

WEBSITE PRIVACY POLICY

Last modified: June 1, 2016

Introduction

car2go (“car2go” or “We”) respects your privacy and is committed to protecting it through our compliance with this policy. This policy describes the types of information we may collect from you or that you may provide when you visit the website www.car2go.com (our “Website”) and our practices for collecting, using, maintaining, protecting, and disclosing that information.

This policy applies to information we collect:

- on this Website;
- in email, text, and other electronic messages between you and this Website;
- through mobile and desktop applications you may download from this Website, which provide dedicated non-browser-based interaction between you and this Website; and
- when you interact with our advertising and applications on third-party websites and services, if those applications or advertising include links to this policy.

This policy does not apply to information collected by:

- us offline or through any other means, including on any other website operated by Company or any third party (including our affiliates and subsidiaries); or
- any third party (including our affiliates and subsidiaries), including through any application or content (including advertising) that may link to or be accessible from or on the Website

Please read this policy carefully to understand our policies and practices regarding your information and how we will treat it. If you do not agree with our policies and practices, your choice is not to use our Website. By accessing or using this Website, you agree to this privacy policy. This policy may change from time to time, and your continued use of this Website after we make changes is deemed to be acceptance of those changes, so please check the policy periodically for updates.

Information We Collect About You and How We Collect It

We collect several types of information from and about users of our Website, including information by which you may be personally identified, such as your name, postal address, e-mail address, telephone number, driver license number, and credit card information. We also collect information about how you accessed this Website (e.g. from the car2go app or from an advertisement on a third-party website). We collect this information directly from you when you provide it to us. This includes information provided at the time of signing up to get more information, registering to our service, posting material, or requesting further services. We may also ask you for information when you enter a contest, promotion, or sweepstakes sponsored by us, when you respond to surveys on this Website, and when you report a problem with our Website.

Alternatively, we may collect information automatically as you navigate through the site. Information collected automatically may include usage details, IP addresses, and information collected through cookies, web beacons, and other tracking technologies. The information we collect automatically helps us to improve our Website and to deliver a better and more personalized service, including by enabling us to:

- estimate our audience size and usage patterns;
- store information about your preferences, allowing us to customize our Website according to your individual interests;
- speed up your searches; and
- recognize you when you return to our Website.

How We Use Your Information

We use information that we collect about you or that you provide to us, including any personal information:

- to present our Website and its contents to you;
- to provide you with information, products, or services that you request from us;
- to fulfill any other purpose for which you provide it;
- to provide you with notices about your account and membership;
- to carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection;
- to notify you about changes to our Website and service;
- in any other way we may describe when you provide the information; and
- for any other purpose with your consent.

Data Security

We have implemented measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration, and disclosure. All information you provide to us is stored on our secure servers and behind firewalls.

The safety and security of your information also depends on you. Where we have given you (or where you have chosen) a password for access to certain parts of our Website, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted to our Website. Any transmission of personal information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on the Website.

Children Under the Age of 13

Our Website is not intended for children under 13 years of age. No one under age 13 may provide any information to or on the Website. We do not knowingly collect personal information from children under 13. If you are under 13, do not use or provide any information on this Website or on or through any of its features/register on the Website, make any purchases through the Website, use any of the interactive or public comment features of this Website or provide any information about yourself to us, including your name, address, telephone number, email address, or any screen name or user name you may use. If we learn we have collected or received personal information from a child under 13, we will delete that information. If you believe we might have any information from or about a child under 13, please contact us at memberservicesNA@car2go.com (US) or memberservicesCAN@car2go.com (CA).

Contact Information

To ask questions or comment about this privacy policy and our privacy practices, contact us at: memberservicesNA@car2go.com (US) or memberservicesCAN@car2go.com (CA) or via our toll-free number: 877-488-4224 (US) or 855-454-1002 (CA).