



Privacy Policy

Last updated: 22nd January, 2024

I. Introduction

This Privacy Policy describes our policies and procedures on the collection, use, and disclosure of your information when you use the Moniic platform and its services and tells you about your Privacy Rights and how the law protects you.

We use your personal data to provide and improve the Moniic Platform and its services. By using the Moniic platform and its services, you agree to the collection and use of information in accordance with this Privacy Policy.

II. Overview

A. Interpretation and Definitions

The words of which the initial letter is capitalized have meanings defined under the following conditions and shall have the same meaning regardless of whether they appear in the singular or in the plural.

1. “**Account**” means a unique account created for You to access the Moniic Platform and its Services, or parts of the Moniic Platform and its Services.
2. “**Affiliate**” means an entity that controls, is controlled by, or is under the common control of a party, whereas "control" means ownership of 50% or more of the shares, equity interest, or other securities entitled to vote for the election of directors or other managing authority.
3. “**Authorized Personnel**” means an employee or officer of the company authorized to collect and/or process Personal Data either by the function of their office, or position or through specific authority.
4. “**Country**” refers to the United Arab Emirates.
5. “**Device**” means any device that can access the Moniic Platform such as a computer, a laptop, a cell phone, or a digital tablet.

6. **“Moniic”** means MONIIC TECH ELECTRONICS TRANSPORT SERVICES LLC company registered under the rules and regulations of the Dubai Economic Development Authority (trade license number 1114093) and having its registered address at Office No: S13, Building-MOHAMMED SAAD ABDULLA AL SHARIF AL Suq Al Kabeer- Burdubai Dubai, formerly know as OURLANE E-HAILING FOR ELECTRONIC TRANSPORT SERVICES CO. L.L.C, and hereafter referred to as Moniic.
7. **“Moniic Platform”** means www.moniic.com and any other websites, web applications, or mobile applications maintained or operated by Moniic that offer similar services including any microsite or subsite offered through any such websites, web applications, or mobile applications.
8. **“Agent”** means an Individual or third-party business partner/establishment that Moniic has an arrangement with to provide services including discounted services through the promo code associated with the said Agent.
9. **“Personal Data”** is any information that relates to an identified or identifiable individual.
10. **“Service”** refers to the services offered to the Users of the Moniic Platform.
11. **“Service Provider”** refers to any natural or legal person who processes the data on behalf of Moniic. It refers to third-party companies or individuals employed by Moniic to facilitate the Service, to provide the Service on behalf of Moniic, to perform services related to the Service, or to assist Moniic in analyzing how the Service is used.
12. **“Third-party Authentication Service”** refers to any application through which the User can log in or create an account to use the Service.
13. **“Usage Data”** refers to data collected automatically, either generated by the user of the Moniic Platform or its Services or from the Service infrastructure itself (for example, the duration of a page visit).
14. **“You or User”** refers to the individual accessing or using the Service, the Moniic Platform, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.
15. **“Rider”** means the individual who requests or receives transportation, including those who receive transportation requested by another individual as applicable.
16. **“Driver”** or **“Chauffeur”** refers to individuals who are employed by partner transportation companies and who provide transportation to Riders for bookings made on the Moniic Platform.

This notice also governs Moniic's other collections of personal data in connection with Moniic's services. For example, we may collect the contact information of individuals who use accounts owned by Moniic for Business customers, or of owners or employees of Moniic, or we may collect 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. For Riders without a Moniic account - the personal data of Riders who take trips arranged by the owners of a Moniic account is processed in accordance with our contract with the owner of that account, and not as otherwise described in this notice. Such processing may include sharing of the Rider location data with the owner of that account. Please contact the owner of such accounts for more information.

