

# FASTEN PRIVACY POLICY

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This document discloses the privacy practices of Fasten Inc., a Delaware corporation with its principal place of business at 60 South Street, Boston, MA 02111 ("Fasten"), and relates to [www.fasten.com](http://www.fasten.com), the website owned and operated by Fasten (the "Fasten Website"), as well as the mobile application and other software, which is developed, owned, controlled, managed, maintained, hosted, licensed and/or designed by Fasten or its affiliates to run on personal computers, smartphones, tablet computers and/or other devices, through which the Fasten's Services are made available (collectively, referred to as the "Fasten Software").

As part of the normal operation of Fasten's Website and Fasten's Software, we collect and, in some cases, disclose information about you. This Privacy Policy describes the information we collect about you, how Fasten may use such information, and what may happen to that information. By accepting the User's Terms and Conditions (the "Agreement"), you expressly consent to our use and disclosure of your personally identifiable information in accordance with this Privacy Policy. This Privacy Policy is incorporated into and is subject to the terms of the Agreement, as updated/amended from time to time, available at [www.fasten.com/legal/riders-terms](http://www.fasten.com/legal/riders-terms).

## **Minors**

If you are a minor (under the age of 18), you can use this service only with the consent and under the supervision of your parents or legal guardians. If you are a minor, please do not submit any personal information to this website. IF YOU ARE 13 YEARS OR YOUNGER, PLEASE DO NOT USE FASTEN WEBSITE OR FASTEN SOFTWARE FOR ANY PURPOSE WHATSOEVER.

## **Information We Collect**

*Your Registration Information.* To fully use our services, you will need to register using our online registration form, where you will be required to provide us with your contact information and certain other personal information, including your name, email address, mobile phone number, and at least one valid credit card or information related to any other payment method accepted by Fasten.

*Your Usage of Our Site.* We automatically track certain information about you based upon your use of our Site. We use this information to conduct internal research on our users' demographics, interests, and behavior to better understand and serve our users. This information is compiled and analyzed on an aggregate basis. This information may include the URL that you just came from, which URL you next go to, what browser you are using, and your IP address.

*Cookies.* In addition, we use "cookies" on certain pages of our site. Cookies are small files that can be used to track a user's steps or automatically generate a user's password. Some features of our website may only be available through the use of a cookie. Among other things, cookies allow you to enter your password less frequently during a session. Cookies can also help us provide information, which is targeted to your interests. Cookies are stored on your hard drive (or your mobile device), not on our Site. Most, but not all, cookies are automatically deleted at the end of a session. You may decline our cookies if your browser permits, although your use of the Fasten Software may then be

restricted (as noted above).

*Your Correspondence.* If you submit customer service requests, send us emails, letters or other correspondence, or if other users or third parties send us correspondence about your activities or postings on/through the website or software, we may collect such information into a file specific to you.

*Billing Information.* To process your payments related to your use of the services, we collect your billing information, including credit card number and credit card expiration date.

*Geographic Location.* Information regarding your geographic location is collected when you access the Fasten Software. If you are traveling in a vehicle requested via Fasten Software, the driver's and/or your mobile device will send your GPS coordinates to Fasten during the ride. This information is collected for different purposes, including but not limited to determining the charge for the transportation, providing you with support, sending you promotions and offers, and for quality control, dispute resolution and other internal purposes of Fasten.

### ***Our Use of Your Information***

*Promotional Use.* We use personal information about you to enhance our marketing and promotional efforts, and to improve our content and services. We may also use your information to deliver to you advertisements, new services and promotions, and other information to you that is targeted to your interests. You can unsubscribe from receiving some of this information at [www.fasten.com/unsubscribe/](http://www.fasten.com/unsubscribe/).

*Administrative Notices.* We use your email address and/or phone number to contact you regarding administrative notices and communications relevant to your use of the Fasten's Software and Services. As a condition of the use of our services, you cannot unsubscribe from receiving such information.

*Billing and Support.* We use your billing information to bill you and provide associated support.

*Dispute Resolution.* We use information in the file we maintain about you, and other information we obtain from your current and past activities on the Fasten Software, to resolve disputes, troubleshoot problems and enforce the Agreement.

### ***Our Disclosure to Third Parties***

We use practices that are consistent with standards in our industry to protect your privacy. We cannot, however, promise that your personally identifiable information or private communications will remain private. For example, third parties may unlawfully intercept or access transmissions or private communications on/through the Fasten Software. We do not sell or rent any personally identifiable information about you to any third party. The following describes some of the ways that your personally identifiable information may be disclosed.

*Law Enforcement.* We may disclose any information about you to law enforcement or other government officials as we, at our sole discretion, believe necessary or appropriate, in connection with an investigation of fraud, intellectual property infringements, or other activity that is illegal or may

expose us to legal liability.

*Advertisers.* We disclose aggregate information about our users to advertisers and for other marketing and promotional purposes. However, we do not disclose any personally identifying information to any of these entities.

*Third Party Providers.* In connection with using Fasten Software and Fasten Services your personal information may be provided to third party providers (e.g., drivers). Such information may include your geolocation, your name and photograph. We impose restrictions on the use by our third party providers of information concerning you, and we do not permit third party providers to disclose your information to other third parties. Additionally, we may provide your personal information to third party service providers, such as payment processing companies, SMS messaging service providers, etc., whose services we use in connection with our services.

*No Spam.* Fasten and our users do not tolerate spam. Therefore, without limiting the foregoing, you are not licensed to send Fasten, its licensors, subsidiaries, affiliates, independent contractors, and/or third party providers unsolicited e-mail or physical mail without their express consent after adequate disclosure.

### ***Changes to Privacy Policy***

Fasten reserves the right at any time to make changes, modifications, alterations and/or additions to this Privacy Policy with or without notice. Fasten may notify you of any changes to this Privacy Policy by providing you with notice of such changes at your email address that you provided the Fasten Software as your primary contact information, or through the Fasten Software when you access the same.

### ***Questions about Privacy Policy***

If you have any questions regarding this Privacy Policy, please contact us at [info@fasten.com](mailto:info@fasten.com).