

Legal and FAQ
Terms and Agreements

USER PRIVACY STATEMENT

Effective Date: June 15th 2015

Rapid Lane LLC collects information about you when you use our mobile applications, websites, and other online products and services (collectively, the “Services”) and through other interactions and communications you have with us. If you reside in the United States, the Services are provided by Rapid Lane LLC, USA and its U.S. affiliates (collectively “Rapid Lane LLC U.S.”), and this Privacy Statement applies to information collected and used by Rapid Lane LLC U.S. If you reside outside of the United States, the Services are provided by Rapid Lane LLC., and this Privacy Statement applies to information collected and used by Rapid Lane LLC (Rapid Lane LLC U.S. and Rapid Lane LLC are referred to herein collectively as “Rapid Lane LLC” or “we”).

This Privacy Statement (“Statement”) applies to persons anywhere in the world who use our apps or Services to request on-demand parking services (“Users”). This Statement does not apply to information we collect from or about garages, valets, partner transportation companies, or any other persons who use the Rapid Lane LLC platform under license.

Collection of Information

Information You Provide to Us

We collect information you provide directly to us, such as when you create or modify your account, request on-demand services, contact customer support, or otherwise communicate with us. This information may include: name, email, phone number, postal address, profile picture, payment method, items requested (for on demand parking services), parking texts and emails, and other information you choose to provide.

Information We Collect Through Your Use of Our Services

When you use our Services, we collect information about you in the

following general categories:

- **Location Information:** When you use the Services for parking, we collect precise location data about the trip from the Rapid Lane LLC app used by the Driver. If you permit the Rapid Lane LLC app to access location services through the permission system used by your mobile operating system (“platform”), we may also collect the precise location of your device when the app is running in the foreground or background. We may also derive your approximate location from your IP address.
- **Contacts Information:** If you permit the Rapid Lane LLC app to access the address book on your device through the permission system used by your mobile platform, we may access and store names and contact information from your address book to facilitate social interactions through our Services and for other purposes described in this Statement or at the time of consent or collection.
- **Transaction Information:** We collect transaction details related to your use of our Services, including the type of service requested, date and time the service was provided, amount charged, distance traveled, and other related transaction details. Additionally, if someone uses your promo code, we may associate your name with that person.
- **Usage and Preference Information:** We collect information about how you and site visitors interact with our Services, preferences expressed, and settings chosen. In some cases we do this through the use of technologies that create and maintain unique identifiers. To learn more about these technologies, please contact us at infor@rapidlane.net with the Subject line “Usage and Preference Information”.
- **Device Information:** We may collect information about your mobile device, including, for example, the hardware model, operating system and version, software and file names and versions, preferred language, unique device identifier, advertising identifiers, serial number, device motion information, and mobile network information.
- **Call and SMS Data :** Our Services facilitate communications between Users and Garages. In connection with facilitating this service, we receive parking request data, including the date and

- time of the call or SMS message, the parties' phone numbers, and the content of the SMS message.
- **Log Information:** When you interact with the Services, we collect server logs, which may include information like device IP address, access dates and times, app features or pages viewed, app crashes and other system activity, type of browser, and the third-party site or service you were using before interacting with our Services.

Important Information About Platform Permissions

Most mobile platforms (iOS, Android, etc.) have defined certain types of device data that apps cannot access without your consent. And these platforms have different permission systems for obtaining your consent. The iOS platform will alert you the first time the Rapid Lane LLC app wants permission to access certain types of data and will let you consent (or not consent) to that request. Android devices will notify you of the permissions that the Rapid Lane LLC app seeks before you first use the app, and your use of the app constitutes your consent. To learn about the platform-level permissions that the app seeks, please visit our new [iOS Permissions](#) page and [Android Permissions](#) page. Sometimes these permissions require more explanation than the platforms themselves provide, and the permissions we request will change over time, so we've created these pages to serve as authoritative and up-to-date resources for our users.

Information We Collect From Other Sources

When you request on demand services, our Garage Accounts may provide us with a User rating after providing services to you.

