

Privacy Policy

Parking Eagle Limited is committed to protecting and respecting your privacy.

This policy, together with our Terms and Conditions, sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By downloading Parking Eagle, you are accepting and consenting to the practices described in this policy.

For the purpose of the Data Protection Act 1998 (the Act), the data controller is Parking Eagle Limited.

Our Data Protection Officer

Our Data Protection Officer (“DPO”) can help you through all your queries regarding any issue related to any information collected about you. You can contact the DPO using our email below by marking it for the attention of the DPO.

Information we may collect from you

We may collect and process the following data about you:

Information you give us: We may collect information that you provide us directly when you use OUR SERVICE. This includes the following:

- **Account Information.** When you sign up to create an Account with our Service, we require and may collect certain information, including, but not limited to, your full name, address and email address.
- **Profile Information.** To use certain features within our Service, we may ask you to complete a profile. Certain parts of your profile, including, but not limited to, your profile picture, first name, username, contact information and email address are part of your public profile page, and will be publicly visible to other users or Wardens or Parking Owners. We may collect all such information to facilitate your profile and make your profile publicly available to others and for the facilitation of our Service.
- **Other Authentication-Related Information.** To help create and maintain a trusted environment, we may collect identification information, including but not limited to a photo of your government-issued ID or other authentication information such as National Identity Card, Driver’s Licence, Passport, your car’s license plates, insurance information and payment information. To learn more, see our FAQ section about providing identification on Parking Eagle (if you are acting as an Advisor in our Service).
- **Service related information:** We may collect information you provide us when you register to use the Service, search for a parking space or charge-point, make a booking via our Service, and when you report a problem with the Service. The information you give us may include your name, address, e-mail address and phone number, driver’s license, personal I.D such as a passport

or National Identity Card, financial and credit card information, personal description and photograph.

- **Booking Information:** We allow You to search and book for parking space and charge points. We collect information relating to your booking and searches, including, without limitation, the parking space or charge points you search and book, interchanges with Park Owners and Wardens on our chat service and answers to questions. When booking a parking space or charge point, we may collect your Account details, your name, address, email, license plate number, photograph of license, telephone number, credit card, cvc number, record of places where people parked or charged their car, history of stay, such as time spent on the said charge point or parking space, length of stay and place parked for charging, car insurance details and bank details and all chat logs with Wardens, Park Owners and Parking Eagle representatives. You hereby consent to our sharing of your Information to facilitate our Service. We do not provide email addresses or any payment information to Parking Owners or Wardens.
- **Long range travel and charging options calculated by our Service:** We may collect information you give us in relation to your car, such as information related to its engine capacity, model, infrastructure, charging information and related information as a means to use and facilitate intended journeys to be made by you. Such information will be collected together with your Account and Profile information.
- **Reporting Faults:** When you or a Warden or a Parking Owner files certain reports, we may collect information related to your Account and Profile information, your Parking Space and Charge Point Information and information as a means to fix any issues and faults related to either a park space or a charge point, or to impose necessary penalties or other charges because of overstay.
- **Promotions, and Surveys:** From time to time, we may ask You to complete a survey and/or offer You the opportunity to participate in promotions or surveys via our Service. If You choose to participate in a Promotion or a survey, we will collect and store the information You provide us in connection with the promotion or a survey the Promotion including, but not limited to, Your name, e-mail address, date of birth, and/or phone number or email address. Such information shall be subject to this Privacy Policy unless otherwise stated in the official rules or guidelines of the Promotion or the survey.
- **Payment Information:** When making a booking for a parking space or a charge point via our Service, we may collect certain information regarding your purchase to process payments and booking. We use [enter facilitator name] Don't know at the moment? for the facilitation of such payments. We do not access, store, or collect any payment card or bank account information. The collection, use, and disclosure of such information is subject to the privacy policies of the abovementioned payment service provider. You should review such privacy policies, terms, and other agreements.
- **Communications with Parking Eagle and other Users.** When you communicate with us or use our Service to communicate with other Users, we may collect information about your communication and any information you choose to provide.
- **Email Address Contact Information.** You may choose to enter email addresses of contacts to access certain features of our Service, like inviting

other users to use our Service. We may collect such information to facilitate your access to such features.

