



USA Privacy Policy

08/25/2021

Our Privacy Commitment

Kiwibot, Inc. (“**Kiwibot**,” “**we**,” “**us**,” or “**our**”) is committed to respecting the privacy rights and concerns of all users of the services made available by Kiwibot. Kiwibot’s service (the “**Service**”) is defined as deliveries made by Kiwibots using any of our own or third-party platforms. We have established and implemented this Privacy Policy to inform users of the Service how we use and protect the information we collect through the Service. Using the Service, you consent to Kiwibot’s collection, use, storage, deletion, and disclosure of information relating to you as outlined in this Privacy Policy. This Privacy Policy is effective as of the date set forth above and is only applicable to the service and not to any other website that you may be able to access from the service, which may have its data collection and use practices and policies.

What information do we collect about you, and how do we use that information?

Types of information we collect

Personal information means information that can be used to identify and contact you. You do not need to provide personal information to access the Service generally. However, we may also collect non-personal information such as your mobile device operating system, when you accessed the service, and from what location you accessed the service. This information may be aggregated to measure the number of visits, average time spent, page views, and other statistics about service users. We also may use this data to monitor the service’s performance and make the service easier to use.

We may collect information from you if you subscribe to our newsletter, receive customer support, or participate in components of the service through which users may post content. The types of data we may collect from you include your name, email address, and phone number.

By submitting personal information through the service, you authorize us to share your personal information for the purposes identified herein, such as responding to user inquiries, distributing materials, and requesting feedback.



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We may collect photos of the infrastructure of the sidewalks. These photos are low-quality resolution and by any means will not include sensitive information like human faces or license plates.

Third-Party Privacy Policies

Through the service, you may be able to link to technology, software, and services owned and controlled by third parties (“**Third Party Features**”). You may be permitted or required to submit personal information to access Third Party Features. Such use of third-party features and submission of information through third-party features will be subject to such applicable third party’s terms of use, terms of service, and privacy policy. You agree to look solely to the applicable third party and not to Kiwibot to enforce your rights in relation thereto. When you have clicked on a third-party logo or URL displayed in our applications or accessed through the service, which links to third-party features, our privacy policy and terms of use no longer apply. You must read the terms of use, terms of service, and privacy policy of the third party to see how your personal information will be handled on their website.

How do we use your personal information?

The personal information you provide to us will allow us to communicate with you and provide the service, depending on the aspects of the service for which you register. This includes processing orders, handling your customer service inquiries, verifying your identity, requesting feedback, and distributing newsletters. We may also use your email address as part of the service in sending you messages about the service and other general information. We keep track of your interactions with us, including not limited to your activity within service. Except as set forth in this Privacy Policy, or unless we have your consent, we will not share your personal information with any person or entity other than those affiliated with us, entities acting on our behalf, and relevant third parties such as those needed to collect and maintain our server and perform technology and related services.

We may use your personal information with non-personal information that we have collected in a manner such that the end-product does not personally identify you or any other user of the service. We may make your personal information non-personally identifiable by either combining it with information about other users or by removing characteristics that make the information personally identifiable. This process is known as de-personalizing your information. You grant us a royalty-free, worldwide, perpetual, irrevocable, and fully transferable right and license to use your personal information in connection with the creation and development of analytical and statistical analysis tools relating to the use of the customer data we collect in providing the



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service (the **"Analytical Data"**). We are expressly authorized to make any commercial use of the Analytical Data, including, without limitation, sharing the Analytical Data with third parties, provided that we do not sell, trade, or otherwise transfer from us any part of the Analytical Data that personally identifies any Service users.

Log information

Our servers automatically record information that your mobile device sends whenever you utilize the service. This information includes, among other things, your internet protocol address and mobile device operating system, which aspects of the service you use and from where, and when and how long you use them. We use this information to monitor and analyze how users interact with our service, provide customer service, and maintain and improve the service. We may also collect similar information from emails we may send to you which then help us track which emails are opened and which recipients click links. The information allows for more accurate reporting and improvement of the service.

Children's privacy

We do not knowingly collect personal information from children under 13 or allow them to access the service. We take children's privacy very seriously and encourage parents to play an active role in their children's online experience at all times.

Will we share your personal information with Third Parties?

Sharing your personal information

We use your personal information to provide the service to you, deliver products and services you request, handle your customer service questions or issues, and send communications to you about the orders that you made through Kiwibot partners. The personal information uploaded by you through the service will be shared with authorized persons to whom you specifically grant access. We may also use your personal information to provide analyses of our users in the aggregate to prospective partners and other third parties. We will also share the personal information we collect from you under the following circumstances, and you expressly authorize us to share your personal information as follows:



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- **Service providers:** We may use your personal information with service providers to process your information on our behalf. Additionally, we may partner with other companies to process, analyze, and store data, including, but not limited to, analytical data. To the extent applicable, we require these partners to comply with this privacy policy and appropriate confidentiality and security measures. Where required by the privacy shield, we enter into written agreements with such service providers requiring them to provide the same level of protection the privacy shield requires and limit their uses of the data to the specific services offered on our behalf.
- **Protections of rights:** we will share personal information if we have a good faith belief that access, use preservation, or disclosure of such information is reasonably necessary to satisfy any applicable law or regulation, such as a court order or a request by law enforcement or governmental authorities, such action is appropriate to enforce our Terms of uses for the service, including any investigation of potential violations thereof, such action is necessary to detect, prevent, or otherwise address fraud, security or technical issues associated with the service, or such action is appropriate to protect the rights or property of Kiwibot, it's employees, users of the service or others.