III. Collecting and Using Data

A. The following data is collected by or on behalf of Moniic:

1. Data provided by users:

- **User profile:** We collect data when users create or update their Moniic 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), government identification documents, driver's license numbers, and images, driving permit number and images, birthdate, signature, and photograph. This also includes vehicle or insurance information of drivers and user settings. We may use the photos submitted by drivers to verify their identities, such as through facial recognition technologies.
- **Background check and identity verification:** We collect background checks and identity verification information for Drivers. This may include information such as driver history and or right to work. This information may be collected by Moniic or an authorized vendor on their behalf.
- **Demographic data:** We may collect demographic data about users, including through user surveys.

- **User Content:** We collect the information users submit when they contact Moniic's customer support, provide ratings or compliments for other users, or otherwise contact Orlane. This may include feedback, photographs, or other recordings collected by users.

2. Data created during the use of our services.

- **Location data:** We collect precise or approximate location data from a user's mobile device if enabled by the user to do so. For drivers, Moniic collects this data when the Moniic app is running in the foreground (app open and on-screen) or background (app open but not on-screen) of their mobile device. For riders, Moniic collects this data when the Moniic app is running in the foreground. Moniic may also collect this data when the Moniic app is running in the background of the user's mobile device.
- **Transaction information:** We collect transaction information related to the use of our services, including the type of services requested or provided, booking details, location details, date and time the service was provided, the amount charged, distance traveled, ride duration, and payment method. Additionally, if a Rider uses an Agent's promotion code, we may associate the Agent's name with that Rider.
- **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, device model and operating system, type of browser, and third-party sites or services used before interacting with our services. In some cases, we collect this data through cookies, pixels, tags, and similar tracking technologies that create and maintain unique identifiers.
- **Device data:** We may collect data about the devices used to access our services, including the hardware models, device IP address, operating systems and versions, software, preferred languages, unique device identifiers, advertising identifiers, serial numbers, device motion data, and mobile network data.
- **Communications data:** We enable users to communicate with each other and Moniic through Moniic's mobile apps and websites. For example, we enable drivers and riders to call or text each other through the Moniic Application. To provide this service, Moniic

receives some data regarding calls, texts, or other communications, including the date and time of the communications and the content of the communications. Moniic may also use this data for customer support services (including resolving disputes between users), for safety and security purposes, to improve our products and services, and for analytics.

3. Data from other sources.

- User feedback, such as ratings and feedback, or compliments.
- Users participating in our referral programs. For example, when a user refers another person, we receive the referred person's personal data from that user.
- Moniic 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.
- Users or others providing information in connection with claims or disputes.
- Service Providers or Third-party Authentication Services through which users create or access their Moniic account, such as payment providers, social media services, apps, or websites that use Moniic's APIs or whose APIs Moniic uses.
- Service Providers who help us verify driver's identity, background information, and eligibility to work, for regulatory, safety, and security purposes.
- Insurance, vehicle, or financial services providers for drivers.
- Partner transportation companies (for drivers who use our services through an account associated with such a company).
- Publicly available sources.
- Marketing service providers.

Moniic may combine the data collected from these sources with other data in its possession.

B. How Moniic uses personal data

Moniic collects and uses data to enable reliable and convenient transportation and Services. We also use the data we collect:

1. Providing Services and Features.

Moniic uses the data we collect to provide, personalize, maintain, and improve our products and services. This includes using data to:

- Create and update users' accounts.
- Verify drivers' identity, background history, and eligibility to work.
- Enable transportation and other services.
- Navigate to pick-ups, stops, and drop-offs, calculate ETAs, and track the progress of rides.
- Enable data sharing, such as sharing the driver's first name and vehicle information with users to facilitate pick-ups, user profiles, and trip details for ETA sharing, and user ratings and compliments.
- Match available drivers to users requesting services. Users can be matched based on availability, location/proximity, user settings/preferences, and other factors such as the likelihood of accepting a trip based on their past behavior or preferences.
- Facilitate the use of our services by those with disabilities.
- Link accounts, such as linking email to rewards programs to enable benefits.
- Enable dynamic pricing, in which ride prices are determined based on factors such as estimated time and distance, predicted route, estimated traffic, and the current number of users requesting or providing services.
- Offer, process, or facilitate payments for our services.
- Offer, obtain, provide, or facilitate, invoicing, or financing solutions in connection with our services.
- Track and share the progress of rides.
- Enable features that allow users to share information with other people, such as when riders submit a compliment about a driver, refer a friend to Moniic, split fares, or share ETA and location with their contacts.
- Enable features to personalize users' Moniic accounts, such as creating bookmarks for favorite places, and enabling quick access to previous destinations.
- Enable Accessibility features that make it easier for users with disabilities to use our services, such as those that enable deaf or

