



Privacy Policy

8/12/2020

Scope of this Privacy Policy

This Privacy Policy constitutes a legally binding agreement (the “Agreement”) between you and JOI SERVICES, LLC. (“JOI SERVICES,” “JOI DELIVERS,” “JOI,” “we,” “us” or “our”) governing your use of the JOI DELIVERS application, website, and technology platform (collectively, the “JOI DELIVERS Platform”). The Privacy Policy explains how we collect, use and share information from JOI DELIVERS users (“Users”) comprised of both JOI DELIVERS Customers (“Customers”) and JOI DELIVERS Drivers (including Driver applicants) (“Drivers”).

Information We Collect and Information You Provide to Us

Registration Information

When you sign up for a JOI DELIVERS account, you give us your name, email address, and phone number. We may also collect information from you if you use a different process to sign up for JOI DELIVERS. We do not collect any other personally identifiable information about you unless you voluntarily provide it to us.

User Profile Information

When you join JOI DELIVERS, you have the option to create a JOI DELIVERS User profile (“Profile”) that allows you to share the specifics of who you are, and enables you to make connections, find others with similar interests, or discover friends using JOI DELIVERS. It is completely optional for you to engage in creating a Profile. However, if you elect to create a Profile, we may ask that you provide us personal information. Every Profile includes at a minimum your name, and a Profile photo for Drivers. Please review the rest of this Privacy Policy for more information on how to control who may view your Profile.

Depending upon the activity, some of the information we ask you to provide is identified as mandatory and some as voluntary. If you do not provide the mandatory data with respect to a particular activity, you will not be able to engage in that activity.

Financial Information

In order to most efficiently serve you, our credit card transactions are handled by a third-party agent. When you submit credit card or other payment method to your JOI DELIVERS account, the third-party agent receives the information necessary to verify and authorize your credit card or payment information and to process the transaction. JOI DELIVERS does not store full credit card or other payment information on our servers, in an effort to protect your financial data.

Driver Information

If you become a Driver for JOI DELIVERS, you will be required to provide additional personal information, such as your date of birth, Social Security Number, driver’s license, physical address, email address, telephone number, and details regarding your vehicle, automobile insurance, and other personal identifying information for the purposes of conducting a background check. In some jurisdictions, we may collect additional license or permit information as necessary. We will not sell, trade or rent this information. We will only communicate this information to our service partners who provide background check services on Drivers, in order to protect the JOI DELIVERS community.

Payment Information

We will store certain financial information from Drivers, including, but not limited to, bank account and routing numbers, tax information, or other financial information necessary to facilitate payments to our Drivers.

Communications with JOI DELIVERS

We may also collect information from you at other points. For example, if you contact JOI DELIVERS then you may be asked to provide your name, email address, phone number, or other information to allow us to assist you.

Description of Information That is Collected From You as the JOI DELIVERS Platform is Used by You

Location Information

In order to connect Customers with Drivers, JOI DELIVERS collects information regarding your location, such as GPS, IP address and Wi-Fi. To facilitate the best service, and ensure the JOI DELIVERS Platform runs smoothly, we collect your location information when the application is running in the foreground or in the background.

Your location information enables JOI DELIVERS to match Customers with Drivers, facilitate delivery drop offs and pick-ups, and enhance your experience by creating suggested destinations based on your trip history. Also, having your location information enhances the safety and security of JOI DELIVERS Users, by enabling us to use or share the location information if the need ever arises, to help protect the safety of JOI DELIVERS Users or a member of the public. In addition to the reasons described above, Drivers' location information and distance traveled are necessary for calculating charges and insurance for deliveries with JOI DELIVERS. If you give us permission we may collect your location while the application is off to identify promotions or service updates in your area.

Device Information

Information that JOI DELIVERS collects from User's devices, includes:

- Applications that have been installed
- Push notification tokens
- Device details such as the mobile carrier, manufacturer and operating system
- Identifiers for the device and mobile advertising
- User's account identifier, if the User registered with an outside account, and
- Sensor data from mobile phones (the speed, direction, etc.) to help improve the location accuracy of the JOI DELIVERS application and to analyze usage patterns.

Call and Text Information

In order to connect Customers and Drivers with deliveries, we work with a third-party to facilitate phone calls and text messages between them. When making phone calls, you may be given notice that your call may be recorded. If you choose to proceed, then you consent to the monitoring and/or recording of your calls. To protect the safety of Users and Drivers, it may be necessary to monitor and/or record phone calls made while on the JOI DELIVERS Platform. The other types of information that we may receive from the

text messages or calls include the date and time of the communication, the phone numbers associated with the communications, and the content of SMS text messages.

Usage Information

To continue improving the JOI DELIVERS Platform and application, we receive and analyze User interaction information, such as the date and times that you access the Platform or application and the content that you most interact with and view.