- **Other Information.** You may otherwise choose to provide us information when you fill in a form, conduct a search, update or add information to your Account, respond to surveys, post to community forums, participate in promotions, or use other features of our Service.

Information we collect about you: With regard to each of your visits to the Service we may automatically collect the following information:

- **Usage Information.** We may collect information about your interactions with our Service.
- **Location Information.** When you use certain features of our Service, we may collect different types of information about your general location including but not limited to your IP address. In addition, when you use certain features of our Service, we may collect information about your precise or approximate location as determined through your mobile device's GPS to offer you an improved user experience. You can disable the use of location services via your mobile device settings. Please note that we may collect this information even when you are not using our Service when this connection is enabled through your mobile device settings.
- **Log Data.** We automatically collect log information when you use our Service, even if you have not created a Parking Eagle Account to log in. That information includes, without limitation: details about how you've used our Service (including links to third party applications), IP address, access times, the page you have viewed or engaged with before or after using our Service, device type, operating system type and version, unique device ID, browser, browser language, domain and other systems information, platform types, usage statistics about Your interaction with the Services, including Parking Spaces and Charge Points booked and their related transaction reports, time spent on pages or the Services, pages visited, search queries, click data, portions of the Services used, date and time, and other information regarding Your use of the Services
- **Transaction Information.** We collect information related to your transactions on our Service, including the date and time, amounts charged, extra charges to be imposed because of overstay, any filing of reports, your interchanges with other Wardens or Parking Owners and other related transaction details.

Information We Collect from Third Parties: We may collect information that third-party services provide about you when using our Service, or obtain information from other sources and combine that with information we collect through our Service.

We are working closely with third parties (including, for example, business partners, sub-contractors in technical, payment and delivery services, advertising networks, analytics providers, search information providers, credit reference agencies) and may receive information about you from them subject on their terms and conditions of providing their services. To the extent permitted by applicable law, we may receive

additional information about you from third party service providers and combine it with information we have about you. We collect the following information from Third Parties:

- **Analytics:** We may use third-party browser and mobile analytics services on our Service to help us analyse how users use the Services by noting when you arrive on our Service, how often You use the Services, the events that occur within the Service, usage data and performance data. The information collected will be disclosed to us directly by these service providers.
- **Databases:** We use Google Firebase as a means of facilitating our Service and collect the data you provide us. Google Firebase may collect all information you provide us and information we collect as a means of facilitating our Service. The information disclosed is collected and disclosed directly only to us for the better facilitation of our Service. Google Firebase will not disclose to any other third party any part of any information whatsoever, save as provided in its respective Privacy Policy.
- **Online Advertising:** We may use third-party advertising technologies that allow for the delivery of advertising about our Services on other Services You visit and other applications You use. Such technologies ads are varied by the content of the page You are visiting, information You enter such as Your age and gender, Your searches, demographic data, user content, and other information we collect from You, or being based on your current activity by using our Service. These third parties may place cookies or other tracking technologies on Your mobile phone, or other device to collect information about Your use of the Service as discussed above and may access cookies or other tracking technologies on Your mobile phone, or other device You use to access our Service in order to serve these tailored advertisements. We may also share with third-party advertisers a hashed version of Your email address that is anonymized and cannot be used to identify you, solely in non-human readable form and content that You share publicly when using the services (e.g, user-generated content) for purposes of delivering tailored advertising.
- **Information we buy or rent from third parties:** We may collect information about you by purchasing it from third parties such as Fraud Prevention Agencies, Credit Reference Agencies, other lenders, the HMRC, publicly available directories and information (for example, telephone directories, social media, internet, news articles), debt recovery and/or other government authorities that include, without limitation, to your demographic information, vehicle details, details of outstanding finance, vehicle claims history, marketing lists, publicly available information, and information to help improve the relevance of our products and services, insights about you and our customers gained from analysis or profiling of customers, third party transactions; such as where a person other than the account holder uses our Service, information about that person and the transaction and other relevant information. Please note that such information is available through other third

parties and we retain no control of their information. If you wish to ask them to delete such information, please contact such agencies immediately.