hard-of-hearing drivers to alert the riders of their disabilities, allow only text messages from riders, and enable receipt of flashing trip request notifications instead of sound notifications on their mobile device.

- Perform internal operations necessary to provide our services, including troubleshooting software bugs and operational problems; conducting data analysis, testing, and research; and monitoring and analyzing usage and activity trends.

2. Safety and Security.

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

- Screening drivers before enabling their use of our services and at subsequent intervals, including through reviews of background checks, where permitted by law, to help prevent the use of our services by unsafe drivers.
- Using data from drivers' devices to help identify unsafe driving behavior such as speeding or harsh braking and acceleration, and to inform them of safer driving practices.
- Using information derived from driver's license photos, and other photos submitted to Moniic, for safety and security purposes.
- Using device, location, profile, usage, and other data to prevent, detect, and combat fraud or unsafe activities.
- Using user ratings and feedback to encourage compliance with our Driver Terms and Conditions & Zero Tolerance Policy and as grounds for deactivating drivers with low ratings or who otherwise violated such guidelines in certain countries.

3. Customer support.

Moniic uses the information we collect (including recordings of customer support calls with notice to and the consent of the user) to provide customer support, including to:

- Direct questions to the appropriate customer support person.
- Investigate and address user concerns.

- Monitor and improve our customer support responses and processes.

4. Research and development.

We may use the data we collect for testing, research, analysis, product development, and machine learning to improve the user experience. This helps us to improve and enhance the safety and security of our services, improve our ability to prevent the use of our services for illegal or improper purposes, develop new features and products, and facilitate insurance and finance solutions in connection with our services.

5. Enabling communications between users

For example, a driver may message or call a rider to confirm a pickup location and a rider may contact a driver to retrieve a lost item.

6. Marketing.

Moniic may use the data we collect to market our services to our users. This may include:

- Sending emails, text messages, push notifications, and in-app messages or other communications marketing or advertising outlane's products, services, features, offers, promotions, sweepstakes, news, and events. This may include using location, trip, and order history, device data, and usage data to send marketing communications that are personalized based on users' observed or inferred interests and characteristics. For example, we may send push notifications suggesting a user's favorite destinations or merchants, or in-app messages offering discounts or promos for products or merchants similar to those a user has previously ordered.
- Displaying Moniic's advertising on third-party apps or websites. This includes using location, trip and order history, device data and usage data, and sharing hashed email addresses and device or user identifiers with advertising partners (such as Google, and Meta), to personalize such ads to users' interests.
- Displaying third-party advertising in Moniic's apps or in connection with our services. This also includes ads for other third-party products or services that are personalized based on users' observed or inferred

interests and characteristics, which we determine using data such as approximate location, trip information and history, usage data, demographic data (which may include inferred gender), and device or user identifiers. This also includes ads that are personalized based on data about the current trip. For example, if a user requests a trip to a Mall, we may display in-app ads for third-party products that may be available at that Mall.

- Measuring the effectiveness of Moniic's ads, and of third-party ads displayed in Moniic's apps or in connection with our services.

7. Non-marketing communications.

Moniic may use the data we collect 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 Moniic or its Agents.

8. Legal proceedings and requirements.

We may use the personal data we collect to investigate or address claims or disputes relating to the use of Moniic's services, or as otherwise allowed by applicable law, or as requested by regulators, government entities, and official inquiries.

