



# Roam™ Privacy Snapshot

Last updated: 10.01.25

## Here's the short version of how we handle your information when you use the Roam™ app:

- We collect only what we need: your account details, payment info (handled securely by our processor), trip locations, and trip driver/rider details.
- We use it to connect you with trip drivers/riders, process payments, keep rides safe, and improve the app.
- We share only when necessary: limited details with other users, and with trusted partners (like payment processors and map providers). We never share or sell your data.
- You're in control: update or delete your account, manage notifications, and choose how much location info you share.
- We keep your data safe using encryption and secure systems, though no system is 100% perfect.

You can reach us at [support@roam-marketplace.com](mailto:support@roam-marketplace.com) with questions.

Our full privacy policy starts on the next page.

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**By using the Platform, you agree to these terms.**

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# Roam™ Privacy Policy

## 1. Introduction

Welcome to Roam™ Marketplace, Inc. (the “Company,” “we,” “our,” or “us”). We built this Privacy Policy to explain how we collect, use, and share your information when you use our ridesharing marketplace (the “Roam™ app” / “Services”).

This policy applies to both trip drivers and riders, as well as visitors to our website. By using the Service, you agree to the practices described here.

## 2. Information We Collect

We collect:

- Account info: your name, email, phone number, password, and profile details.
- Driver info: license, insurance, vehicle details, and photos.
- Payment info: bank or card details handled by our payment processor (we don't store full card numbers).
- Location data: GPS, trip routes, pickup/drop-off points.
- Device info: IP address, app version, browser type, crash reports.
- Communications: support requests, in-app messages, feedback.
- Optional info: surveys, referrals, promo codes.

## 3. How We Use Your Information

We use your information to:

- Convert car trips into offers and requests.
- Suggest matches between offers and requests.
- Connect a trip driver and rider(s) who accept a match.
- Process payments and send receipts.

- Verify identity and prevent fraud.
- Provide trip updates, support, and notifications.
- Improve our app through analytics and testing.
- Comply with laws and resolve disputes.

## **4. Sharing of Information**

We share information only when necessary:

- With other users: trip drivers see rider(s) names, photos and ratings, and drop-off location(s); riders see trip driver's name, photo, rating, car info and pick-up location.
- With service providers: payment processors, cloud hosting, mapping, analytics.
- For legal reasons: when required by law, court order, or to prevent harm.
- In business changes: merger, sale, or acquisition.
- We do not share or sell your personal data.

## **5. Data Retention**

We keep your data as long as you have an account, and for limited periods afterward as required by law (tax, safety, or legal claims). You can request deletion at any time.

## **6. Your Rights and Choices**

You may:

- Access or update your account info.
- Request deletion of your account.
- Opt out of marketing emails.
- Control app permissions (like location services) through your device.
- Depending on where you live (e.g. California or EU), you may have additional rights such as requesting a copy of your data.



## **7. Cookies and Tracking**

We use cookies and analytics tools to understand app usage and improve performance. You can adjust your browser or device settings to limit tracking.

## **8. Security**

We use encryption, secure servers, and restricted access to protect your data. Still, no method is 100% secure, and we cannot guarantee absolute security.

## **9. Children's Privacy**

Our Services are not directed to children under 13. Trip drivers must be 18+. Riders under 18 may only use the Service with parent/guardian consent (if allowed by local law).

## **10. International Users**

If you are outside the U.S., your information may be processed in the United States or other countries. These locations may not have the same data protection laws as your home country.

## **11. Changes to This Policy**

We may update this Privacy Policy from time to time. We'll notify you of significant changes through the app or by email.

## **12. Contact Us**

If you have questions or concerns about this Privacy Policy, please contact us at:

**Roam™ Marketplace, Inc.**

Email: [support@roam-marketplace.com](mailto:support@roam-marketplace.com)

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