

# Z-envio / Lorry Privacy Policy

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## Our Mission and the Scope of this Privacy Policy

At Z-envio / Lorry (“Z-envio,” “Zenvio,” “Zen USA,” “Lorry,” “we,” “us,” and/or “our”), we want you to have a great experience using our applications, websites, and related services (hereby collectively the “Z-envio Solution” and/or “Solution”). While we are confident our Solution offers extra ease to make you feel better, we also wanted to let you know that we value the privacy of individuals who use our Solution.

This privacy policy (the “Privacy Policy”) provides our policies and procedures for collecting, using, and sharing information from Z-envio Solution users (“Users”), including both Z-envio shippers (“Shippers”) and Lorry truck drivers (“Truckers,” “Trucker Applicants,” and/or “Applicants”). This Privacy Policy governs your access to the Z-envio Solution, regardless of how you access it, and by using our Solution, you consent to the collection, transfer, processing, storage, disclosure, and other uses described in this Privacy Policy. All of the different forms of data, content, and information described below are collectively referred to as “Information.”

## 1. Information We Collect and Store

**Your Data:** By signing up for a Z-envio Solution account, Users provide us with information such as, but not limited to, your name, gender, country, phone number, email address, profile picture, company name, company address, and company telephone number.

If you decide to become a Lorry trucker, Trucker Applicants will go through a screening process. Aside from the basic information provided above, Applicants will need to provide us with their date of birth, physical address, self-introduction video profile, commercial driver’s license information, vehicle information, vehicle insurance information, related licenses for cargo handling, and social security number/tax identification number, and bank information. We may request additional information necessary in certain areas and countries as permitted and applicable. Truckers and Shippers will also provide us with banking information and other necessary payment information to ensure payment.

**Your Financial Data:** Zenvio treats your financial data very carefully. We do not store full credit card information on our servers. When you enter your credit card information, a third-party payment processor will receive it.

**User Feedback:** In the spirit of maintaining a healthy community, Truckers and Shippers get a chance to review each other at the end of each ride. We receive information about ratings and

reviews and provide our Users with the ratings and reviews to help them make an informed choice.

**Device Information:** We may collect information from our Users' devices, including, but not limited to, your phone carrier and manufacturer, mobile operating system and version, IP address, web browser type, and application installations to help us analyze and understand our demographics and improve the Z-envio Solution. We may also collect mobile sensor data from our Truckers' devices, such as speed, direction, and altitude, to improve location accuracy and analyze usage patterns.

## **2. How We Use Your Information**

**Personal Information:** In the course of using the Z-envio Solution, we may collect personal information that can be used to contact or identify you ("Personal Information"). Personal Information is or may be used: (i) to provide and improve our Solution, (ii) to administer your use of the Solution, and (iii) to provide or offer application updates and product announcements. If we communicate with you, and you no longer wish to receive communications from us, please follow the "unsubscribe" instructions in any of those communications or update your settings information.

**Geo-Location Information:** Your location is crucial for Users to enjoy the Z-envio Solution. We access real-time location-based information (for example, GPS). Our mobile application collects such information from your device at any time you are using our mobile application. This information enables Truckers and Shippers to find each other. The location information is also necessary to calculate the charges for the trucking service. While the delivery job is active, such as delivering a container or picking up a container, Shippers can see where Truckers are via the App.

## **3. Information Sharing and Disclosure**

**Usage:** We do not sell your personal information to third parties. We may also share or disclose your information with your consent, for example, if you use a third-party application to access your account. Through certain features of the Solution, you can also make some of your information public. Truckers and Shippers have access to each other's basic information, including their name, telephone number, profile, and rating, to facilitate communication during a shipping job.

**Service Providers, Business Partners, and Others:** We may use certain trusted third-party companies and individuals to help us provide, analyze, and improve the Z-envio Solution (including, but not limited to, data storage, maintenance services, database management, web analytics, and improvement of the Z-envio Solution's features). These third parties may have access to your information only to perform these tasks on our behalf and under obligations similar to those in this Privacy Policy.

We partner with Stripe to provide you with a robust payment platform. By using our Solution, you agree to the terms set forth by Stripe. You can read the entire Stripe Services Agreement [here](#).

Zen USA has partnered with HERE to provide seamless turn-by-turn navigation. HERE's Location Engine may gather certain information to improve their services, but collecting data is optional and used solely by HERE, not Zen USA.