Uses made of the information

We use, store, and process information we collect to provide, understand, improve, and develop our Service, and to create and maintain a trusted and safer environment. We use, store and process all information we collect for the following purposes:

To Provide, Improve, and Develop our Service

- To enable you to access and use our Service and communicate with other Users.
- To enable you to set up an account and login on our Service
- To facilitate your booking and reservations of parking space and charge points
- To make payments for in app purchases
- to confirm identity and make secure payments for all your bookings for parking space and charge points
- To review user experience using the number clicks data and provide a more targeted experience
- To conduct identification procedures for the purposes of damage to a parking space or charge point or a car and for the collection of damages and penalties for overstay
- To Collect frequent and preferred places to charge
- To facilitate communications for conversations with all parties involved in a booking for either a parking space or a charge point.
- To collect journey data to improve charging infrastructure
- To report and fix problems which may be occurring at charging points or parking spaces
- To operate, protect, improve and optimize our Service and experience, such as by performing analytics and conducting research.
- To enable you to conduct payment on our Service.
- To send you service or support messages, such as updates, security alerts, and account notifications.
- To carry out our obligations arising from any contracts entered into between you and us and to provide you with the information and services that you request from us.
- To provide you with information about other services we offer that are similar to those that you have already enquired about.

To Create and Maintain a Trusted and Safer Environment

- To notify you about changes to our Service;

- To ensure that content from our Service is presented in the most effective manner for you and for your computer.
- To administer our Service and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- To improve our Service to ensure that content is presented in the most effective manner for you and for your computer;
- To allow you to participate in interactive features of our Service, when you choose to do so;
- as part of our efforts to keep our Service safe and secure;
- To Detect and prevent fraud, spam, abuse, security incidents, and other harmful activity.
- To analyse and review whether you have engaged in fraud, debt and theft by using our Service.
- To conduct investigations and risk assessments.
- To verify or authenticate information or identifications provided by you
- To conduct checks against databases and other information sources.
- To comply with our legal obligations.

To Improve our Advertising and Marketing

- To measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you;
- To make suggestions and recommendations to you and other Users of our Service about goods or services that may interest you or them.
- To provide you, or permit selected third parties to provide you, with information about goods or services we feel may interest you. If you are an existing customer, we will only contact you by electronic means (e-mail or SMS) with information about services similar to those which were the subject of a previous enquiry by you. If you are a new customer, and where we permit selected third parties to use your data, we (or they) will contact you by electronic means only if you have consented to this. If you do not want us to use your data in this way, or to pass your details on to third parties for marketing purposes, please notify us in writing;

We may combine this information with information you give us and information we collect about you. We may use this information and the combined information for the purposes set out above (depending on the types of information we receive).

DISCLOSURE OF YOUR INFORMATION

We may share your personal information to the following parties:

Wardens/Parking Owners: We may share your Account, Profile and Booking Information (except for your email address and payment Information) with Wardens

and Parking owners for the Parking Space or charge point you wish to book or for which You request information. If You get in touch with a Warden or Parking Space Owner via our chat service, such as by asking a question, that Warden/ Parking Space Owner will be able to view your Account and Profile Information.

Third Party Business Partners, Service Providers, Contractors or Agents: We may share Your information with third party companies that perform services on Our behalf, including for payment processing, payment facilitating services, order fulfilment services, data analysis, marketing services, advertising services (including but not limited to retargeted advertising), e-mail and hosting services, debt recovery agencies, back up and server hosting providers, IT software and maintenance providers, document storage providers, suppliers of other back office functions, and customer services and support. These third-party service providers may access Your personal information, and are required to use it solely as directed by Us for the purposes outlined above. We may also share Your information with third party companies that we partner with to provide certain services to You in connection with our Service. Those partners' collection and use of information is subject to their privacy policies and other terms. You should review such privacy policies, terms, and other agreements.

