

# ICABBI THROUGH THE EYES OF A SINGLE BOOKING.

I'm a Booking! Come follow my journey through iCabbi so you understand how I'm securely collected, used and stored.

**I'm safe with iCabbi.**



# Where do I begin?

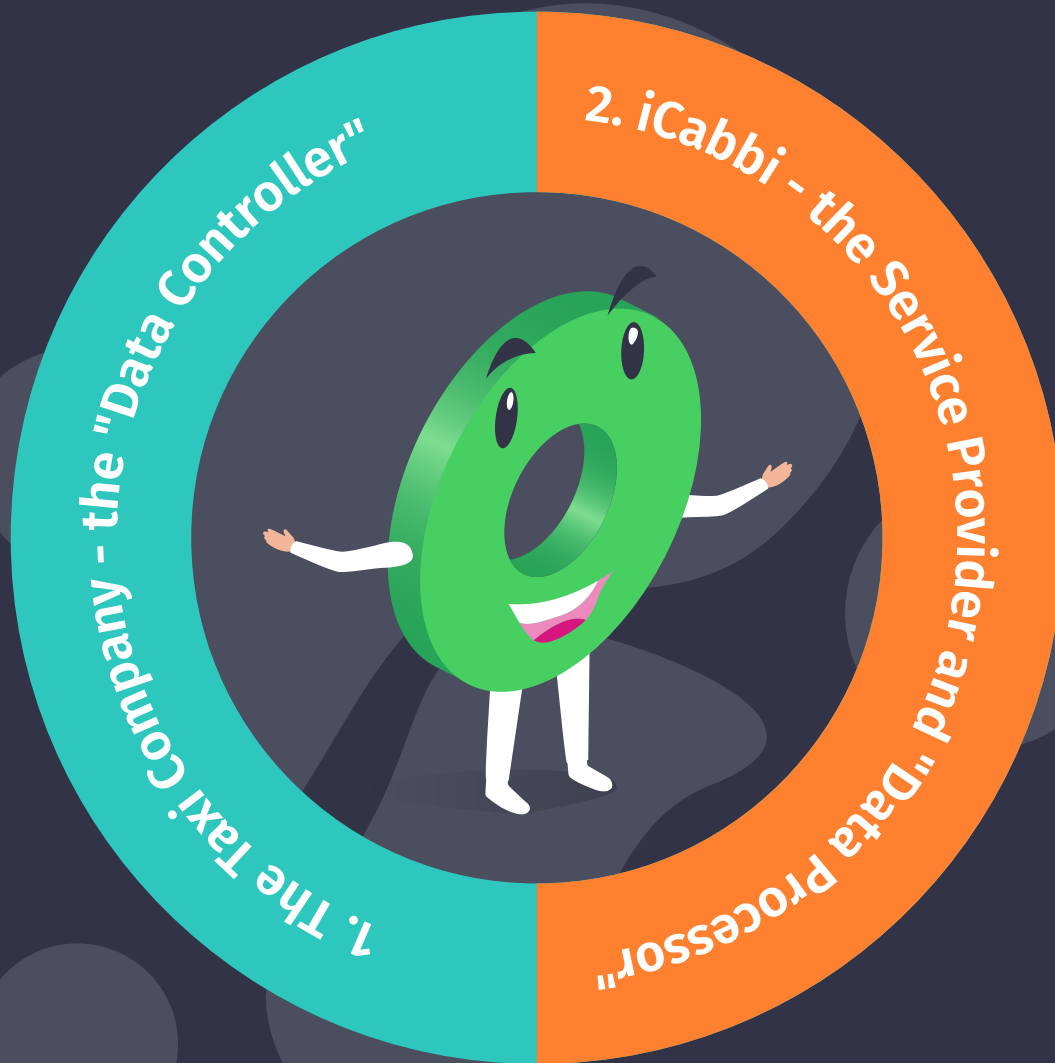
It all starts with a passenger wanting to make a journey. They have an idea of getting from A to B. But in order for this journey to take place, they have to create a booking, and in order for the booking to be created, they need to share details including Personal Data like their name, phone number, and address and Booking data like their pick up time and destination. So, your customers share these details with you by creating a booking in one of the following ways:

- Direct phone call with an operator
- IVR
- Passenger App
- Online Web Booker
- Business Solution
- Other booking plugins such as a chatbot
- Booking Aggregator or third party

..... with the details needed now in your system, the job can be dispatched and the journey can take place. Happy passenger!