9. Automated decision-making

We use personal data to make automated decisions relating to the use of our services. This includes:

- Enabling dynamic pricing, in which the price of a ride is determined based on constantly varying factors such as the estimated time and distance, the predicted route, estimated traffic, and the number of riders and drivers using Moniic at a given moment.
- Matching available drivers to riders requesting services. Users can be matched based on availability, proximity, and other factors.
- Determining driver ratings and deactivating drivers or riders with low ratings. Deactivating users who are identified as having engaged in

fraud or activities that may otherwise harm Moniic, its users, and others.

- Using driver location information, and communications between riders and drivers, to identify cancellation fees earned or induced through fraud.

C. Cookies and Third-party Technologies

Moniic and its Agents use cookies and other identification technologies on our apps, websites, emails, and online ads for purposes described in this notice. Cookies are small text files that are stored on browsers or devices by websites, apps, online media, and advertisements. Moniic 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.

We may also allow other third-party service providers to provide audience measurement and analytics services for us, to serve advertisements on our behalf across the Internet, and to track and report on the performance of those advertisements. These entities may use cookies, web beacons, SDKs, and other technologies to identify the devices used by visitors to our websites and/or applications, as well as when they visit other online sites and services.

D. Data sharing and disclosure

Some of Moniic's products, services, and features require that we share data with other users or at a user's request. We may also share data with our affiliates, subsidiaries, and Agents, for legal reasons or in connection with claims or disputes. Moniic may share the data we collect:

1. With other users.

This includes sharing:

- Riders' first name, rating, and pickup and/or dropoff locations with drivers.
- For drivers, we may share data with the rider(s) including name and photo; vehicle make, model, color, license plate, and vehicle photo; location (before and during the trip); average rating provided by users; the total number of trips; contact information and driver profile, including rating and other feedback submitted by past users. We also provide riders with receipts containing information such as a breakdown of amounts charged, driver's first name, photo, route map, and other information required on invoices.
- For those who participate in Moniic's referral program, we share certain data of referred users, such as trip count, with the user who referred them, to the extent relevant to determining the referral bonus.

2. At the user's request.

This includes sharing data with:

- Moniic Agent. For example, if a user requests a service through an Agent for a promotional offering made by a third party, Moniic may share certain data with those third parties. This may include, for example, other services, platforms, apps or websites that integrate with our APIs; vehicle suppliers or services; those with an API or service with which we integrate.

3. With the General Public

Questions or comments from users submitted through public forums such as Moniic blogs and Moniic social media pages may be viewable by the public, including any personal data included in the questions or comments submitted by a user.

4. With the Moniic account owner

If a user requests transportation or places an order using an account owned by another party, we may share their order or trip information, including real-time location data, with the owner of that account. This occurs, for

example, when:

- A rider uses their employer's Moniic account.
- A rider uses a Moniic Agent Account.
- A driver uses an account owned by or associated with a Moniic partner transportation company
- A rider takes a trip arranged by a friend or family member who owns a Moniic account.

5. With Moniic's subsidiaries and affiliates

We share data with our subsidiaries and affiliates to help us provide our services or conduct data processing on our behalf.

6. With Moniic's service providers and Agents

Moniic provides data to vendors, consultants, marketing partners, research firms, and other service providers and Agents. These include

- Payment processors and facilitators
- Background check and identity verification providers (drivers only)
- Cloud storage providers
- Marketing partners and marketing platform providers, including social media advertising services
- Data analytics providers
- Research partners, including those performing surveys or research projects in partnership with Moniic or on Moniic's behalf
- Vendors that assist Moniic to enhance the safety and security of its apps
- Airports
- Consultants, lawyers, accountants, and other professional service providers
- Insurance and financing partners
- Third-party vehicle suppliers, including fleet and rental partners

7. For legal reasons or in the event of a dispute.

Moniic may share users' personal data if we believe it's required by applicable law, regulation, operating license or agreement, legal process, or

governmental request, or where the disclosure is otherwise appropriate due to safety or similar concerns. This includes sharing personal data with law enforcement officials, public health officials, other government authorities, airports (if required by the airport authorities as a condition of operating on airport property), or other third parties as necessary to enforce our Terms of Service, user agreements, or other policies; to protect Moniic's rights or property or the rights, safety, or property of others; or in the event of a claim or dispute relating to the use of our services. If you use another person's credit card, we may be required by law to share your personal data, including trip or order information, with the owner of that credit card.

