



Amaze Mobility B.V. | Stadsplateau 11 | 3521 AZ Utrecht

www.amazemobility.nl

Privacy statement

Amaze Mobility BV (referred to as “Amaze”, “we” or “us”) is a Mobility as a Service (MaaS) Provider. We offer mobility services (collectively termed as “services”). Amaze owns and operates <https://amazemobility.nl/> (hereinafter referred as ‘website’) and Amaze application (herein referred as “app”). Amaze collects and processes personal data on our website and app for providing efficient services to the visitors (“you” or “data subject”).

We, at Amaze, understand the importance of your privacy and are dedicated to securing your personal data. We process your data in accordance with the applicable laws and regulations following the industry best practices.

Scope of this Privacy Statement

This statement applies to processing of personal information by Amaze or by its service providers on behalf of Amaze. The aim of this statement is to inform you about how we collect, use, disclose, and store information or data that may identify you as an individual (“personal data”). We collect personal data of data subjects to perform and deliver our services based on the terms and conditions in the below mentioned situations:

- When you avail services of Amaze, we use your personal data to perform such services as agreed with you in our terms and conditions.
- We analyze travel and booking data for product and service development, app usage data for improving presentation and effectiveness of the website content on various devices, and better user experience. Your data is also processed to keep the website and app secure.
- For administrative purposes, such as carrying out administrative procedures, market research, management information, product and service development, ensuring the proper functioning of the, the Amaze-app or the Amaze portal system.

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- We process derived travel data like travel frequency, stations and routes used frequently to provide you with appropriate information. For example, about your commute or delays.
- We process data for normal services like dashboards and alerts on planned maintenance works and disruptions.
- To provide customer service via e-mail, internet or telephone, for example if you request information about your balance.

Monitoring and marketing

- For trend monitoring and marketing purposes (through email)
- To send you a survey/ask you questions about the (quality of the) service of Amaze.

Verification

- To send you an invoice and collect it from you in case of billing. We store this data to comply with data retention obligations.
- If we receive your OV-chipkaart data and you give us explicit permission to provide the service(s), we will process your personal data for the following purposes:
 - While providing customer service via the app, email, internet or phone, for example if you request information about your OV-chipkaart or OV-chipkaart balance.
 - To block the card, in case your card is lost, to avoid any misuse. (?)
 - To consult the data of ready and recently executed actions of you as a user via the OLM (Order Lifecycle Manager) or NIS (NAL Information Services) of TLS for service purposes.
 - To access the card master data (including Chip-ID) of your card via TLS' LM (Link Manager) for service purposes.
 - To access the transaction data (including travel data and product data) of your Card for service purposes (including Check Out Missed / Retrievable products) via TKA (Access Card Archive) from TLS.
 - To gain access to information about the Card which is recorded in the TLS Central Back Office system ('Provide Card Master Data').
 - To gain access to Card information with NS Business Card functionality. This information is recorded in the NS Business Card Portal.
 - TLS and/or NS provide evidence that you have consented to the processing of your personal data and the travel and transaction data generated by your card.

Employer-Employee

- If your employer and Amaze enter in an agreement for provision of mobility services to you, your business and commuting travel data could be accessed by your employer with your consent.
- To prepare an expense claim or a mileage allowance for your administration or the administration of your employer.

Grievance Redressal

- Register a complaint or grievance, we process the data for grievance redressal.

Identification documents

We need a copy of identity document or a copy of driving license to ensure the ability of the driver to drive the vehicle. It is requested to all the data subjects to hide passport photo and citizen service number (BSN). Even if passport photo and citizen service number (BSN) are visible, we remove them upon receipt. WE DO NOT STORE BSN NUMBER IN OUR DATABASES.

Automated Processing

We use the consumer test as (part of) automated decision-making, including profiling. We use driving license verification and authentication services in order to provide access to mobility providers of car and scooter sharing. We ourselves are responsible for the processing and as such we guarantee that the conditions which the AVG imposes on such decision-making have been fulfilled.

It is important to note that Amaze website and app is not intended for children under the age of 16 years, and we do not knowingly collect data relating to children.

What type of information does Amaze collect?

Information you provide to us:

We may collect identifiers that you choose to send to us or provide to use through Amaze website or app for example, you book a shared car or scooter using Amaze App. We will maintain a record of our correspondence. Categories of personal data we may process about you are as follows:

- Name
- Address
- Email Address
- Phone number
- Driving License
- Other Government issued ID or legal document number e.g., Passport (except BSN number)
- IBAN Bank account number
- Payment Details (account number and Debit/credit card numbers) and invoices
- Data about the Journey (booking data and transaction data) (data that says something about your travel behavior such as 'travel frequency', stations and routes used frequently, the time elapsed since your last journey and whether you travel during or outside rush hours)
- IP address
- Location Data
- App Usage Data
- OV- Chipkaart Data
- Number of the Car

Information we automatically collect:

When you visit the website, we collect internet activity information, such as your device's IP address, what pages your device visited, and at what time that your device visited our website. We may also rely on analytics, as further specified in our "Cookie Policy".

