

## Oppizi Brand Ambassador

### Privacy Policy

Oppizi 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. Oppizi provides the Services. This Privacy Policy applies to information collected and used by Oppizi (hereinafter “Oppizi” or “we”).

This Statement applies to Brand Ambassadors, couriers, partner companies, and any other persons that use the Oppizi platform under licence (collectively “Brand Ambassadors,” or individually “you”) and reside in and/or outside the United Kingdom or Australia, New Zealand or France.

Oppizi is the controller and responsible for your personal data. We have appointed a data protection officer who is responsible for overseeing questions in relation to this privacy policy. If you have any questions about this privacy policy, including any requests to exercise your rights, please contact the data protection officer using the details set out below.

#### Contact Details:

Oppizi

Email address: support@oppizi.com

Postal address: 2/397 Riley Street, Surry Hills, 2010 NSW, Australia

You have the right to make a complaint at any time to the Information Commissioner’s Office (ICO), the UK’s supervisory authority for data protection issues ([www.ico.org.uk](http://www.ico.org.uk)). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

#### Personal Information Collection Statement

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To provide you with our mobile application services, we need to collect and use personal information about you. We may not be able to provide you with the services you are seeking if you do not provide all the information we request.

We may disclose this information to other parties (who may be located overseas), including related bodies corporate and affiliated organisations, third party service providers and external agencies as described in this Privacy Policy. We may also use your personal information for direct marketing purposes with your consent which you may withdraw at any time. This Privacy Policy explains what information we collect and how we manage it, how we use that information and whom we disclose that information to, how to access the information we collect about you and how to correct it, how to make a privacy complaint and how we deal with such complaints.

#### Privacy Policy

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##### 1. What information we collect and how we collect it

We collect information you provide directly to us, such as when you create, modify, or log in to your account, request support from us, consent to a background check, submit your Brand Ambassador’s licence, or otherwise communicate with us.

When you use our Services, we collect information about you in the following general categories:

- a. **Identity Data:** We collect your full name, age, gender, address, contact details, profile picture and details of your nominated emergency contact(s).
- b. **Financial Data:** You will provide us with details of your bank account and payment card details and we will process details about payments to and from you.

c. **Brand Ambassador's licence information:**

**Location Information:** As a condition of providing Clients with delivery or other services via the Oppizi platform, your precise location data must be accessible to Oppizi via the app that you use. Once the Oppizi app has permission to access location services through the permission system used by your mobile operating system ("platform"), we will 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 Oppizi app to access the address book on your device via the permission system used by your 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 the distribution (or other) services you provide through our platform, including the type of service provided, date and time the service was provided, marketing material distributed, and other related transaction details. Additionally, promo codes may be associated with your name.

**Usage and Preference Information:** We collect information about how you interact with our Services. In some cases, we do this by cookies, pixel tags, and similar device identification technologies that create and maintain unique identifiers. To learn more about these technologies, please see our [Cookie Statement](#).

**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 the support (City managers & Support) and Brand Ambassadors. In connection with promoting this service, we receive call 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.

**Cookies and Third-Party Technologies:** Oppizi uses cookies and other standard identification technologies on our apps, websites, emails, and online ads for the purposes described in this Privacy Policy.

Cookies are small text files that are stored on your browser or device by websites, apps, online media, and advertisements.

Oppizi uses cookies and similar technologies for purposes such as:

- verifying users;
- remembering user preferences and account settings;
- determining the popularity and demand for services;
- delivering and measuring the effectiveness of promotional campaigns; and
- analysing user traffic and trends, and generally understanding the behaviours of users

Please refer to our Cookie Statement for more information about your choices around cookies and related technologies. (<https://www.oppizi.com/cookie-statement/>)

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- m. **Information We Collect from Other Sources:** We may also receive information from other sources and combine that with information we collect through our Services. For example:
  - If you choose to link, create, or log in to your Oppizi account with a payment provider or social media service (e.g., Facebook), or if you engage with a separate app or website that uses our API (or whose API we use), we may receive information about you or your connections from that site or app.
  - If you use the Services through an account associated with a partner distribution company, we may receive information about you from that partner company.
  - When you provide distribution services to Clients, our staff, management and clients may provide us with a Brand Ambassador rating or similar rating of the service you provide for them.
  - If you also interact with our Services in another capacity, for instance, to request on-demand distribution services as a Client, or as a client of other apps we may provide, we may combine or associate that information with information we have collected from you in your capacity as a Brand Ambassador.

**Special Categories of Personal Data.** We do not collect any special categories of personal data about you (this includes details about your race, ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health,

and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

## **2. How we use the information:**

We may use the information we collect about you to:

- a. Provide, maintain, and improve our Services, including, for example, to facilitate payments, send receipts, provide products and services (and send related information), develop new features, provide customer support to Clients and Brand Ambassadors, develop safety features, authenticate Clients, and send product updates and administrative messages;
- b. 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 analyse usage and activity trends;
- c. Send or facilitate communications (i) between you and a Client, or (ii) between you and a contact of yours at your direction in connection with your use of specific features, such as referrals.
- d. Send you communications we think will be of interest to you, including information about products, services, promotions, news, and events of Oppizi and other companies, where permissible and according to local applicable laws; and to process a contest, sweepstake, or other promotion entries and fulfil any related awards;
- e. Personalise and improve the Services, including to provide or recommend features, content, social connections, referrals, and advertisements; and
- f. 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.