This also includes sharing personal data with others in connection with, or during negotiations of, any merger, sale of company assets, consolidation or restructuring, financing, or acquisition of all or a portion of our business by or into another company.

8. With consent

Moniic may share a user's personal data other than as described in this notice if we notify the user and they consent to the sharing.

E. Data Retention and Deletion

Moniic retains user profiles, transactions, and other personal data for as long as a user maintains their Moniic account. Moniic may retain certain user data after receiving an account deletion request if necessary, such as to comply with legal requirements.

Moniic retains user profiles, transactions, and other information for as long as a user maintains their Moniic account. For Drivers and Transport Service Providers, Moniic also retains vehicle and background check information (to the extent permitted by law) for as long as they maintain their Moniic account.

Users may request the deletion of their account at any time [here](#), or through Moniic's Help Center, or by raising a request to delete their account from their account settings on the Moniic applications. Upon receiving a request for the deletion of user data, we anonymize all the user's data including any personal identifiable information about the user, block the user's account on the system, and log the user out of the relevant application. In certain circumstances, Moniic may be unable to delete a

user's account, such as if there's an outstanding credit on the account or an unresolved claim or dispute. Upon resolution of the issue preventing deletion, Moniic will delete the account as described above.

Moniic may also retain certain information if necessary for purposes of safety, security, and fraud prevention. For example, if Moniic deactivates a user's account because of unsafe behavior or security incidents, Moniic may retain certain information about that account to prevent that user from opening a new Moniic account in the future.

IV. Security of Your Personal Data

Your Moniic profile is password-protected so that only you and authorized Moniic employees or service providers ("Authorized Personnel") have access to your account information. Moniic's Authorized Personnel will never proactively reach out to you and ask for any personal account information, including your password.

The security of Your Personal Data is important to Us, but remember that no method of transmission over the Internet or method of electronic storage is 100% secure. While We strive to use commercially acceptable means to protect Your Personal Data, We cannot guarantee its absolute security.

As a result, Moniic cannot guarantee the security of any Personal Data you transmit to us, and you do so at your own risk. If you have any further questions on this issue, refer to the Terms of Use. To the extent permitted by Applicable Law, Moniic expressly disclaims any liability, and you hereby waive any claims, and indemnify us for any claims that may be brought by third parties who access or use our Services via your account, that may arise should any other individuals obtain the Personal Data Moniic collects about you or third parties who access or use our Services via your account.

V. Children's Privacy

- A. The Moniic Platform does not entertain anyone under the age of 13. We do not knowingly collect personally identifiable information from anyone under the age of 13. If You are a parent or guardian and You are aware that Your child has provided Us with Personal Data, please Contact Us. If We become aware that We have collected Personal Data from anyone under the age of 13 without verification of parental consent, We take steps to remove that information from Our servers.

- B. If We need to rely on consent as a legal basis for processing Your information and Your country requires consent from a parent, We may require Your parent's consent before We collect and use that information.

VI. Links to Other Websites

Moniic Platform may contain links to other websites that are not operated by Us. If You click on a third-party link, You will be directed to that third-party's site. We strongly advise You to review the Privacy Policy of every site You visit. We have no control over and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services.

VII. Changes to this Privacy Policy

We may update Our Privacy Policy from time to time. We will notify You of any changes by posting the new Privacy Policy on this page. We will let You know via email and/or a prominent notice on the Moniic Platform, prior to the change becoming effective, and update the "Last Updated" date at the top of this Privacy Policy. You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

VIII. Contact Us

If You have any questions about this Privacy Policy, You can contact us by email at support@moniic.com