Cookie Policy

What is a cookie?

Cookies are small text files that a website asks user's browser to save on the user's system/device, when a user visits the website, in order to remember the user device upon revisit to the website or during the session. Cookies set up by domain <https://amazemobility.nl/> , is called first party cookies and cookies set by other domain than the website(s) you are visiting is termed as third-party cookies. Third party cookies are generally used for marketing and advertising purposes.

Purpose of using cookies?

Amazemobility.nl (“Amaze” or “we” or “our” or “website”) uses cookies and other tracking technologies for following purposes:

1. To analyze your use of our website
2. For promotional and marketing purposes
3. To understand your preferences such as preferred language

Types of cookies used by Amaze

1. Analytics Cookies
2. Marketing Cookies
3. Performance Cookies

Cookie List

The table below provides additional details on the specific cookies used on Amaze website:

Analytics Cookies:

Analytics Cookies are used to count visits and traffic sources. This data facilitates us to measure and improve the performance of our site. For example, it allows us to check which pages on our website are most visited and how users navigate on our website. If you block access to this cookie, we will not know when you visited our site.

Cookie Subgroups	Cookies	Cookies Used	Lifespan
facebook.com	Datr	3rd Party	2 years
amazemobility.nl	_gat_gtag	1st Party	1 day
amazemobility.nl	_ga	1st Party	2 years
amazemobility.nl	_ga_QTHEXS99DE	1st Party	2 years
amazemobility.nl	_gid	1st Party	1 day
amazemobility.nl	_gcl_au	1st Party	3 months

Marketing Cookies:

These cookies are required to create user profiles to send advertising, or to track the user on a website or across several websites for marketing purposes.

Cookie Subgroups	Cookies	Cookies Used	Lifespan
facebook.com	Fr	3rd Party	3 months
facebook.com	Sb	3rd Party	2 years

Performance Cookies:

These cookies collect information about your visit and use of this website, for instance, which pages you visit the most often, and if you get error messages from web pages. These cookies don't collect information that identifies a visitor. All information these cookies collect is anonymous and is only used to improve how this website works. You may restrict these cookies but it may impact the performance of the website.

Cookie Subgroups	Cookies	Cookies Used	Lifespan
gstatic.com	1P_JAR	3rd Party	18 days
amazemobility.nl	_fbp	1st Party	3 months

How can I control the cookie preferences?

Most browsers are set to accept cookies by default. However, you may remove or reject cookies in your browser's settings. Removing or rejecting the cookies may affect the performance of the website.

Do we share and disclose personal data to third parties?

We do not sell email information to third parties. We share and disclose information (including personal information) about our customers in the following limited circumstances:

Vendors and other service providers

We may share your information with third party vendors and other service providers if this is necessary to fulfil the contract with you or the customer or the supplier of a mobility service. For example, to book a trip. These vendors and other service providers are companies and people we entrust to perform tasks on behalf of the Amaze including but not limited to our service providers/suppliers, or your employer (where applicable).

Your employer

Your employer may be willing to pay part of the subscription and usage fees usage fee either to you or directly to us. It is your choice to consent to the sharing of data with your employer. If you give us permission to share data with your employer, we will process your personal data for the following purposes:

- To provide specified overviews and reports, make analyses and provide advice with regard to improving the mobility policy at your employer. You decide which data we pass on to third parties by indicating whether it concerns private, commuting or business transactions.
- Amaze also processes personal data to compile anonymous management information and dashboards of Amaze or employers. In this case, data is aggregated and/or anonymized so that it cannot be traced back to individuals.
- Your derived travel data is processed by Amaze so that we can advise you and, through you, your employer, about subscriptions and discounts that may apply to you or your employer.
- If Amaze receives your personal information and transfers that information to a third-party agent or service provider, it ensures that the third party processes your personal information to the standard required by the applicable privacy laws.

Above transfers will be based on our legitimate interest or agreed upon in the contract between you and your employer.

Disclosures for national security and law enforcement:

Under certain circumstances, we may be required to disclose your personal information in response to valid requests by public authorities, based on our legitimate interest or legal obligation.

TNO Research program

Your consent is necessary to share your data with TNO. You can always withdraw this consent later with Amaze. Amaze will ask you to participate in a start survey and in a final survey when the service is terminated. The surveys themselves are carried out on behalf of the Ministry of I&W.

Amaze then processes your personal data for the following purpose:

- To chart the effectiveness of policy measures and make it available for scientific research Amaze will share your booking and travel data. The data is pseudonymized by us and anonymized by TNO itself.

Transfer of business:

If we (or our assets) are acquired, or if we go out of business, enter bankruptcy, or go through some other change of control, personal information could be one of the assets transferred to or acquired by a third party. We will ensure through contract that third party ensures the security of the data involved.

For how long do we store your personal information?

