

Privacy Policy for Dash, Drive Dash, Dash UK

At Dash, we are committed to protecting your privacy and personal information. This Privacy Policy applies to the information we collect through our website and app (the "Services") and explains how we use, share, and protect your information. Please read this Privacy Policy carefully before using our Services.

1. Information we collect. We may collect the following information about you when you use our Services:
 - Personal information: This includes information such as your name, email address, phone number, and postal address.
 - Payment information: This includes information such as your credit or debit card number and billing address.
 - Vehicle usage information: This includes information about your use of the vehicle, such as the start and end times of your rental, the distance travelled, and any incidents or accidents that occur during the rental period.
 - Device information: This includes information about the device you use to access our Services, such as the device's IP address, operating system, and browser type.

2. How we use your information. We may use your information for the following purposes:
 - To provide and improve our Services: We may use your information to process your rental requests, communicate with you about your rental, and provide customer support.
 - To process payments: We may use your payment information to process your rental fees and any additional charges.
 - To comply with legal requirements: We may use your information to comply with legal obligations, such as reporting requirements to regulatory authorities.
 - For marketing purposes: We may use your information to send you promotional materials about our Services or third-party products or services that may be of interest to you. You can opt out of receiving these materials at any time by following the unsubscribe instructions in the communication.

3. Sharing your information. We may share your information with the following third parties:
 - Service providers: We may share your information with service providers who assist us in operating our Services, such as payment processors and customer support providers.
 - Business partners: We may share your information with business partners who offer products or services that may be of interest to you.
 - Legal authorities: We may share your information with legal authorities if required to do so by law or in response to a valid request from a legal authority.

4. Data retention. We will retain your information for as long as necessary to provide our Services or as required by law.
5. Data security. We take reasonable measures to protect your information from unauthorised access or misuse. However, no security measures are foolproof and we cannot guarantee the security of your information.
6. Children's privacy. Our Services are not intended for children under the age of 18. We do not knowingly collect personal information from children under the age of 18.
7. Changes to this Privacy Policy. We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will post any updates on this page and encourage you to review this Privacy Policy periodically.
8. Your rights. Under the General Data Protection Regulation (GDPR), you have the following rights in relation to your personal information:
 - The right to access: You have the right to request a copy of the personal information we hold about you and to have any inaccuracies corrected.
 - The right to erase: You have the right to request that we erase your personal information in certain circumstances, such as when it is no longer necessary for the purposes for which it was collected.
 - The right to restrict processing: You have the right to request that we restrict the processing of your personal information in certain circumstances, such as when you contest the accuracy of the information or object to the processing.
 - The right to object: You have the right to object to the processing of your personal information for certain purposes, such as for marketing purposes.
 - The right to data portability: You have the right to request that we transfer your personal information to another organisation in certain circumstances.

To exercise any of these rights, please contact us on our comms channels.

9. Contact us. If you have any questions about this Privacy Policy or our handling of your personal information, please contact us at support@drivedash.co.uk. You also have the right to make a complaint to the Information Commissioner's Office (ICO) in the UK if you believe that we have not processed your personal information in accordance with the GDPR.

Effective date: 29/12/2022