Other Users: As mentioned above, your Profile Information may be publicly viewable, including to other Users. In addition, if you ask a question to an Instructor, information about you, such as your name, may be publicly viewable by other Users.

Analytics and/or other similar technologies services: As discussed above, we use third-party analytics and other similar technologies to help us understand Your usage of our Service. and to improve our Service. We may provide Your contact information, Registration Information, Technical Information, Usage Data, or de-identified data or to data enrichment services to such third party analytics and data enrichment service providers, which match such information with publicly available database information, including contact and social information from other sources, such as Your email address, gender, company, job title, photos, Service URLs, social network handles and physical addresses. We use this combined information to communicate with You in a more effective and customized manner.

Social Media Features: Our Services may include social media features, such as the Facebook Like button. Our integration of these features may allow third party social media provided to collect certain information such as Your IP address, which page You are visiting when using Our Services, and to set a cookie to enable the feature to function properly. Social media features are either hosted by a third party or hosted directly through the use of Our Services. Your interactions with these features are governed by the privacy policy of the company providing it.

Aggregate or De-identified Information: We may disclose or use aggregate or de-identified information for any purpose.

Provided that we have first retained your consent we may share information with other third parties for the following:

- **Promotions:** We may share Your information in connection with any promotion you enter on or through our Service to administer, market, sponsor, or fulfill such Promotion or as required by applicable laws, rules or regulations or in accordance with the applicable rules of the Promotion. We may share Your information with a third party assisting us in administering the Promotion.
- **Advertising of Third Party Products/Services:** We may use and share with third party advertisers (and other third parties) certain Technical Information, Usage Information and/or Aggregate Information to show general demographic and preference information among our Users. We may also allow advertisers to collect Technical Information or Aggregate Information, which they may share with Us, through the use of tracking technologies like cookies and web beacons. The information collected may be used to offer You targeted ad-selection and delivery in order to personalize Your User experience by increasing the likelihood that advertisements for products and services You see will appeal to You.

We cooperate with government and law enforcement officials to enforce and comply with the law when we make our Service available for use. We will share information with government agencies as required by law or as instructed by the relevant enforcement authorities of the United Kingdom. We may further disclose information about you to government or law enforcement officials if, in our sole discretion, believe necessary or appropriate to respond to claims and legal process (including but not limited to subpoenas), at the request of providing such information for matters including, but not limited to:

- to protect Parking Eagle Proprietary and Intellectual Property Rights;
- to secure our associate third parties' Proprietary and Intellectual Property Rights;
- to protect the safety of the public or any person; or
- to prevent or stop activity we may consider to be, or to pose a risk of being, illegal, fraudulent, unethical or legally actionable activity.

SERVICE PROVIDERS

We use a variety of third party service providers to help us provide services related to our Service. Service providers may be located inside or outside of the European Economic Area (“**EEA**”). Such service providers may help us, without limitation:

- verify or authenticate your identification
- check information against public databases
- assist us with background checks, fraud prevention, and risk assessment.
- facilitating the Parking Eagle’s chat system for the provision of the Service.
- Facilitate payments for all our Bookings.

- provide customer service, advertising, or payments services.

These providers have limited access to your information to perform these tasks on our behalf, and are contractually obligated to use it consistent with this Privacy Policy. We use the following services providers:

We neither have access to, nor does this Policy govern, the use of cookies or other tracking technologies or other service providers that may be placed on Your mobile phone, or other device You use to access the Services by non-affiliated, third-party ad technology, ad servers, ad networks or any other non-affiliated third parties or other service providers we use to assist us. Please note that to the extent advertising or other technology is integrated into the Services by our service providers, You may still receive advertisements on other Services and mobile applications even if You opt-out. In that case, the advertising will not be tailored to Your interests. Also, we do not control any of the above opt-out links or whether any particular company chooses to participate in these opt-out programs. We are not responsible for any choices You make using these mechanisms or the continued availability or accuracy of these mechanisms.

