



Privacy Notice

This Privacy Notice (“Notice”) describes how DLIVER Group ApS, Tranehalsen 35, Gevninge, DK-4000 Roskilde, Denmark, company registration number and VAT registration number 37 57 19 03 (“we”, “us”, “our”) collect and use your personal data in relation to our services, including when you visit our web sites and social media profiles and pages, or use our applications for mobile phones and tablets.

You acknowledge and agree that your personal data may be processed in accordance with this Notice. Processing your personal data is necessary in order for us to be able to enter into a contract with you and to provide you with our services.

1. ABOUT US

- 1.1. We are the data controller in respect of any personal data we collect about you for the purposes of the Danish Data Protection Act and all other applicable law from time to time relating to the processing of personal data including (when applicable) the General Data Protection Regulation (EU) 2016/679 of the European Parliament.
- 1.2. If you have any comments or enquires related to this Notice please do not hesitate to contact us at support@dliver.net

2. PERSONAL DATA COLLECTED

- 2.1. We collect and process certain personal data about you for the purposes specified in section 3 below.
- 2.2. When you create a user account or use our services we collect your name, postal address, email address, phone number, demographic information (such as your date of birth and occupation), payment details as well any other personal data you provide to us, including when you correspond with us and (if applicable) in respect of the delivery address and the goods to be delivered on behalf of you.
- 2.3. In addition, we automatically collect certain information about your use of our web sites, social media profiles and pages, applications for mobile phones and tablets (such as the pages visited and your IP address), and correspondence with other users of our services taking place via our platform. If you are a carrier (“Pilot”), we may also collect your GPS coordinates if you, subject to availability, have enabled the tracking function on our platform.

3. HOW WE USE YOUR PERSONAL DATA

- 3.1. We may use your personal data for the following purposes:
 - a. to provide the services requested by you;
 - b. to facilitate your communication with Pilots or other users via our platform (including in respect of delivery quotes and acceptance hereof as well as in relation to any dispute) and, if relevant, to clarify any matter in a dispute;
 - c. to provide you with customer service and to communicate with you about our services, including for example in respect of changes to our services or our terms and conditions;

- d. to help us better understand how our services, including our website(s) and our mobile application(s), are being used in order to personalize them and to facilitate improvements hereof and the development of new services;
- e. to operate our online rating system which allows users of our services to rate each other in order to increase transparency and ensure a positive user experience;
- f. to communicate with you about special offers, promotions, events and other news about our services or those offered by our selected partners, including via email, telephone and/or text messages, but always subject to your specific consent;
- g. to prevent, detect and investigate fraud or illegal activity related to our services; and
- h. to comply with our legal obligations and for establishing, exercising or defending our legal rights.

4. SHARING OF YOUR PERSONAL DATA

4.1. We may share your personal data with the below categories of third parties:

- a. Pilots (if you are a user requesting transportation services), but only to the extent necessary to provide the services or if relevant in respect of a dispute between a user and a Pilot;
- b. users requesting transportation services (if you are a Pilot offering transportation services), but only to the extent necessary to provide the services or if relevant in respect of a dispute between a user and a Pilot;
- c. service providers assisting with our business activities such as our payment services providers, hosting providers, providers of IT support, providers of cloud based software or services used by us, accounting firms and law firms;
- d. regulators and public authorities, such as the police and the tax authorities, but only to the extent required by law, court order or if necessary to establish, exercise or defend our legal rights, including suspected or attempted fraud;
- e. our affiliates and
- f. other third parties with your consent or if they are involved in a merger, de-merger or a sale which involves all or part of our business or assets.

4.2. You can rest assured that any such transfer of your personal data will take place in accordance with applicable data protection legislation and subject to appropriate security measures.

5. TRANSFER OF YOUR PERSONAL DATA OUTSIDE OF THE EUROPEAN ECONOMIC AREA (EEA)

5.1. Some of the third parties to whom we may transfer your personal data may be located outside of the EEA.

5.2. If we transfer any of your personal data to countries outside of the EEA which do not provide an adequate level of protection according to applicable data protection legislation we will always ensure that appropriate safeguards to protect your data are in place. In this respect we may rely on standard data protection clauses adopted by the European Commission or Privacy Shield certification (only relevant to the US). If

you would like more information about the measures in place to protect your data, please contact us using the contact details specified in section 1 above.

6. LEGAL BASIS FOR PROCESSING YOUR PERSONAL DATA

6.1. We will process your personal data in accordance with this Notice because it is necessary:

- a. for the performance or entering into a contract with you, including in order to provide you with quotes, provide our services, process your payment, facilitate contact between user requesting transportation services and Pilots on our platform, register and process claims and to respond to enquires made by you;
- b. for compliance with our legal obligations, including in respect of payment processing and financial account management; or
- c. for the purpose of furthering our legitimate interests, including in respect of improving or developing services, including our website(s) and mobile application(s), operating our website(s) and mobile application(s), carrying out marketing, operating our online rating system and to prevent, detect and investigate fraud or illegal activity.

6.2

We will also process your personal data on the basis of any consents provided by you, for example to communicate with you about special offers, promotions, events and other news about our services or those offered by our selected partners.

7. PROTECTION AND STORAGE OF YOUR PERSONAL DATA

7.1. We take your privacy serious and will accordingly ensure that appropriate technical and organisational safeguards are in place at all times in order to protect your personal data against unauthorized or unlawful processing and against accidental loss, damage, destruction, alteration or disclosure.

7.2. The personal data we collect about you will only be stored by us for as long i) as you have a user account with us or as otherwise necessary for us to provide the services requested by you, ii) as required by applicable law, or iii) in respect of our online rating system for as long as the ratings provided may be of relevance to users of our services. Any data kept longer will be anonymized.

8. RIGHT TO ACCESS AND RECTIFY YOUR PERSONAL DATA

8.1. Subject to certain conditions set out in data protection legislation, you have the following rights in respect of your personal data:

- a. the right to obtain a copy of the personal data we have collected about you and to transmit said copy to another data controller;
- b. the right to update or amend the personal data we have collected about you if it is inaccurate or incomplete;
- c. the right to erase or restrict the processing of the personal data we have collected about you;
- d. the right to object to the processing of the personal data we have collected about you, including in respect of any data processed for direct marketing purposes;
- e. the right to withdraw any consents you have provided in respect of our processing of your personal data; and

- f. the right to lodge a complaint with the Danish Data Protection Agency (“Datatilsynet”).

9. CHANGES TO THIS NOTICE

- 9.1. From time to time we may change this Notice. Changes made to this Notice will be notified to you by email where appropriate. In case you do not accept the changes within the deadline stated in the email (which will be no less than thirty (30) days), we may have to (and reserve the right to) deny you access to use our services.