# Who looks after me?



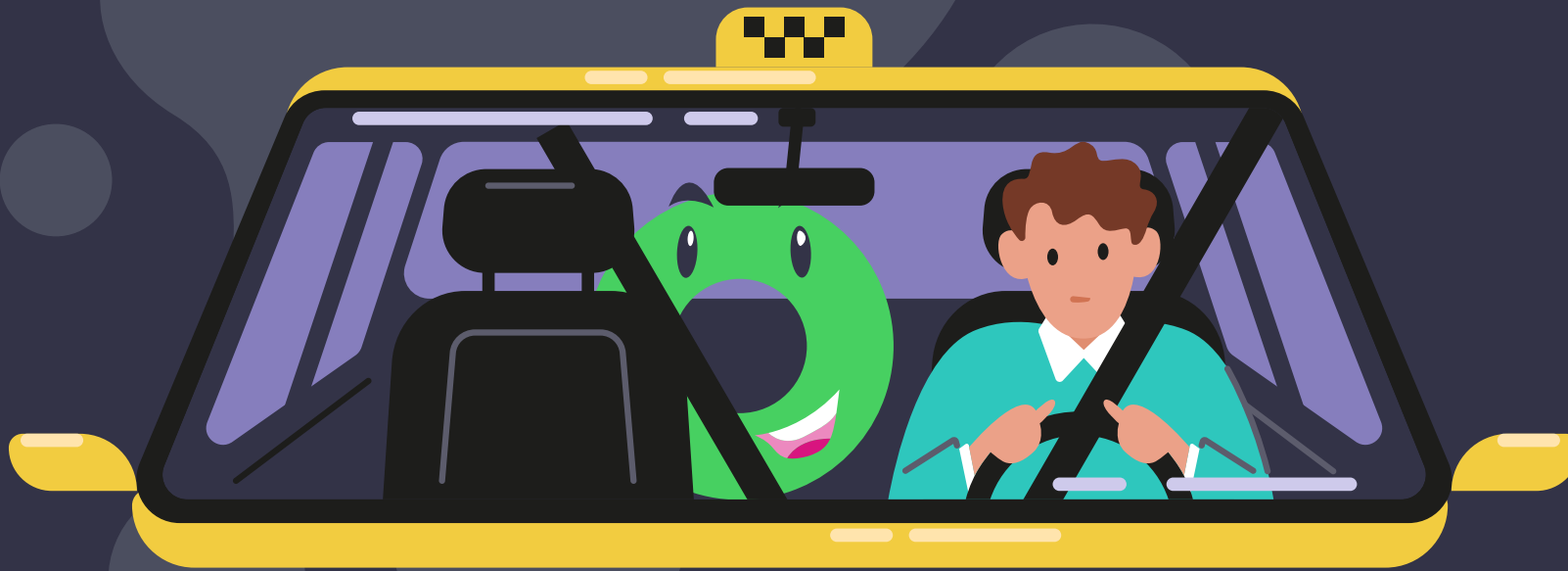
Coolnagour Ltd. t/a iCabbi provides dispatch services to users throughout the world. Our registered trading name and address is:

**Coolnagour Ltd.**  
2nd Floor Offices,  
SuperValu Building,  
Sutton Cross,  
Dublin D13 A7X4

# Why does iCabbi need the data from the Taxi Company?

iCabbi needs the data to process the booking so that it can take place for your passenger, from pick up to destination and everything in between.

We process personal information, also known as “Personal Data” inside and outside of the European Union.



# What data does iCabbi need to process the booking?

We need Passenger and Driver details to get you from A to B. We process Passenger Data, Driver Data and some Customer Employee Data.



## Passenger Data

- Contact and personal details such as phone number, name, email and location
- Details of the charity, business, government body or any third party entity with which the passenger is employed, contracted or associated
- Details of booking history
- Details of special vehicle requirements
- Passenger Data - Additional notes regarding the passenger
- Additional Contact details and details of consent provided or not provided

## Driver Data

- Driver Data
- Details of driver vehicle and other registration details
- Payment of any fares owed
- Details of fees owed by the driver including equipment rental and booking commissions agreed between the driver and the client.
- Details relating to the driver/vehicle location
- Details of fares collected by the driver e.g. bookings paid by credit card or by invoice

## Client Employee Data

- Details of names of Client employees that will have access to the system for business and/or operational purposes

