



PRIVACY POLICY

Introduction

We are joinETA.com, LLC (“Company”, “we”, “us”, or “our”), and our address is 2219 Bleckley Court Charlotte, NC 28270 and our telephone number is 704-228-3808. We operate the non-emergency transport networked dispatch solution located at <https://www.joineta.com/> (the “Website”) and the mobile app known as joinETA.com (the “App”). This privacy policy informs you of our policies regarding the collection, use and disclosure of information we collect from users of the Website, the App, and/or any related services, sales, and events (collectively, the “Sites”). Our privacy practices are guided by the United States’ Children’s Online Privacy Protection Act of 1998, the Health Insurance Portability and Accountability Act of 1996, and other data privacy laws in the United States. Visitors under the age of 18 should check with their parents or guardians before entering information on the Sites. If you have questions about this privacy policy or our privacy practices, email us at contact@joineta.com. By using the Sites, you accept and agree to everything set forth in this privacy policy. We may update this privacy policy occasionally, and the updated version will be effective as soon as it is accessible. We encourage you to review this privacy policy frequently.

Information We Collect

We may collect the following information from you as you explore and use the Sites:

- Personal information you provide to us, such as your name, address, phone number, email address, photograph, date of birth, age, health insurance information, and login credentials
- Payment data (such as credit card information), which is stored by our payment processor
- Your IP address, browser and device characteristics, operating system, language preferences, referring URLs, device name, country, and location
- Site usage patterns

We also may collect limited information about you from public databases, marketing platforms, social media platforms, and other third-party sources.

Use of Your Information

We use the information we collect from you to provide our services to you. In addition, we may use the information for one or more of these purposes:

- To fulfill our legal obligations
- To send you marketing and promotional communications
- To send you information about new services and features
- To notify you of changes in our terms of use
- To deliver our own targeted advertising to you
- To request feedback from you
- To enable user-to-user communication
- To enforce our terms of use
- For data and usage analysis, determining the effectiveness of our services or promotional campaigns, and to evaluate and improve the Sites

If we collect individually identifiable health information that falls within the definition of “protected health information” (PHI) under the Health Insurance Portability and Accountability Act of 1996, such information will only be disclosed in compliance with applicable law.

We have implemented technical and organizational security measures designed to protect the security of any personal information we collect. Nothing on the Internet is 100% secure. Transmission of personal information to and from the Sites is at your own risk. Only access the Sites within a secure environment.

Sharing of Your Information

If you are an adult, we may share your information with third parties on the following bases:

- You have given us consent to do so
- It is reasonably necessary for us to achieve a legitimate business purpose
- We must do so to meet our contractual obligations to you
- We are legally required to do so
- To investigate, prevent, or take action regarding suspected fraud, illegal activities, or threats to a person's safety
- When our third-party vendors, service providers, contractors, or agents require access to your information to perform work for us
- In the negotiation or execution of a merger, sale, financing, loan, or acquisition
- With our affiliates (parent companies, related companies, and subsidiaries)
- Other users may be able to view your profile information if you choose to interact with them

If you are under the age of 18, we will share your information only (a) with the consent of your parent or guardian, or (b) when it's required for the us to operate the Sites.

You may opt out of having your data collected or shared with others (unless required to meet our contractual obligations to you, we are legally obligated to do so, or to investigate, prevent, or take action regarding suspected fraud, illegal activities, or threats to a person's safety) by emailing us at contact@joinETA.com. Note that upon receiving your request we will cease collecting and sharing your data, however your data may not be completely or comprehensively removed from our systems.

Third Party Websites

The Sites may contain links to other websites, online services or mobile applications. We cannot guarantee the safety and privacy of data you provide to any third parties. Any data collected by third parties is not covered by this privacy policy. We are not responsible for the content or privacy and security practices and policies of any third parties, including other websites, services or applications that may be linked to or from the Sites.

Geographic and Age Specific Privacy Rights

The Sites are not directed towards European citizens or residents, and European citizens or residents may not join or use the Sites. We do not knowingly collect information from European citizens or residents.

California law permits California residents to request and obtain from us, once a year and free of charge, information about categories of personal information (if any) we disclosed to third parties for direct marketing purposes and the names and addresses of all third parties with which we shared personal information in the immediately preceding calendar year. If you are a California resident and would like to make such a request, please submit your request in writing to us at contact@joinETA.com.

If you are under 18, reside in California, and have a registered account with the Sites, you have the right to request removal of unwanted data that you publicly post on the Sites. To request removal of such data, please contact us at contact@joinETA.com and include the email address associated with your account and a statement that you reside in California.

Parents/guardians of children under the age of 13 can email us at contact@joinETA.com to request to review any personally identifiable information collected about their child, have this information deleted, and/or request there be no further collection or use of their child's personally identifiable information. We will try to verify the identity of anyone requesting personally identifiable information about a child and to ensure that the person is the child's parent or legal guardian.