- If you also interact with our Services in another capacity, for instance as a Valet or user of other apps we provide, we may combine or associate that information with information we have collected from you in your capacity as a User or rider.

Use of Information

We may use the information we collect about you to:

- Provide, maintain, and improve our Services, including, for example, to facilitate payments, send receipts, provide products and services you request (and send related information), develop new features, provide customer support to Users and Garage Accounts, develop safety features, authenticate users,

- and send product updates and administrative messages;
- Perform internal operations, including, for example, to prevent fraud and abuse of our Services; to troubleshoot software bugs and operational problems; to conduct data analysis, testing, and research; and to monitor and analyze usage and activity trends;
 - Send or facilitate communications (i) between you and a Garage Accounts, such as estimated times of arrival (ETAs), or (ii) between you and a contact of yours at your direction in connection with your use of certain features, such as referrals, invites, split fare requests, or ETA sharing;
 - Send you communications we think will be of interest to you, including information about products, services, promotions, news, and events of Rapid Lane LLC and other companies, where permissible and according to local applicable laws; and to process contest, sweepstake, or other promotion entries and fulfill any related awards;
 - Personalize and improve the Services, including to provide or recommend features, content, social connections, referrals, and advertisements.

We may transfer the information described in this Statement to, and process and store it in, the United States and other countries, some of which may have less protective data protection laws than the region in which you reside. Where this is the case, we will take appropriate measures to protect your personal information in accordance with this Statement.

Sharing of Information

We may share the information we collect about you as described in this Statement or as described at the time of collection or sharing, including as follows:

Through Our Services

We may share your information:

- With Garage Accounts to enable them to provide the Services you request. For example, we share your name, photo (if you provide one), average User rating given by Garages, and pickup and/or drop-off locations with Valets;
- With third parties to provide you a service you requested through a partnership or promotional offering made by a third party or us;
- With the general public if you submit content in a public forum, such

- as blog comments, social media posts, or other features of our Services that are viewable by the general public;
- With third parties with whom you choose to let us share information, for example other apps or websites that integrate with our API or Services, or those with an API or Service with which we integrate; and
 - With your employer (or similar entity) and any necessary third parties engaged by us or your employer (e.g., an expense management service provider), if you participate in any of our enterprise solutions such as Rapid Lane LLC for Business.

Other Important Sharing

We may share your information:

- With Rapid Lane LLC subsidiaries and affiliated entities that provide services or conduct data processing on our behalf, or for data centralization and / or logistics purposes;
- With vendors, consultants, marketing partners, and other service providers who need access to such information to carry out work on our behalf;
- In response to a request for information by a competent authority if we believe disclosure is in accordance with, or is otherwise required by, any applicable law, regulation, or legal process;
- With law enforcement officials, government authorities, or other third parties if we believe your actions are inconsistent with our User agreements, Terms of Service, or policies, or to protect the rights, property, or safety of Rapid Lane LLC or others;
- In connection with, or during negotiations of, any merger, sale of company assets, consolidation or restructuring, financing, or acquisition of all or a portion of our business by or into another company;
- If we otherwise notify you and you consent to the sharing; and
- In an aggregated and/or anonymized form which cannot reasonably be used to identify you.

Account Information

You may correct your account information at any time by logging into your in-app account. If you wish to cancel your account, please email us at info@rapidlane.net. Please note that in some cases we may retain certain information about you as required by law, or for legitimate business purposes to the extent permitted by law. For

instance, if you have a standing credit or debt on your account, or if we believe you have committed fraud or violated our Terms, we may seek to resolve the issue before deleting your information.

Access Rights

Rapid Lane LLC will comply with individual's requests regarding access, correction, and/or deletion of the personal data it stores in accordance with applicable law.

Location Information

We request permission for our app's collection of precise location from your device per the permission system used by your mobile operating system. If you initially permit the collection of this information, you can later disable it by changing the location settings on your mobile device. However, this will limit your ability to use certain features of our Services. Additionally, disabling our app's collection of precise location from your device will not limit our ability to collect your trip location information from a Valets device nor our ability to derive approximate location from your IP address.

