

## Privacy Statement for Scoober App

This privacy statement (“Statement”) explains how Takeaway.com Group B.V. and its subsidiaries and affiliates (“JET”, “we”, “us” or “our”) collect, use, disclose, and otherwise process personal data and applies to the processing of personal data of couriers (“Courier”) employed by us or couriers (“Driver”) engaged through a third party. In order to have our Scoober delivery service function properly, we collect and use certain of your personal data.

Personal data, or personal information, means any information about you from which you can be identified. It does not include data where the identity has been removed (anonymous data). At JET we are committed to protecting the privacy of everyone in the community and would like to inform you via this Statement regarding the personal data processed within the Scoober App (“App”), the way we process this personal data and the purposes of the processing.

Where you are an employee of JET, JET may collect and process additional information about you in the management of the employment relationship. If you are engaged through a third party, JET will process some additional information on the basis of our legitimate interests to manage our relationship with you. More details of this processing are set out in our Employee Privacy Statement. In case of conflicts between this Statement and the Employee Privacy Statement the clauses of this Statement will prevail.

It is important that you read this Statement, together with any other privacy statement we may provide on specific occasions when we are collecting or processing personal data about you, so that you are aware of how, why we are using such data, your rights regarding your personal data and how to exercise them.

### What personal data we process

Personal data, in this Statement also referred to as “your data”, means any information or set of information from which we are able, directly or indirectly, to personally identify you, in particular by reference to an identifier, e.g. name and surname, email address, phone number, etc. It does not include data where the identity has been removed (anonymous data).

The moment you start your shift with us, you are required to activate the App. From this moment the following data that may be processed by the App are:

- First and last name
- E-Mail address and Password
- Timestamps relating to:
  - Your accepted shifts;
  - Your start and end times; and
  - Your job interactions, including geo-fenced timestamps connected to order collection and delivery
- Your live GPS location

- Your availability and planned absence
- Phone number
- Device data collected for analytics purposes, including your model, manufacturer, MAC Address and software version.

## **Why we process personal data**

When using the App, JET may process your personal data for the following purposes:

### 1. Shift planning and human resources

To enable you to work as a Courier, the App provides you with the option to give your availability and plan your working shifts. The App also enables you to contact JET Human Resources department for any comments or questions (e.g. to inform us about sickness). The legal ground for this purpose is the performance of our contract with you and/or legitimate interest of JET.

### 2. Order delivery planning, optimisation and performance monitoring

Your live GPS location is processed for order delivery, optimisation and performance monitoring reasons. This enables us to run our delivery service as effectively as possible and subsequently ensure that orders are allocated to you and you only have to ride the shortest distance possible each time. To enable the order delivery the App provides a chat function to communicate directly with order dispatchers to discuss possible issues. The legal ground for this purpose is the performance of our contract with you and/or legitimate interest of JET.

Your GPS location is processed during your active shift or 30 minutes pre-shift if you actively activate your App early. As soon as you actively end your shift or start a pause (stop/pause button in the App) your GPS location will no longer be collected. Your GPS location is relayed to us at 15 second intervals. Motion data are processed via the App by default but will not be registered or used by us.

### 3. Food Tracker

Your live GPS location, together with your first name, is relayed to the customer during the delivery of the order. We call this the Food Tracker. This Food Tracker enables customers to easily check the status of their order, and allows them to identify your live location for the duration of your delivery (with consumers able to track your live location once you have collected their order). The legal ground for this purpose is the legitimate interest of JET.

### 4. Support questions

The App allows you to ask support questions related to the App or your job. JET will use this data to provide you with the necessary support. The legal ground for this purpose is the performance of our contract with you and/or legitimate interest of JET.

## 5. App Analytics

Personal data that is processed within the App is also used by us for analytical purposes and to improve the App and delivery process. Analytics data will be anonymised as much as possible and will never be used for purposes other than the improvement of the App and processes. The legal basis for this processing of personal data, is the legitimate interest of JET unless your consent is necessary according to the applicable law.

