

HopTo Privacy Statement

Last updated: March 27, 2023

This Privacy Policy explains how HopTo (collectively, "HopTo," "we," "us," or "our") collects, safeguards, utilizes, and discloses information that—either on its own or combined with other information—can be used to identify or contact you ("Personal Data"). This Privacy Policy applies to the HopTo mobile app and all HopTo-operated websites or applications that link to this Privacy Policy (collectively, the "Service").

1. How We Collect Personal Information

A. Personal Information You Provide

We collect Personal Information that you provide to us through the Service in various ways, including but not limited to:

- i. **Account Registration:** When you create an account to order products on the Service, we collect your name, delivery address, email address, phone number, and other relevant information.
- ii. **Transactions:** If you purchase products, we will process payment information through a third-party service provider to complete the transaction.
- iii. **Driver Applications:** If you are a driver or applicant, we collect your contact information, and through a third-party service provider, your driver's license information and other details necessary to conduct a background check to verify your eligibility to drive for the Service.
- iv. **Communications:** We may collect Personal Information when you contact us through email, chat, or other communication channels.

We will indicate on a form whether a particular field of information is mandatory or optional. If you choose not to provide certain information, we may not be able to provide requested services.

B. Personal Information We Receive from Third Parties

We may obtain Personal Information from third-party sources, such as:

i. **Background Checks:** If you apply to be a driver, we receive Personal Information from third-party background check services during the processing of your application. For example, we may obtain information on your criminal background and driving record.

ii. **Social Media:** If you connect your social media account to our Service, we may receive Personal Information from the social media platform, such as your name, profile picture, and email address.

C. Information We Collect Automatically

We collect certain information automatically when you interact with the Service, including:

i. **Usage Data:** We may receive and record information from your browser or device, such as your IP address, device ID, location data, the type of browser you are using to access the Service, and the identity of the Service page or feature you are requesting.

ii. **Tracking Technologies:** We may use "cookies," device identifiers, or other tracking technologies (e.g., web beacons, single-pixel, or clear GIFs) to track how you use the Service for analytics and security purposes. A cookie is a file stored on your computer or device to uniquely identify your device or to store information or settings on your device. We use analytics services, such as Google Analytics, to help us analyze usage of the Service through cookies and similar technologies. For more information on Google Analytics's processing of your information, please see "How Google uses data when you use our partners' sites or apps."

We do not include any features on the Service that allow a third party to track you in personally identifiable form on our Service. We do not respond to Do Not Track ("DNT") signals sent to us by your browser at this time. To learn more about how DNT works, please visit <http://allaboutdnt.com/>.

You may adjust your web browser or device settings if you do not wish to receive cookies or allow access to your device ID or device's geolocation information. Please refer to your browser's or device's help pages to learn more about these functions. Disabling these features

may prevent you from taking advantage of some of the Service's features. In particular, if you are a driver, we require you to provide us access to your device's geolocation information before assigning a delivery to you (to confirm you are nearby) and during a delivery (to track the progress of the delivery).

2. How We Use Personal Information

We use Personal Information for various purposes, depending on the context in which we collect it. For example, we use Personal Information for the following purposes:

- i. **Secure Access:** Enabling secure use of the Service by verifying your identity and ensuring the confidentiality of your information.
- ii. **Service Provision:** Providing, analyzing, administering, and improving the Service to deliver a seamless experience and enhance its functionality.
- iii. **Delivery Tracking:** Monitoring the status of deliveries to ensure timely and accurate delivery of products to users.
- iv. **Communication:** Sending information at your request, such as newsletters, promotions, or updates, and responding to inquiries or customer service requests.
- v. **Protection of Rights and Property:** Protecting our rights or our property, including enforcing our terms of service, addressing fraud, and ensuring the security of our platform.
- vi. **Legal Obligations:** Meeting legal obligations, such as complying with applicable laws, regulations, and court orders, or cooperating with law enforcement or regulatory authorities.
- vii. **Other Purposes:** Using Personal Information for other purposes related to the reasons for which you provide Personal Information, such as improving user experience, conducting market research, and developing new features.