Contact Information

We may also seek permission for our app's collection and syncing of contact information from your device per the permission system used by your mobile operating system. If you initially permit the collection of this information, iOS users can later disable it by changing the contacts settings on your mobile device. The Android platform does not provide such a setting.

Promotional Communications

You may opt out of receiving promotional messages from us by following the instructions in those messages. If you opt out, we may still send you non-promotional communications, such as those about your account, about Services you have requested, or our ongoing business relations.

Your California Privacy Rights

California law permits residents of California to request certain details about how their information is shared with third parties for direct marketing purposes. Rapid Lane LLC does not share your personally identifiable information with third parties for the third parties' direct marketing purposes unless you provide us with consent to do so.

Changes to the Statement

We may change this Statement from time to time. If we make

significant changes in the way we treat your personal information, or to the Statement, we will provide you notice through the Services or by some other means, such as email. Your continued use of the Services after such notice constitutes your consent to the changes. We encourage you to periodically review the Statement for the latest information on our privacy practices.

Cookie Statement

Effective Date: June 15th 2015

We and our affiliates, third parties, and other partners use cookies and other identification technologies on our websites, mobile applications, electronic communications, advertisements, and other online services (collectively, the "Services") for a number of purposes, including: authenticating users, remembering user preferences and settings, determining the popularity of content, delivering and measuring the effectiveness of advertising campaigns, analyzing site traffic and trends, and generally understanding the online behaviors and interests of people who interact with our Services. You can read more here about the types of cookies we use, why we use them, and how you can exercise your choices.

Cookies Overview

Cookies are small text files that are stored on your browser or device by websites, apps, online media, and advertisements. There are different types of cookies. Cookies served by the entity that operates the domain you are visiting are called "first party cookies." So cookies served by Rapid Lane LLC while you are on www.rapidlane.net are first party cookies. Cookies served by companies that are not operating the domain you're visiting are called "third party cookies." So, we may allow Google to set a cookie on your browser while you visit www.rapidlane.net, and that would be a third party cookie. Cookies may also endure for different periods of time. "Session Cookies" only last only as long as your browser is open. These are deleted automatically once you close your browser. Other cookies are "persistent cookies" meaning that they survive after your browser is closed. For example, they may recognize your device when you re-open your browser and browse the internet again.

Other Identification Technologies

We call this a Cookie Statement, but the statement addresses

cookies and other identification technologies we may use or permit on our Services. “Pixel tags” (also called beacons or pixels) are small blocks of code installed on (or called by) a webpage, app, or advertisement which can retrieve certain information about your device and browser, including for example: device type, operating system, browser type and version, website visited, time of visit, referring website, IP address, and other similar information, including the small text file (the cookie) that uniquely identifies the device. Pixels provide the means by which third parties can set and read browser cookies from a domain that they do not themselves operate and collect information about visitors to that domain, typically with the permission of the domain owner. “Local storage” refers generally to other places on a browser or device where information can be stored by websites, ads, or third parties (such as HTML5 local storage and browser cache). “Software Development Kits” (also called SDKs) function like pixels and cookies, but operate in the mobile app context where pixels and cookies cannot always function. The primary app developer can install pieces of code (the SDK) from partners in the app, and thereby allow the partner to collect certain information about user interaction with the app and information about the user device and network information.

Your Choices

You have the right to choose whether or not to accept cookies. However, they are an important part of how our Services work, so you should be aware that if you choose to refuse or remove cookies, this could affect the availability and functionality of the Services. Most web browsers are set to accept cookies by default. If you prefer, you can usually choose to set your browser to remove or reject browser cookies. To do so, please follow the instructions provided by your browser which are usually located within the "Help" or "Preferences" menu. Some third parties also provide the ability to refuse their cookies directly by clicking on an opt-out link, and we have indicated where this is possible in the table above. Removing or rejecting browser cookies does not necessarily affect third-party flash cookies which may be used by us or our partners in connection with our Services. To delete or disable flash cookies please visit [this site](#) for more information. For further information about cookies, including how to see what cookies have been set on

your device and how to manage and delete them, you can visit www.allaboutcookies.org and www.youronlinechoices.eu.