## 6. Performance improvement and evaluation

If you are an employee of JET or working as a Driver but employed by a third party employer, JET will also use your personal data to improve the Driver performance on both a global and individual level. The following data is gained via the Scoober App, Salesforce, Shiftplanning tool, Job Dashboard and DispoHub tool for the following purpose:

- Driver's data on Salesforce, like first name, last name, phone number, email address, recorded notes from previous evaluations, etc
- Orders delivered
- Estimated Delivery Distance, Estimated Pickup Distance
- Timestamps of order milestones (acceptance, scheduled arrival at restaurant, arrival at restaurant, order fetched, arrival at destination, order delivered)
- Planned availability
- Worked shift data (planned and worked hours, login and logout times, shift cancellations and excused/unexcused absences)
- 'Performance Entries' raised by Live Ops Agents during the shift to flag incidents to the Driver's manager
- 'Performance Entries' raised by Local Ops to flag incidents to the Driver's manager

The data gained through the App together with your employment data will be used for your individual performance evaluation. Your evaluation will always involve the judgment of the HUB- and/or City Coordinators and will never be based solely on the gained data or on automated decision making.

## 7. Fraud prevention

We also process personal data to prevent fraud and prevent other forms of misuse on and via our services. The legal basis for this processing activity is that it is needed in pursuing a legitimate interest of JET and/or complying with our legal obligations. We may process the following personal data for the purposes described above:

- Name
- Contact data

- Device information
- IP address
- Browser information
- GPS data

### **Our use of tracking technologies**

All of our uses of your data make use of tracking technologies on your device. Mobile users can often refuse tracking or reset their device identifiers (which will reset any prior tracking history) through the settings menus on their device. Please note that if you turn off the tracking settings on your phone, the App will not work properly and your phone will prompt you to switch the location settings back on. We really need your exact GPS location to provide you with App's core services and turning this off means that the App cannot notify you of delivery opportunities, which will impact your ability to make money and may be contrary to the terms of your employment. For more information on our use of tracking technologies we refer you to our technology statement.

### **Additional purposes**

We will only use your personal data for the purposes described above, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we want to use the data for a different purpose, we will take appropriate measures to inform you, consistent with the significance of the changes we make. Please note that we may process your personal information without your knowledge or consent, in compliance with the above rules, where required by applicable data protection law.

### **Automated decision-making and profiling**

For the purposes described above we may use automated decision-making and profiling. Automated decision-making takes place when an electronic system uses personal data to make a decision without human intervention. We make sure measures are in place to safeguard your rights when we use automated decision-making.

We for example use automated decision-making to select the orders that will cost you the least amount of time to deliver as a Courier. These automated decisions are always under control of a natural person.

You will not be subject to decisions that will have a significant impact on you based solely on automated decision-making, unless we have a lawful basis for doing so and we have notified you. If you want to object to this type of processing, you can contact us via our [privacy form](#). We will then proceed to reassess the situation and/or provide you with more information about why and how such automated decision was made.

### **How long we keep your data**

We will only retain your personal data for as long as necessary to fulfill the purposes we collected it for, including for the purposes of satisfying any legal, tax, accounting, or reporting requirements. To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

In some circumstances we may anonymise your personal data so that it can no longer be associated with you, in which case we may use such information without further notice to you. If you have any questions on the way we retain your personal data you can contact us via our [privacy form](#).

### **Sharing with customers and Partners**

When using the App during the delivery of an order, both the Partner (restaurant partner, grocery store, convenience store or other business partner; collectively called "Partner") and the customer will be able to see your first name and your location while you are on delivery. Your personal data will only be shared with the customer and restaurant during the delivery of the order and will no longer be available once the order has been delivered.

### **Sharing with others**

JET may work with other companies within the JET group and other third parties in order to carry out the processing described above.

These group companies and third parties may process your personal data on behalf of us (as data processors) or as autonomous data controllers (or in a position as so defined or referred under applicable data protection law; including concepts as the equivalent of controller or processor), and have access to your personal data for the purposes described in this privacy statement. We require group companies and third parties to protect it in accordance with the standards set out in this privacy statement and we take appropriate measures pursuant to the applicable data protection laws to guarantee the same level of protection and confidentiality of your personal data.

We may also share your personal data with other third parties data controllers where appropriate or required by applicable law or regulation (including a court order or legal authority request) or where we believe disclosure is necessary to exercise, establish or defend legal rights or to protect the vital interests of any person. Such third party controllers may include law enforcement agencies.

