only with third parties that process personal data for us as a processor and thus under our control. We take appropriate measures to make sure these suppliers are in compliance with applicable data protection rules and regulations.

8.4 Such suppliers may provide us with services such as hosting, technical and IT infrastructure, origination of communications, receipt or support services, customer relationship management services, detecting fraud mechanisms and order fulfillment.

8.5 Our Services also use the Google Maps API. For more information on how Google Maps collects and uses personal information, visit [Google's Privacy page](#) and the [Google Maps/Google Earth Additional Terms of Service](#).

8.6 We may also share personal data between our group companies in order to be able to provide Our Services and for our business and administrative purposes.

8.7 We may do business with third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses

or merge with them. If a change happens to our business, then the new owners may use your information in the same way as set out in this Privacy Policy.

- 8.8 Subject to applicable law, we may disclose information about you i) if we are required to do so by law, regulation or legal process, such as a subpoena; ii) in response to requests by government entities, such as law enforcement authorities; iii) when we believe disclosure is necessary or appropriate to prevent physical, financial, or other harm, injury, or loss; or iv) in connection with an investigation of suspected or actual unlawful activity.

9 Where we process personal data and for how long

- 9.1 The personal data that we process from you may be transferred to, and stored at, a destination outside the European Economic Area (“**EEA**”). It may also be processed by staff operating outside the EEA who work for us or for one of our service providers.
- 9.2 Where we transfer personal data outside of the EEA, we either transfer personal data to countries that provide an adequate level of protection (as determined by the European Commission) or we have appropriate safeguards in place to cover these transfers, these may include standard contractual clauses (SCC’s) adopted by the European Commission.
- 9.3 If you would like further information, please contact us at support@venuebutler.com.
- 9.4 We store and retain personal data in line with legal, regulatory, financial and good-practice business requirements.

10 Our security measures

- 10.1 We are concerned with the security of your personal data and dedicate significant resources to protect it from accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to it.
- 10.2 A strict security policy is in force to define the procedures, working methods and technical protection rules to be implemented. The following is a non-exhaustive list of practical examples of security measures that are in force:
- automated protection systems against cyberattacks are activated;

- automated tools periodically conduct security tests on Devices and QR Tools;
- the security of Devices and QR Tools are audited by firms with expertise in this matter;
- access to your personal data is subject to strict access control; and
- experts in cybersecurity may intervene at any time to deal with security breaches.

11 Your rights

11.1 You have rights to:

- request access your personal data;
- rectify your personal data if it is inaccurate or incomplete;
- request erasure of your personal data where there is no compelling reason for its continued processing in certain circumstances;
- restrict processing of your personal data in certain circumstances;
- object to the processing of your personal data in certain circumstances;
- receive your personal data provided to us in a structured, commonly used and machine-readable format where our processing of the personal data is based on consent or necessity for performance of a contract (to which you are a party) or to take steps at your request prior to entering into such a contract and the processing is carried out by automated means;
- file a complaint with a supervisory authority; and
- object to and not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects or significantly affects you.

11.2 If you exercise your right requesting us not to process your personal data, you may not be able to opt-out of certain communications that are necessary to provide Our Services to

you and opting-out of receiving SMS text messages may impact your use of Our Services or may limit our ability to provide Our Services to you.

11.3 To exercise any of the rights outlined above in respect of your personal data please contact us at support@venuebutler.com. Please be informed that for security reasons, you will be asked to provide further information in order to exercise those rights. Additionally, the enforcement of these rights is not an absolute right and may be restricted on the grounds of legitimate interest or for legal reasons.

11.4 You may also file a complaint with your local supervisory authority or the supervisory authority in the Netherlands:

Autoriteit Persoonsgegevens

Hoge Nieuwstraat 8

2514 EL Den Haag

The Netherlands

or visit <https://autoriteitpersoonsgegevens.nl/>

12 Links to other websites

12.1 Our Services may contain hyperlinks to websites operated by third parties. If you follow a link to any of these websites, these websites and any services that may be accessible through them have their own privacy policies and this Privacy Policy does not apply.

13 Children's privacy

13.1 Our Services are intended for adult use only and are not directed towards children, minors, or anyone under the age of 18. If you are under the age of 18, you are not authorized to provide us with any personally identifying information.

14 Contact

14.1 Questions, comments and requests regarding this Privacy Policy are welcomed and should be addressed to support@venuebutler.com. You may also write to us at Butler Labs BV, doing business as Venue Butler, attention legal department, Keizersgracht 169, 1016 DP Amsterdam, the Netherlands.