We use your personal information in order to perform our contract with you, to comply with any relevant legal obligations, and where it is necessary for our legitimate interests to do so. We do not rely on your consent in order to process your personal data.

Please contact us if you need details about the specific legal ground we are relying on to process your personal data.

### **Change of Purpose**

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact us.

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

## **3. Marketing**

We strive to provide you with choices regarding certain personal data uses, particularly around marketing and advertising.

We may use your identity, contact, technical and profile data to form a view on what we think you may want or need, and what may be of interest to you. This is how we decide which services and offers may be relevant for you (we call this marketing).

You will receive marketing communications from us if you have requested information from us and you have not opted out of receiving that marketing.

We will get your express opt-in consent before we share your personal data with any third party for marketing purposes.

You can ask us or third parties to stop sending you marketing messages at any time by contacting us. Where you opt out of receiving these marketing messages, this will not apply to personal data provided to us as a result of you engaging with our Services.

#### **4. When we may disclose your personal information**

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

- a. With Clients in connection with their request for the distribution or other services. For instance, we may share your name, personal photo, precise or approximate location, the average rating provided by staff, management and clients, and specific contact information (depending upon your location and applicable laws). After you have provided the requested services, we will send the client a receipt via e-mail or other means which may include the breakdown of amounts charged, your name, contact information, photo, a description of the mission and other transaction details.
- b. With other people, as directed by you, in connection with a particular service, offering or promotion; or with third parties to provide you with a service you requested through a partnership or promotional offering made by a third party or us;
- c. 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;
- d. 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;
- e. With Oppizi subsidiaries and affiliated entities that provide services or conduct data processing on our behalf, or for data centralisation and/or logistics purposes;
- f. With vendors, consultants, marketing partners, and other service providers who need access to such information to carry out work on our behalf;
- g. Law Enforcement Agencies: In response to a request for information by competent authority if we believe disclosure is in accordance with the efficient administration of justice, or is otherwise required by, any applicable law, regulation, ordinance, licence, operating agreement, or legal process;
- h. With law enforcement officials, government authorities, or other third parties if we believe your actions are inconsistent with our client agreements or policies, or to protect the rights, property, or safety of Oppizi or others;

- i. 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;
- j. Social Sharing Features: The Services may integrate with social sharing features and other related tools which let you share actions you take on our Services with other apps, sites, or media, and vice versa. Your use of such features enables the sharing of information with your friends or the public, depending on the settings you establish with the social sharing service. Please refer to the privacy policies of those social sharing services for more information about how they handle the data you provide to or share through them.
- k. Analytics and Advertising Services Provided by Others: We may allow others to provide audience measurement and analytics services for us, to serve advertisements on our behalf across the Internet, and to track and report on the performance of those advertisements. These entities may use cookies, web beacons, SDKs, and other technologies to identify your device when you visit our site and use our Services, as well as when you visit other online sites and services. For more information about these technologies and service providers, please refer to our [Cookie Statement](#).
- l. If we otherwise notify you and you consent to the sharing; and
- m. In an aggregated and/or anonymised form which cannot reasonably be used to identify you.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

## **5. International Transfers**

We do not transfer your personal data outside the EEA.

## **6. Important Information About Platform Permissions**

Most mobile platforms (iOS, Android, etc.) have defined specific types of device data that apps cannot access without your consent. Moreover, these platforms have different permission systems for obtaining your consent. The iOS platform will alert you the first time the Oppizi 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 Oppizi app seeks before you first use the app, and your use of the app constitutes your consent.

## **7. Storage and security**

We are committed to ensuring that your information is secure. We typically hold the personal information we collect on servers in electronic databases which may be located overseas and managed by our related entities and/or service providers.

We have put in place suitable physical, electronic and administrative procedures to safeguard and protect the information about you that we collect. Information and associated data stored on servers is encrypted and is stored through data isolation technology. We limit access to personal information to individuals we or our related entities employ or contracted service providers whom we believe reasonably need access to such information to provide products or services to you or us or to perform their jobs.

## 8. Your Rights

Under certain circumstances, you have rights under data protection laws in relation to your personal data. You have the right to:

- 1 Request access** to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- 2 Request correction** of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.
- 3 Request erasure** of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.
- 4 Object to processing** of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.
- 5 Request restriction** of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios: (a) if you want us to establish the data's accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.
- 6 Request the transfer** of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.
- 7 Withdraw consent** at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

You will not normally have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we could refuse to comply with your request in these circumstances.

We may need to request specific information from you to help us to confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask for further information in relation to your request to speed up our response.

We try to respond to all legitimate requests within one month. Occasionally it could take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

## **9. Duration of retention of your data**

We will only keep your data for as long as is necessary for the purpose for which it was collected, subject to satisfying any legal, accounting or reporting requirements. At the end of any retention period, your data will either be deleted completely or anonymised (for example, by aggregation with other data so that it can be used in a non-identifiable way for statistical analysis and business planning). In some circumstances, you can ask us to delete your data.

## **10. Changes to this Privacy Policy**

We may amend this Privacy Policy from time to time. When there are changes to this Privacy Policy, we will update this page. The date on the bottom will always indicate when we last made changes.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

## **11. Third Party links**

Our Services may include links to third-party website, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our Services, we encourage you to read the privacy policy of every website you visit.

This privacy policy was updated in March 2019