3. How We Disclose Personal Information

We will not disclose your Personal Information except as set forth in this Privacy Statement or with your consent. This section describes to whom we disclose Personal Information, and for what purposes:

i. **Retailers, Drivers, and Other Users:** The Service is designed to connect retailers with customers through deliveries by our drivers. As part of providing the Service, we share Personal Information with our drivers and users. For example, if you are a user, we provide a delivery driver with the Personal Information necessary to complete the delivery (e.g., name, delivery address). If you are a driver, we provide Personal Information to users, including your name and your current location (throughout the duration of the delivery).

ii. **Our Service Providers:** We engage service providers to perform tasks on our behalf and to assist us in providing the Service. These tasks may include credit card processing, background checking, analytics, marketing, and customer support.

iii. **Companies Involved in Merger and Acquisition Transactions:** If we sell or otherwise transfer part or the whole of our company or our assets to another organization (e.g., in the course of a transaction like a merger, acquisition, bankruptcy, dissolution, or liquidation), any information collected through the Service, including Personal Information, may be among the items sold or transferred.

iv. **Law Enforcement, Government Agencies, and Courts:** We may disclose Personal Information at the request of law enforcement or government agencies or in response to subpoenas, court orders, or other legal processes. This may be to establish, protect, or exercise our rights or to defend against a legal claim or as otherwise required or allowed by law. Additionally, we may disclose Personal Information to protect the rights, property, or safety of any person, prevent illegal activities, or address potential threats to public safety.

4. Protection of Your Personal Information

We protect the confidentiality and security of information we obtain in the course of business.

We use commercially reasonable safeguards, such as industry-standard encryption technology, to help keep the information collected through the Service (including credit card information) secure.

Despite these efforts to store Personal Information in a secure operating environment that is not available to the public, we cannot guarantee the security of Personal Information during its transmission or its storage on our systems. Further, while we attempt to ensure the integrity and security of Personal Information, we cannot guarantee that our security measures will prevent third parties such as hackers from illegally obtaining access to Personal Information. We do not represent or warrant that Personal Information about you will be protected against, loss, misuse, or alteration by third parties.

5. Opting Out of Receiving Communications

As described in the HopTo Terms of Use, we may send notifications or other information via email or text message (“**Communications**”). You may choose to stop receiving Communications by following the instructions we send you as part of the Communications. Please note that certain Service-related Communications are necessary for the proper functioning and use of the Service (*e.g.*, order confirmation emails), and you may not have the ability to opt out of those Communications.

6. Correcting, Updating, Accessing, or Removing Personal Information

Registered users have the ability to manage their Personal Information on the Service. The following options are available for users to exercise control over their Personal Information:

i. **Logging In:** Registered users can log into the Service to access, correct, or update certain Personal Information, such as their name, email address, delivery address, and phone number. Users may also update their preferences, such as opting in or out of receiving promotional emails or notifications.

ii. **Requesting Changes:** If you wish to correct, update, or delete your Personal Information that is not directly accessible through your account settings, you can email a request to us at

Privacy@gethopto.com. In your request, please provide enough information to enable us to identify you and the specific Personal Information you want to be corrected, updated, or deleted.

iii. Accessing Personal Information: You can also request a copy of your Personal Information that we hold by emailing us at Privacy@gethopto.com. We will provide you with a copy of your Personal Information in a structured, commonly used, and machine-readable format, as required by applicable law.

iv. Removing Personal Information: If you want your Personal Information to be removed from our database, you can email a request to Privacy@gethopto.com. We will process your request and remove your Personal Information from our records, unless we are required or permitted by law to retain it.

v. Time Frame: We will promptly process your requests to correct, update, access, or remove your Personal Information in accordance with applicable laws. Please note that the time frame for processing your request may vary depending on the complexity of the request and our operational constraints.

vi. Limitations: It is important to remember that certain legal obligations or technical constraints may limit our ability to fully address your request. For example, we may be required to retain certain Personal Information for legal or regulatory purposes, or it may not be feasible to remove your Personal Information from backup systems or archived records. In such cases, we will take reasonable steps to ensure that your Personal Information is not used for any purpose other than those required by law or technical necessity.