Types and Purposes of Cookies

The following table sets out the different categories of cookies that our Services use and why we use them. The lists of third party cookie providers are intended merely as illustrative not comprehensive.

| Type of Cookie | Purpose | Who Serves (for example) |
|-------------------------------------|--|---|
| Authentication Cookies | These cookies (including local storage and similar technologies) tell us when you're logged in, so we can show you the appropriate experience and features such as your account information, trip history, and to edit your account settings. | <ul style="list-style-type: none"> • Rapid Lane LLC |
| Security and site integrity cookies | We use these cookies to support or enable security features to help keep Rapid Lane LLC safe and secure. For example, they enable us to remember when you are logged into a secure area of the Services and help protect your account from being accessed by anyone other than you. | <ul style="list-style-type: none"> • Rapid Lane LLC • GoDaddy SSL |
| Localization | These help Rapid Lane LLC provide a localized experience. For example, we may store information in a cookie that is placed on your browser or device so you will see the site in your preferred language. | <ul style="list-style-type: none"> • Rapid Lane LLC |
| Site features and Services | These provide functionality that help us deliver products and Services. For example, cookies help you log in by pre-filling fields. We may also use cookies and similar technologies to help us provide you and others with social plugins and other customized content and experiences, such as | <ul style="list-style-type: none"> • Rapid Lane LLC • Facebook • Twitter • Google |

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|------------------------|--|--|
| | making suggestions to you and others. | |
| Analytics and research | These are used to understand, improve, and research products and Services, including when you access the Rapid Lane LLC website and related websites and apps from a computer or mobile device. For example, we may use cookies to understand how you are using site features, and segmenting audiences for feature testing. We and our partners may use these technologies and the information we receive to improve and understand how you use websites, apps, products, services and ads. | <ul style="list-style-type: none"> • Google • iTunes Connect • GoDaddy SSL |
| Advertising | Things like cookies and pixels are used to deliver relevant ads, track ad campaign performance and efficiency. For example, we and our ad partners may rely on information gleaned through these cookies to serve you ads that may be interesting to you on other websites. Similarly, our partners may use a cookie, attribution service or another similar technology to determine whether we've served an ad and how it performed or provide us with information about how you interact with them. For more information about interest-based ads, or to opt out of having your web-browsing information used for behavioral advertising purposes, please visit www.aboutads.info/choices if you are in the United States, or | <ul style="list-style-type: none"> • Rapid Lane LLC • Google • Facebook • AOL • Microsoft • Indeed • Twitter • iTunes Connect • |

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| | http://youonlinechoices.eu/ if you are outside the United States. | |
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Cancellations and Refunds

All User Cancellations are accessed via their Rapid Lane home screen interface. On the bottom of the screen is a “Cancel” option. Once confirmed, a cancellation is auto sent to the Rapid Lane Garage Account. No fees are charged. If you require a refund, please provide a detailed email to: info@rapidlane.net or write us at Rapid Lane LLC Attn: Refunds, 525 Jones Street, San Francisco, CA 94102-2007

Rapid Lane LLC reserves the right, but has no obligation, to become involved in any way with disputes between you and any other user of the Service.