Where we do share your information with third parties, we will require such third parties to comply with this privacy policy and maintain appropriate security to protect your information from unauthorized access or processing unless we have no ability to do so. In addition, we take reasonable and appropriate steps to ensure that third parties process your personal information in accordance with our privacy shield obligations, where applicable, and to stop and remediate any unauthorized processing of your personal information. Before we use your personal information for a materially different purpose from the purpose, we collected it for or that you later authorized, we will provide you with the opportunity to opt-out. We will notify you about those activities and offer to opt-out via email in such a case. Under certain circumstances, we may remain liable for the acts of our third-party agents or service providers who perform services on our behalf with respect to their handling of personal information that we transfer to them pursuant to the privacy shield.

The additional information you should know about third parties

The service may contain direct links to websites operated by our partners and other third parties. These third-party websites may collect information about you when you visit them or otherwise interact with them. This privacy policy does not cover the information practices of third-party websites accessible through the service. Although we encourage such third parties to adopt and follow their own privacy practices, we are not responsible for their collection and use of your personal information. You should refer to the privacy policies and statements of other websites or contact the respective webmasters of those websites to obtain information regarding their information collection, use, and disclosure practices.



What choices do you have about the collection and use of your personal information?

Control of your personal information

You may update or request rectification or deletion of your personal information stored by Kiwibot by writing to us at data-protection@kiwibot.com. Additionally, you may have the right to access the privacy shield data that we hold about you, provided that granting such access is not unreasonably burdensome or expensive under the circumstances and that it would not violate the rights of someone other than the individual requesting access. If you would like to request access to your privacy shield data, you can submit a written request to the email address provided above. We may request specific information from you to confirm your identity. In some circumstances, we may charge a reasonable fee for access to your information.

Opting out of receiving communications from the US

If you no longer want to receive our newsletter, emails, or other announcements, you may unsubscribe by writing to us at info@kiwibot.com or following the “unsubscribe” link at the bottom of our emails. Please note that you cannot unsubscribe from certain correspondence from us, including messages relating directly to your account.

Mediation

You agree that, in the event, any dispute or claim arises out of or relating to this Privacy Policy, you and Kiwibot will attempt in good faith to negotiate a written resolution of the matter directly between the parties. You agree that if the matter remains unresolved for forty-five (45) days after notification (via certified mail or personal delivery) that a dispute exists, all parties shall join in mediation services in Los Angeles, California, the United States of America whichever is closest to you, with a mutually agreed mediator in an attempt to resolve the dispute. Should you file any arbitration claims, or any administrative or legal actions without first having attempted to resolve the matter by mediation, then you agree that you will not be entitled to recover attorneys' fees, even if you would otherwise be entitled to them.



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What security measures do we take to safeguard your personal information?

The personal information that you provide to us is stored on servers that are located in facilities with restricted access and protected by protocols and procedures designed to ensure the security of such information. We restrict access to personal information to Kiwibot employees, independent contractors, and agents who need to know that information in order to develop, operate and maintain the service. Access to such personal information is minimized whenever possible. However, no server, computer or communication network or system, or data transmission over the internet can be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us or through the use of the service and acknowledge and agree that you provide such information and engage in such transmissions at your own risk. Once we receive a transmission from you, we will endeavor to maintain its security on our servers.

In the event that personal information you provide to us is compromised as a result of a breach of security when appropriate we will take steps to investigate the situation, notify you and take the necessary steps to comply with any applicable laws and regulations.

Robot Data Processing Policy

While we do not process any visual personal data we still maintain a high standard for storing and using any video material the robots may collect in their operation.

Access to customers' personal information is limited by high-grade commercial cryptography with mutual certificate-based authentication to the server that also provides transport security between our operators and the Service. No customer data is ever transferred on data carriers and is digitally transferred only through digital transport mechanisms that guarantee transport security.

Kiwibot's robots have on-board low-level technical telemetry and sensors (including medium-resolution visual sensors) that serve as a black box, which will allow reconstruction and improvement based on possible incidents. The retaining horizon of visual sensor data is no longer than four hours. The vast majority (98-99.5%) of data is not retained.

In case of legal requests (as such term is generally understood under the laws of the European Union) or in rare cases of Kiwibot's valid business reasons that cannot be solved by other means, medium-resolution unobfuscated images may be retrieved by authorized personnel and an audit trail will be kept. During driving, low-resolution images are transmitted to the robot operator for the purposes of safe operation. These images have low quality and they are



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obfuscated above the horizon during sidewalk driving, making people unidentifiable. During road crossings, obfuscation is disabled for added safety.

Contact us

If you have any questions about our privacy practices or this Privacy Policy, please contact us by email at data-protection@kiwibot.com.

Terms of use

Please read the Terms of Use governing the use of the Service.