**Third-Party Applications:** We may share your information with a third-party application with your consent, for example, when you choose to access our Solution through such an application. We are not responsible for what those parties do with your information, so you should ensure you trust the application and that it has an acceptable privacy policy.

**Compliance with Laws and Law Enforcement Request:** We may disclose to parties information about you that we collect when we have a good faith belief that disclosure is reasonably necessary to (a) comply with a law, regulation, or compulsory legal request; (b) protect the safety of any person from death or serious bodily injury; (c) prevent fraud or abuse users.

**Business Transfers:** If we are involved in a merger, acquisition, or sale of all or a portion of our assets, your information may be transferred as part of that transaction. However, we will notify you (for example, via email and/or a prominent notice on our website) of any change in control or use of your Personal Information or data or if either becomes subject to a different Privacy Policy. We will also notify you of choices you may have regarding the information.

**Non-Private or Non-Personal Information:** We may disclose your non-private, aggregated, or otherwise non-personal information, such as usage statistics of our Solution.

#### **4. Editing or Deleting Your Information**

If you are a registered User, you can review, update, correct, and/or delete certain Personal Information provided during your registration through the “profile tab.” We hate to see you go, but if you no longer desire to use our Solution, please contact us at [support@z-envio.com](mailto:support@z-envio.com). We will deactivate your account, but in some cases, we may retain your Information if required by law. For questions regarding your Personal Information on the Z-envio Solution, please contact us at [support@z-envio.com](mailto:support@z-envio.com). We will respond to your inquiry as soon as possible.

#### **5. Data Retention**

We will retain your Information for as long as your account is active or as needed to provide you with services. We may retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements. Consistent with these requirements, we will try to delete your information quickly upon request. Please note, however, that there might be latency in deleting information from our servers, and backed-up versions might exist after deletion. In addition, we do not delete from our servers information that you have in

common with other Users.

## **6. Data Security**

The security of your information is important to us. When you enter sensitive information (such as, but not limited to, credit card numbers), we encrypt the transmission of that information using secure socket layer technology (SSL). We follow generally accepted standards to protect the information Users submit to us, both during transmission and after receiving it. However, no electronic transmission or storage method is 100% secure; hence, we cannot guarantee absolute security.

## **7. Payment**

You understand that using our Solutions may result in charges to you for the services you receive ("Charges"). Zenvio will enable you to pay the applicable charges for services obtained using the Solutions. Charges will include applicable taxes where required by law. Charges may include other applicable fees, such as cancellation, amendment, and/or surcharges.

All Charges and payments will be enabled by Zenvio using the preferred payment method option selected in your account. If your primary account payment method cannot be charged for any reason, you agree that Zenvio may use a secondary payment method in your account if it is available. Charges paid by you are final and non-refundable unless otherwise determined by Zenvio.

Zenvio reserves the right to establish or adjust Charges for any or all services obtained through the Solutions at any time. Zenvio will use reasonable efforts to inform you of Charges that may apply, provided that you will be responsible for Charges incurred under your account regardless of your awareness of such Charges or the amounts thereof.

Promotional offers and discounts are subject to change or withdrawal at any time and without notice. You may elect to cancel your request for services at any time before the commencement of such services, in which case you may be charged a cancellation fee.

If you think the Charges you incurred are erroneous, you must inform Zenvio in writing within 30 days after the Charge took place. Otherwise, Zenvio will have no further responsibility, and you waive your right to dispute the amounts charged later.

## **8. Privacy Concerning Children**

Zenvio Solution is not directed to persons under the age of 18. As such, we do not knowingly collect personally identifiable information from children under 18. If a parent or guardian becomes aware that their child has provided us with Personal Information without their consent, they should contact us at [support@z-envio.com](mailto:support@z-envio.com). Likewise, if we become aware that a child under

18 has provided us with Personal Information, we will take steps to delete such Information.

## **9. Changes to Our Privacy Policy**

This Privacy Policy may change from time to time. If we believe such changes to this Privacy Policy are material, we will notify you through the Z-envio Solution, by email, or other means of communication. We may provide notice of changes in other circumstances as well. By continuing to use the Z-envio Solution, you agree to be bound to this Privacy Policy and any subsequent updates we make.