LIMITATION OF LIABILITY

YOU EXPRESSLY UNDERSTAND AND AGREE THAT RAPID LANE LLC WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY DAMAGES, OR DAMAGES FOR LOSS OF PROFITS INCLUDING BUT NOT LIMITED TO, DAMAGES FOR LOSS OF GOODWILL, USE, DATA OR OTHER INTANGIBLE LOSSES (EVEN IF THEY HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES), WHETHER BASED ON CONTRACT, TORT, NEGLIGENCE, STRICT LIABILITY OR OTHERWISE, RESULTING FROM: (I) THE USE OR THE INABILITY TO USE THE SERVICE; (II) THE COST OF PROCUREMENT OF SUBSTITUTE GOODS AND SERVICES RESULTING FROM ANY GOODS, DATA, INFORMATION OR SERVICES PURCHASED OR OBTAINED OR MESSAGES RECEIVED OR TRANSACTIONS ENTERED INTO THROUGH OR FROM THE SERVICE; (III) UNAUTHORIZED ACCESS TO OR ALTERATION OF YOUR TRANSMISSIONS OR DATA; (IV) STATEMENTS OR CONDUCT OF ANY THIRD PARTY ON THE SERVICE; OR (V) ANY OTHER MATTER RELATING TO THE SERVICE. IN NO EVENT WILL RAPID LANE LLC’S TOTAL LIABILITY TO YOU FOR ALL DAMAGES, LOSSES OR CAUSES OF ACTION EXCEED THE AMOUNT YOU HAVE PAID RAPID LANE LLC IN THE LAST SIX (6) MONTHS, OR, IF GREATER, ONE HUNDRED DOLLARS (\$100).

SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF CERTAIN WARRANTIES OR THE LIMITATION OR EXCLUSION OF LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. ACCORDINGLY, SOME OF THE ABOVE LIMITATIONS SET FORTH ABOVE MAY NOT APPLY TO YOU. IF YOU ARE DISSATISFIED WITH ANY PORTION OF THE SERVICE OR WITH THESE TERMS OF SERVICE, YOUR SOLE AND EXCLUSIVE REMEDY IS TO DISCONTINUE USE OF THE SERVICE.

FREQUENTLY ASKED QUESTIONS

PARKING AND VALET SERVICES

HOW ARE YOUR VALETS SCREENED?

Each of our valet runners' goes through a rigorous interview and training process. They must have a clean driving record, pass a criminal background check, and must adhere to our strict zero tolerance drug and alcohol policy.

HOW DO I KNOW IF I CAN USE A PARKING GARAGE WITH MY RAPID LANE APP?

GPS – our inApp GPS locator will give you easy access to all of our Rapid Lane garage sites that offer Parking and Valet services.

INSURANCE

ARE YOU INSURED?

We carry a \$1M General Liability and Garage Keepers policy protecting you, others, and your vehicle. Please take your valuables out of your vehicles, as we are not responsible for theft.

RELIABLE SERVICE

WHERE IS MY CAR PARKED WHEN I USE RAPID LANE?

Your vehicle is safely parked at the garage site that you chose to valet your car using your Rapid Lane App.

WHAT IF I WANT TO CANCEL MY REQUEST?

Simply tap "Cancel" located at the bottom of your Rapid Lane homescreen. A cancellation request will be immediately forwarded to your Garage site that you chose to Valet or park your vehicle.

WHAT ARE YOUR HOURS OF OPERATION?

Every Garage site that pops up on Rapid Lane App homescreen after you have searched for parking services is ready and available to accommodate your needs.

CAN I PARK OVERNIGHT?

Yes. We have Hourly, Daily, Weekly, Monthly and Overnite.

COSTS

HOW MUCH DOES IT COST?

Each site that offers Rapid Lane Parking or Valet Services has the price listed on your homescreen after you have provided a search location via your inApp GPS.

HOW DO I PAY?

Rapid Lane App delivers the fastest and easiest payment method. Simple set up an account with your Rapid Lane App secure payment process. Deposit desired amount of funds to pay for any of our services. Rapid Lane App QR code payment process is secure and can be used for any Rapid Lane service, whether it be parking or valet. Scan to park and exit Rapid Lane garage site, your payment will be processed right from your account. Scan to start and end valet,

your payment will be processed right from your account. All of your usage will be automatically visible on your Rapid Lane App.

MISC

WHAT DEVICES DOES RAPID LANE SUPPORT?

Rapid Lane App currently requires an iPhone running iOS7 or higher and Androids.

Contact us

If you have any questions about this Terms of Agreement, please contact us at info@rapidlane.net, or write us at Rapid Lane LLC Attn: Legal, 525 Jones Street, San Francisco, CA 94102-2007

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