User Feedback

One of our primary goals at JOI DELIVERS, is to make sure that Users are always enjoying great deliveries. Customers and Drivers may rate and review each other at the end of every delivery. We gather information about ratings and reviews and, as we explain below, give Customers information about Drivers' ratings and reviews and vice versa.

Address Book Contacts

You have the option to allow JOI DELIVERS access to the contacts in the address book on your mobile device, by granting permission through your mobile device platform. If a User chooses to allow this, we may access your address book and store names or other contact information to enable you to invite to interact with your contacts through our Platform, or for other various purposes described at the time of consent or collection, or described in this Privacy Policy.

Information from Cookies and Similar Technologies

When you use the JOI DELIVERS site or platform, we will store "cookies" or use other similar technologies in order to facilitate and customize your User experience. A cookie is a small data text file, which a website stores on your device (if your web browser permits) that can later be retrieved by us to identify you. We use cookies to make our site and application run smoothly, to monitor your response to advertisements that may appear on our site or in the application and store preferences, and to track what advertisement content is popular. You can modify your browser preferences to adjust your preference with respect to cookies. You are always free to decline to accept cookies from us, but some parts of our platform or website may not work properly if cookies are disabled.

Third-Party Information that Will be Collected

Services Offered by Third-Parties

If you link the JOI DELIVERS Platform services with other third-party service providers (e.g., Facebook, Instagram, etc.), you confirm and grant permission to allow information to be collected from these third-party sources, similar to the information that the JOI DELIVERS Platform collects from you.

Third-Party Connections

From time to time, third-parties with which JOI DELIVERS has business relationships with may provide us with additional information relating to you. This information may include payment information, demographic information and other similar information. We may use this information independently or may combine this information with other information that we have about you.

Driver Background Information

Each Driver consents to and approves of our use of third-party service providers to perform criminal and driver records background checks. We may use this information in connection with the approval of any Driver for the JOI DELIVERS Platform.

Use of the Information We Collect

We will use the information collected from Users for a variety of purposes, including the following:

- Making a connection between Customers and Drivers;
- Delivering to you text messages and push notifications relating to your delivery experience and for other purposes;
- Personalizing the JOI DELIVERS experience for you and your friends;
- Improving, revising, promoting and expanding the JOI DELIVERS Platform;
- Studying the use of the JOI DELIVERS Platform;
- Communicating with User, third-party relationship and other parties, including for marketing and promotional purposes;
- Coordinating payments and related transactions;
- Providing all support needed to maximize your User experience;
- Identification and prevention of fraud; and
- Monitoring safety or other issues that may arise and affect Customers and Drivers, such as automobile incidents.

Occasionally we may be required by law enforcement or other government authorities to provide information. We will disclose User information upon receipt of a court order, subpoena, or to cooperate with a law enforcement investigation. We will fully cooperate with law enforcement agencies in identifying those who use the JOI DELIVERS Platform for illegal activities, and we reserve the right to report any activities that we in good faith believe to be unlawful.

We use the information we collect from Drivers to:

- Send notifications via email or text message to individuals applying to join JOI DELIVERS as a Driver regarding the status of their application;
- Review applications to determine if an applicant is eligible to become a Driver for JOI DELIVERS;
- Alert Drivers about the demand for Customers seeking deliveries;
- Notify Drivers regarding any pricing and service updates to the JOI DELIVERS Platform; and
- Assess and administer JOI DELIVERS' automobile insurance policies and analyze usage data and patterns from the JOI DELIVERS Platform for safety and insurance purposes.

How We Share the Information We Collect

Customer and Driver Sharing.

- Sharing between Customers and Drivers. Once a Customer has matched with a Driver for a delivery, each will be able to see basic information about each other, including: names, profile photos, ratings, and any information they have opted to add to their Profiles. Users who connect their JOI DELIVERS accounts to social media sites may also be able to view any mutual connections they may have. Drivers will be able to access and see the Customer location for any Customer that requested to connect. Customers will be able to see a Driver's location, vehicle information, and ratings. Customers' ratings of Drivers are available to Drivers; however, we attempt to keep the identification of a Customer confidential.

- We will not share your phone number or other contact information with other Users without your consent. In the event of a lost or found item, we will attempt to connect you with another User and share contact information only with permission.
- If you choose to connect with other Users, the connected Users will be able to view your name, photo, your Profile. In the event you access JOI DELIVERS through social media sites or connect your accounts, we may share information with those social media accounts, such as connected Users or mutual connections.

Sharing Between JOI DELIVERS and Third-Parties

- **API and Integration Partners.** If you connect to the JOI DELIVERS Platform through an integration with a third-party service, we may share information about your use of the JOI DELIVERS Platform with that third-party. We may share your information with our third-party partners in order to receive additional information about you. We may also share your information with third-party partners to create offers that may be of interest to you.