Amaze retains user data for as long as necessary for the purposes described above. This means that we retain different categories of data for different periods of time depending on the type of data, the category of user to whom the data relates, and the purposes for which we collected the data. Users may request deletion of their account at any time through DPO@amazemobility.nl.

Following an account deletion request, Amaze deletes the user's account and data, unless they must be retained due to legal or regulatory requirements, for purposes of safety, security, and fraud prevention, or because of an issue relating to the user's account such as an outstanding credit or an unresolved claim or dispute. Because we are subject to legal and regulatory requirements, we retain user account data for a minimum of one month after a deletion request.

How do we secure your data?

We use appropriate technical, organization and administrative security measures to protect any information we hold in our records from loss, misuse and unauthorized access, disclosure, alteration and destruction.

Amaze anonymize and/or pseudonymize travel data, booking data and transaction data before carrying out analyses for the following purposes:

1. For product and service development.
2. Increasingly better user experience.
3. To compile anonymous management information and dashboards for Amaze or employers.
4. Advise on subscriptions and discount schemes that may apply.

International Data Transfers

Personal information shared by you with us on the website or social media is not sent to any third party or any international organization except with your consent or under one of the approved mechanisms of such transfer as mentioned under the applicable data protection laws and regulations.

Data Subject Rights

You have following rights in relation to processing of your personal data:

1. Access your personal data

You have a right to access and receive copy of your personal data. We will provide this information free of charge unless your request is unfounded or excessive or repetitive, in which case we are entitled to charge a reasonable fee. To access your personal data stored with us, you can send us a Data Subject Access Request through email. We will provide the information you request at the earliest. To ensure we provide the information to the right person, we may ask you some particulars to prove your identity.

2. Rectification of your data

If you believe that the personal data, we hold about you is inaccurate or incomplete, you can ask us to rectify the concerned data. We will rectify your data within a month of receiving the request for rectification.

3. Erasure of your data (Right to be forgotten)

You can use your right to erasure in certain circumstances by asking us to erase the personal data we hold about you. You can access this right when we have collected your personal data on the legal basis of consent and you withdraw the consent, we no longer need the data for the purpose we collected for, where you object to the processing and we do not have any overriding legitimate interests to continue processing of the data. Under certain circumstances we will not be able to comply with your request. Such as erasure of personal data processed on the legal basis of legitimate interest should be followed by the request for objection. If any of those circumstances apply, we will inform you.

4. Restriction of processing

You have right to restriction. If you believe that the personal data, we hold about you is inaccurate or incomplete or the processing is unlawful or Amaze does not require your data for the original purpose or if the verification of overriding grounds is pending in the context of an erasure request, you can ask us to restrict the use of your personal data. This right will block the use of your personal data by the Amaze for a particular time period.

5. Data Portability

You have the right to data portability in certain cases where we collect your personal data based on your explicit consent or where it is necessary to perform a contract with us/ service providers. By exercising this right, we can transmit personal data in structured, commonly used and machine-readable formats to you. We have processes in place to ensure that we respond to a request for data portability without undue delay and within one month of receipt.

6. Right against Automated Decision Making

You have the right to object to automated decision making in case where we process and collect your personal data based on your consent, when we process data due to a legal obligation and our legitimate interest. You have the right to object to profiling and automated decision making, including profiling for marketing purposes by sending an email to DPO@amazemobility.nl. We will assess the request and respond as soon as possible.

7. Right to Withdraw Consent

If you do not want to receive marketing messages, updates or non-transactional communications by Amaze, you may opt-out or withdraw your consent at any time by unsubscribing to our e-mails or by sending a request to the above-mentioned e-mail ID. The withdrawal of your consent will not dispute the lawfulness of processing done in past based on consent.

Amaze is committed to ensure that the information we collect and use is appropriate for the above-mentioned purposes and does not constitute an invasion of your privacy.

Children

As mentioned above, we do not knowingly collect or solicit personal information from anyone under the age of 16. If you are under 16, please do not attempt to register for the Services or send any Personal Information about yourself to us. If we learn that we have collected Personal Information from a child under age 16, we will delete that information as quickly as possible. If you believe that a child under 16 may have provided us Personal Information, please contact our DPO, DPO@amazemobility.nl.

Changes to the Privacy Statement

We're constantly trying to improve our Websites and Services, so we may need to change this Privacy Statement from time to time as well. We will inform you regarding material changes, for example, placing a notice on our website when we are required to do so by applicable law.

You can see when this Privacy Statement was last updated by checking the date at the bottom of this page. You are responsible for periodically reviewing this Privacy Statement.

Contact Us

In the event that you wish to make a complaint about how your personal data is processed by Amaze, email our DPO, DPO@amazemobility.nl. Also, you can send us written complaint at Stadsplateau 11, 3521 AZ in Utrecht and can also be reached by phone at +31 900/464 8 464.

If you are not satisfied with the response of Amaze, you can lodge a complaint with the Supervisory Authority.

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