7. Third-Party Websites

The Service includes links to other websites that we do not control. Even if an affiliation exists between HopTo and a third-party website, each of these linked websites maintains its own independent privacy and data collection policies, which we encourage you to consult.

8. Users from Outside the United States

The Service is intended for residents of the United States. If you are using the Service from

outside the United States, please be aware that your information may be transferred to, stored, and processed in the United States where our servers are located. The data protection and other laws of the United States and other countries might not be as comprehensive as those in your country. **By using the Service, you consent to your information being transferred to and processed in the United States.**

9. Children's Privacy

Our Service is designed and intended for use by adults and is not targeted towards children. We are committed to protecting the privacy of children, and as such, the following provisions apply:

i. Age Restriction: The Service is not intended for individuals under the age of 18 or the applicable age of majority in your jurisdiction. We do not knowingly collect, use, or disclose personal information from children.

ii. Discovery of Child's Information: If we become aware that we have inadvertently collected personal information from a user who is a child, we will take prompt action to delete that information from our database.

iii. Parental/Guardian Involvement: We encourage parents and guardians to play an active role in their children's online activities and to be aware of the websites and services their children are using. If you are a parent or guardian who has discovered that your child has provided personal information to us without your consent, please contact us at Privacy@gethopto.com, and we will take the necessary steps to remove the child's information from our systems.

iv. Compliance with Children's Privacy Laws: We are committed to complying with all applicable laws and regulations concerning children's privacy, including the Children's Online Privacy Protection Act (COPPA) in the United States and similar laws in other jurisdictions.

v. Reporting Concerns: If you have any concerns about our privacy practices relating to children or believe that your child's personal information has been collected and used by us in violation of this Privacy Statement or applicable laws, please contact us at Privacy@gethopto.com so that we can address your concerns and take any necessary corrective actions.

10. Updates to this Privacy Statement

We reserve the right to modify and update this Privacy Statement periodically to reflect changes in our privacy practices, legal requirements, or technological advancements. The following provisions outline our process for updating the Privacy Statement:

i. **Posting Changes:** When we make changes to the Privacy Statement, we will post the updated version on the Service. This ensures that our users have access to the most up-to-date information regarding our privacy practices.

ii. **Advance Notice:** If we make material changes to the Privacy Statement (changes we believe are significant and may affect your rights), we will provide advance notice to our users. This notice may be in the form of an announcement on the Service, an email to registered users, or any other appropriate method of communication.

iii. **Obtaining Consent:** In cases where applicable law requires us to obtain your consent for any changes to the Privacy Statement, we will take the necessary steps to secure your consent before implementing such changes.

iv. **Effective Date:** Unless otherwise specified, any changes to the Privacy Statement will become effective immediately upon posting to the Service. We encourage you to periodically review this Privacy Statement to stay informed about our privacy practices and any updates.

v. **Your Continued Use:** Your continued use of the Service following the posting of an updated Privacy Statement constitutes your acceptance of the revised Privacy Statement. If you do not agree with the changes, you should discontinue your use of the Service and take any necessary steps to remove your Personal Information from our systems.

vi. **Previous Versions:** We may archive previous versions of the Privacy Statement for reference purposes. If you would like to review an earlier version of the Privacy Statement, you may contact us at Privacy@gethopto.com with your request.

11. Privacy Statement Questions

If you have any questions concerning this Privacy Statement, e-mail Privacy@gethopto.com.