YOUR RIGHTS TO INFORMATION

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by contacting us at Parking Eagle Email Address.

When we require your consent to process any information for any reason and purpose, you can withdraw this at any time by contacting us by sending us an email.

Please note that we reserve the right to send you certain communications relating to your account or use of our Service. This includes administrative and service announcements sent via email. Transactional account messages may be unaffected if you opt-out from receiving marketing communications.

Our Service may undertake automated decisions regarding your use of the Service. For instance, we may do this to offer you our Service or any recommendations to offer you to get the most from our Service. We will do this where it is necessary and only with your explicit consent by accepting the Terms and Conditions and this Privacy Policy.

You are responsible for maintaining the accuracy of the information you submit to us. You may access, correct, or request deletion of your personal information by making updates to that information or by contacting us requesting such changes. If you request to access all personal information you've submitted, you will have access to this and to change information from within your Parking Eagle Manage Account options. All changes and requests will be effective immediately or within 30 days of initiating the request. If you completely delete all such information, then your account may become deactivated.

You are entitled to request to see and challenge information third parties provide to us as part of our fraud detection, prevention and risk assessment efforts. Requests in this section should be addressed to privacy@parkingeagle.com.

You may access copies of your personal information held by us by sending us an email to privacy@parkingeagle.com to access a copy of your personal information held by us. We may request proof of identification to verify your access request. If your personal information that we hold is inaccurate, let us know and we will update the relevant information that you are unable to update from your setting options. You may also request the erasure of your personal information in accordance with the relevant data protection legislation.

WHERE WE STORE YOUR PERSONAL DATA

The data that we collect 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 suppliers. Such staff may be engaged in, among other things, the fulfilment of your enquiries, the processing of your payment details and/or the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

All information you provide to us is stored on our servers. Any payment transactions will be encrypted using SSL technology. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our Service, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our Service; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

CLOSING YOUR ACCOUNT

If your account is deactivated or choose to deactivate your account under your Parking Eagle Manage Account Profile, you will no longer be able to use the Service. To cancel your Parking Eagle Account, login into your Parking Eagle profile to cancel account under settings. Please note that once an account is cancelled it cannot be recovered and may result in deactivation of your profile account.

We will use commercially reasonable efforts to honour your request. Please note that information that you have shared with others or collected may continue to be publicly visible on our Service in association with your first name, even after your Parking Eagle Account is cancelled. As such, certain information will actively continue to appear on our Service even if you close your Parking Eagle Account. In addition, your Personal Information may remain in our archives and information you update or delete, or

information within a closed account, may persist internally or for our administrative purposes, unless you request us to delete it. Please note that it is not always possible to completely remove or delete information from our databases, but we will ensure to make our best efforts to do so. In addition, we will typically not remove information you posted publicly through or on our Service. Neither you nor Parking Eagle can delete all copies of information that has been previously shared with others on our Service.

LINKS TO OTHER SERVICES OR APPS

Our Service may, from time to time, contain links to and from other partner networks, advertisers and affiliates. If you follow a link to any of these links, please note that these providers have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these Services.

ACCESS TO INFORMATION

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act.

SECURITY

We are continuously implementing and updating administrative, technical, and physical security measures to help protect your information against unauthorized access, loss, destruction, or alteration. However, the Internet is not a 100% secure environment so we can't guarantee the security of the transmission or storage of your information. In case of security failure either of Parking Eagle or any of our Servers, we will inform you of such failure within 72 hours.

CHANGES TO OUR PRIVACY POLICY

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

CONTACT

Questions, comments and requests regarding this Privacy Policy are welcomed and should be addressed to our email at privacy@parkingeagle.com.