We may also disclose your personal data to any company or prospective buyer of all or substantially all of our assets in connection with any sale or transfer of those assets.

Your personal data may be shared with the following parties:

- JET's affiliates, subsidiaries and/or group companies of JET
- Software providers such as providers for software, hosting, application support, delivery, logistics, information security, etc
- Third parties who undertake various activities to promote, market or support our Services. This includes social media platforms like Facebook, offshore customer support agents, marketing service providers, eCRM partners who manage our marketing emails and push notifications, partners who send you text messages when your order is on its way, delivery companies who deliver your order to you.
- Implementation partners, professional consultants
- Law enforcement, governmental or regulatory authorities (including insurance companies, visa and tax authorities)
- Any other party provided that you have given your consent to the disclosure

Whenever we use third-parties to process personal data, we take appropriate measures pursuant to the applicable data protection law to guarantee equal level of protection and confidentiality of your personal data.

### **Where your data gets sent**

If you are in the European Economic Area (EEA), Israel, Australia, New Zealand and Canada, please be aware that we may process and/or transfer your personal data outside of the EEA Israel, Australia, New Zealand and Canada. This may include transferring it to or accessing it from other jurisdictions, including jurisdictions that may not provide a level of protection equivalent to the your local- and/or data protection laws ("Non-Adequate Country"). Where we transfer personal data outside the EEA, Israel, Australia, New Zealand and Canada we will take into account any applicable statutory obligations relevant to personal data transfers, and in Non-Adequate Country, we will rely on appropriate safeguards, including EC approved standard contractual clauses or other lawful binding transfer mechanism pursuant to the applicable data protection law.

### **Rights, questions or complaints**

We inform you that, with regard to the personal data, you can exercise the rights provided for by applicable data protection laws, which may include: the right to request access to, rectification of, or erasure of personal data or restriction of processing, and to object to processing, the right to data portability, to withdraw your consent at any time (without prejudice to the lawfulness of the processing based on the consent given prior to the withdrawal) as well as to lodge a complaint with a supervisory authority.

Please keep in mind that email communications are not always secure. Therefore, please do not include sensitive information in your emails to us.

We will do our best to address your request in time and free of charge, except where it would require a disproportionate effort. In certain cases, we may ask you to verify your identity before we can act on your request.

It is important that your personal data is kept accurate and up-to-date. If any of the personal data we hold about you changes, please keep us informed as long as we have that data. If you share with us data of other people, it is your responsibility to collect such data in compliance with local legal requirements. For instance, you should inform such other people, whose data you provide to us, about the content of this Statement and obtain their prior consent.

If you have any other questions or complaints about the processing of your personal data, we will be happy to contact you. We would also like to hear from you if you have tips or suggestions on how to improve our privacy policy. For more information about our use of your personal data or exercising your rights as outlined above, please contact us via our [privacy form](#) or the contact details set out below.

### **Security**

JET takes personal data protection seriously and we therefore take appropriate measures to protect your personal data against misuse, loss, unauthorised access, unwanted disclosure, and unauthorised alteration.

Within JET we limit the access to your data as much as possible and only provide our employees access to your data on a “need-to-know” basis.

If you feel that your personal data are not adequately protected or there are indications of misuse, please contact us on [privacy form](#).

### **Your use of Partner and Consumers’ data**

When delivering orders, you also receive data from consumers and our partners. We would like to point out to you that such data (such as name, address and telephone number) may only be used for the delivery of the order. The use of this data for other purposes than the delivery of the order is prohibited by law.

### **Updates to this Statement**

We may update this Statement from time to time in response to changing legal, technical or business developments. When we update our Statement, we will take appropriate measures to inform you, consistent with the significance of the changes we make. Where required by applicable data protection law, we will obtain your consent to any material changes to this Privacy Statement.

We encourage you to periodically review this Statement for the latest information on our privacy practices.

To the extent we have local language versions, the English version of this Statement shall prevail in case of conflicts between the different language versions.

### **Contact Us**

If you have any questions or concerns about this Privacy Statement and/or our privacy practices, please contact us via our [privacy form](#) or by contacting our DPO Office [here](#).

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This privacy statement may be updated and was last updated on 08.03.2023.