

PRIVACY POLICY – GREEN ARROWS

www.greenarrows.co

Our Privacy Policy is an integral part of the Terms and Conditions of our website. It is essential to read and understand this policy. We reserve the right to modify this Privacy Policy at any time without prior notice.

At GREEN ARROWS ("we," "us," or "our"), we value the privacy of our users and every individual who uses our application or visits our website, <https://www.greenarrows.co>. We are committed to protecting your personal information and respecting your right to privacy in accordance with the General Data Protection Regulations (GDPR). If you have any questions or concerns regarding our policy or the handling of your personal information, please contact us at info@greenarrows.co.

When you access our website, www.greenarrows.co ("Site") or mobile application, (Green Arrows), and utilize our services, you entrust us with your personal information. We treat your privacy with the utmost importance. This privacy notice aims to provide you with a clear understanding of our privacy policy. We strive to explain, in the most transparent manner possible, the types of information we collect, how we use it, and the rights you have concerning your information. We encourage you to carefully read through this notice as it is crucial. If you disagree with any terms outlined in this privacy policy, please discontinue using our site and services.

1. Introduction

Welcome to Green Arrows, your trusted provider of electric scooter (e-scooter) services. We are committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible manner. This Privacy Policy outlines how we collect, use, and protect your information when you use our services, which include the provision of e-scooters, the Green Arrows application, all related equipment, and any other information, technology, and services provided to our users.

2. Information We Collect

In order to provide our services, we collect certain personal information from you. This may include:

- **Contact Information:** Such as your name, address, phone number, and email address.
- **Payment Information:** We collect your payment details to process transactions when you use our services.
- **Location Information:** We collect location data from your device when you use our e-scooters to provide and improve our services.
- **Usage Information:** We collect information about how you use our services, such as the duration of your rides and the routes you take.
- **Device Information:** We may collect information about the device you use to access our services, such as the hardware model, operating system, and unique device identifiers.

3. How We Use Your Information

We use the information we collect for various purposes, including to:

- Provide and maintain our services, such as enabling e-scooter rentals and processing payments.
- Improve and personalize our services, such as by understanding how our services are used and making them more user-friendly.
- Communicate with you, such as by responding to your inquiries or sending you

service-related notifications.

- Promote safety and security, such as by verifying user identities and preventing fraud.

4. Information Sharing and Disclosure

We may share your information in the following circumstances:

- **For legal reasons:** We may disclose your information if we believe it's necessary to comply with a legal obligation or to protect the rights, property, or safety of Green Arrows, our users, or the public.
- **Vital Interests and Legal Rights:** If necessary, we may disclose your information to investigate potential policy violations, suspected fraud, threats to individuals' safety, illegal activities, or for use as evidence in ongoing litigation involving us.
- **In a business transfer:** If Green Arrows is involved in a merger, acquisition, or sale of assets, your information may be transferred as part of that transaction.

We will not sell your personal information to third parties, and we only share your information as described in this Privacy Policy.

5. Data Retention and Security

We retain your personal information for as long as necessary to provide our services, comply with our legal obligations, resolve disputes, and enforce our agreements. We implement a variety of security measures to maintain the safety of your personal information. These measures include encryption, firewalls, and secure socket layer technology. However, please be aware that no method of transmission over the internet or method of electronic storage is 100% secure.

6. User Rights and Choices

You have certain rights regarding the personal information we hold about you. These may include the right to access, correct, delete, or restrict the use of your personal information, or object to certain uses of your information. If you would like to exercise any of these rights, please contact us using the details provided in the "Contact Us" section.

7. Third-Party Services and Links

Our services may contain links to other websites or services that are not owned or controlled by Green Arrows. This Privacy Policy only applies to information collected by our services. We have no control over, and assume no responsibility for, the content, privacy policies, or practices of any third-party websites or services.

8. Children's Privacy

Our services are not intended for use by children under the age of 18, and we do not knowingly collect personal information from children under 18. If we become aware that we have collected personal information from a child under 18, we will take steps to delete such information from our records.

9. 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. You are advised to review this Privacy Policy periodically for any changes.

10. Contact Us

If you have any questions about this Privacy Policy, please contact us at:
info@greenarrows.co

11. Governing Law and Jurisdiction

This Privacy Policy shall be governed by and construed in accordance with the laws of Saudi Arabia. Any disputes arising out of or in connection with this Privacy Policy shall be subject to the exclusive jurisdiction of the courts of Saudi Arabia.