Third-Party Services

The JOI DELIVERS Platform may allow you to connect with other websites, products, or services that we don't have control over (for example, we may eventually give you the ability to order food delivery from a restaurant from within the JOI DELIVERS application). If you use these services, we will provide the third-party with information about you to allow them to provide the service to you. We can't speak to the privacy practices of these third-parties, and we encourage you to read their privacy policies before deciding whether to use their services. JOI DELIVERS is not responsible for the privacy policies or personal information collected by such third-party sites.

Service Providers

We work with third-party service providers to perform services on our behalf, and we may share your information with such service providers to help us provide the JOI DELIVERS Platform, including all of the things described in Use of the Information We Collect above.

Regional/International Partners

We partner with multiple delivery-sharing services in the US and abroad, so Customers will continue to find deliveries when they open the JOI DELIVERS application in various regions within the US, and eventually in countries around the world. Drivers will also be able to connect with international travelers while they are in the U.S. We will share the same information between international travelers and third-party delivery-sharing services as we do between Customers and Drivers. In limited instances, it may be impossible to mask phone numbers if you call an international Driver.

Other Release of Information

There may be other times we need to share your information with third-parties, including, but not limited to:

- In the event of an incident, we will share information with our insurance companies to help them determine and provide the relevant coverage;
- Upon receipt of a court order, subpoena, or to otherwise fully cooperate with investigation by law enforcement or other government authorities to protect the rights, property and safety of individuals;
- To comply with all applicable laws and regulations;
- In the event of an emergency, we may share information with first responders or other emergency services personnel;

- To inform User's if another User signed up for JOI DELIVERS by redeeming that person's promotional or referral code;
- In the event of merger, sale of substantially all of our assets, or other change of corporate control;
- To provide information about the use of the JOI DELIVERS Platform to potential business partners in an aggregated or de-identified form that can't reasonably be used to identify you; and
- Whenever you input a JOI DELIVERS Independent Marketing Rep's ID into your Driver or Customer application.

Your Options

Email Subscriptions

You can always unsubscribe from our promotional emails, but we will still send you transactional and relational emails about your account and your use of the JOI DELIVERS Platform.

Text Messages

You can opt-out of receiving commercial or promotional text messages at any time. You may also opt-out of receiving all texts from JOI DELIVERS (including transactional or relational messages); however, opting out of receiving all texts may impact your use of the JOI DELIVERS Platform. Drivers can also opt-out of Driver-specific messages.

Push Notifications

By default, push notifications are enabled in the application. You may choose to disable push notifications through your mobile device settings. If you choose to disable push notifications, it may substantially impact the use of the JOI DELIVERS Platform, including notifications that your Driver has arrived.

Profile Information

Your Profile will always include your name and will be shared with Drivers. You may choose to delete any additional information from your Profile. Drivers' profiles will always include, vehicle information, ratings, and profile photos, all of which will be available to Customers.

Location Information

You may choose to disable location sharing through your Device's settings, but we cannot provide JOI DELIVERS without location sharing information.

Social Media Connection

You may disable social media connections in the settings for the application.

Editing Your Information

You access and change your account information by logging in to your account and profile. Drivers may change account information through the Driver portal. If you wish to cancel or terminate your JOI DELIVERS account, please contact us using the Contact Info below and request cancellation. If you cancel your account, we will deactivate the account. However, we may keep certain information and we may use such

information in a manner consistent with this Privacy Policy. We will use any information from your account to collect any sums owed to JOI DELIVERS, analyze the JOI DELIVERS Platform, resolve any disputes, assist with investigations, prevent fraud, enforce our Terms of Service, or take other actions as required or permitted by law.

Miscellaneous and Contact Information

Data Security

We make it a priority to protect your data and the data of other Users of JOI DELIVERS. However, it is important to remember that no platform can be completely protected against breaches in security and privacy, we are committed to protecting the data of the JOI DELIVERS community. Even though we take reasonable precautions to protect your data, no security measures can be 100% secure, and we cannot guarantee the security of your data.

Children's Privacy

JOI DELIVERS should not be used by children. Our policy is that we do not knowingly collect, use or disclose personal information from children under the age of 13. Please help us protect children's privacy by contacting JOI DELIVERS if you think a child under the age of 13 is providing JOI DELIVERS with the child's personal information, and we will take steps to remove that information.

Changes to Our Privacy Policy

We reserve the right to update this Privacy Policy from time to time. In the event we make any material changes to this Privacy Policy, we will notify you through the JOI DELIVERS Platform, by email, or using other standard communication information you have provided to us.

Please review this Privacy Policy periodically to stay up-to-date about our privacy practices. By using the JOI DELIVERS Platform, you agree to this Privacy Policy, including any updates we may make to it in the future.

Contact Us

If you have any questions about this Privacy Policy, the information use or sharing practices of JOI DELIVERS, or your dealings with this site, please contact us at:

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