# So, what happens next? What does iCabbi commit to in relation to Personal Data Processing?

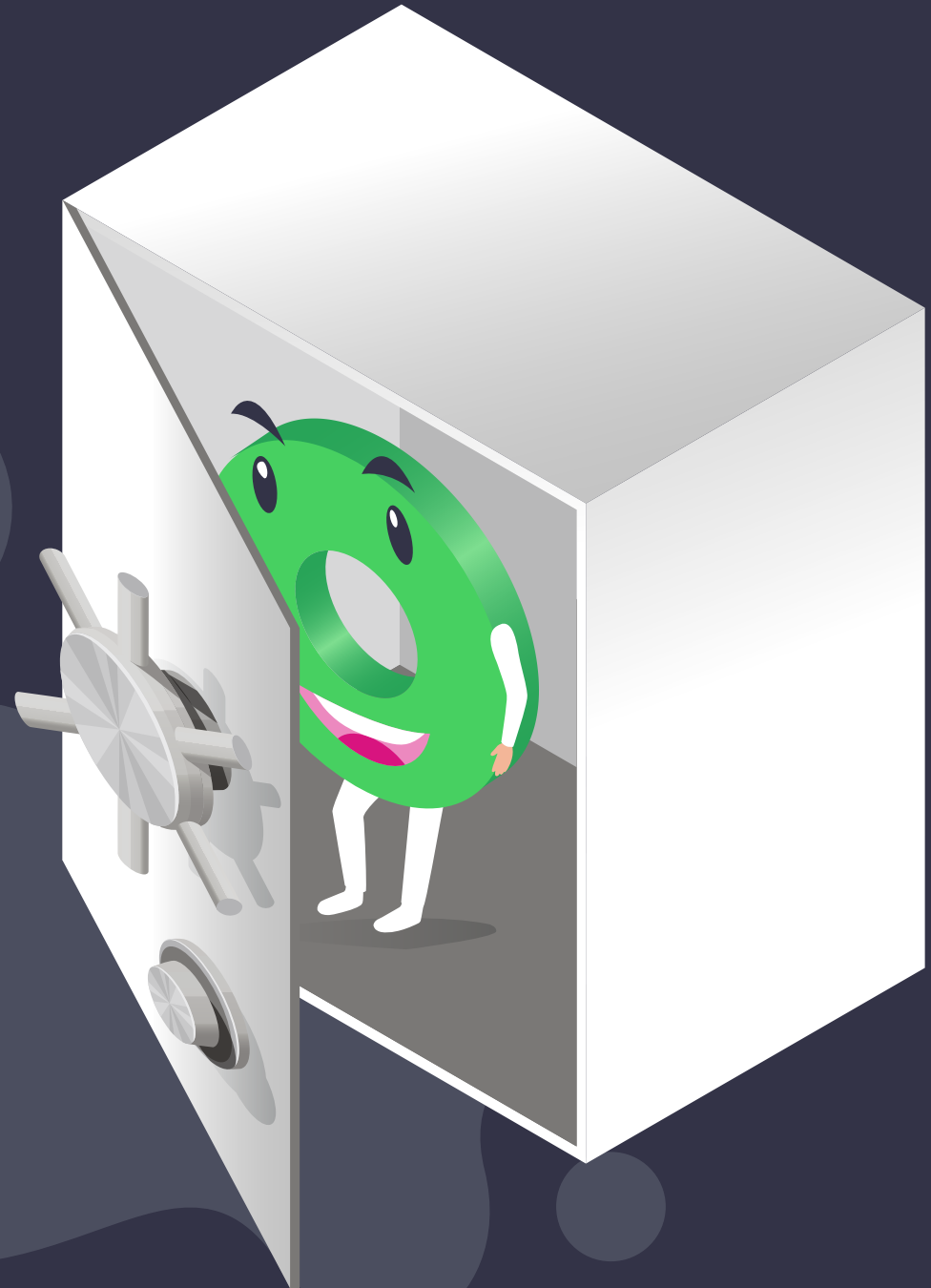


## As your Data Processor, we make the following commitments to:

- 1 process the Booking / Personal Data in accordance with the documented instructions of the Customer (unless iCabbi is required to process the Client Data by applicable European Union (“EU”) or EU Member State law in which case iCabbi shall notify the Client of that legal requirement before such transfer or access occurs or is permitted, unless that law prohibits such notification on important grounds of public interest);
- 2 ensure that all personnel authorised to process the Client Data are party to confidentiality obligations in respect of the Client Data;
- 3 cooperate as reasonably requested by the Client (at the Client’s sole expense):
  - a to enable the Client to comply with any exercise of rights by a data subject under the Data Protection Legislation in respect of Client Data; and
  - b where the Client conducts a data protection impact assessment or engages in a process of prior consultation with a supervisory authority following the outcome of a data protection impact assessment;
- 4 notify the Client if iCabbi receives a request from a data subject to have access to that data subject’s personal data. iCabbi shall not respond directly to such data subject unless it is instructed to do so by the Client;
- 5 implement and maintain appropriate technical and organisational measures to ensure the security of the Client Personal Data taking into account: (i) the state of the art; (ii) the costs of implementation; (iii) the nature, scope, context and purposes of the processing; and (iv) the inherent risk of the processing activities to data subjects;
- 6 notify the Client without undue delay after becoming aware of any Security Breach; and
- 7 cooperate with the Data Protection Commission (or, to the extent reasonably required by the Client, any other supervisory authority) in the performance of its tasks where required.

# How am I kept safe?

We store your data in line with very best practice! For infrastructure, iCabbi uses Amazon Web Services to ensure your data is as safe as can be. Data is encrypted in transit and at rest using AES-256 and the management of Keys is handled by AWS KMS (Key Management Service). Access to your data is carefully controlled; our staff are trained to safely and securely manage your data and we use best in class tools to control and monitor access where it's required. We review our practices and standards regularly, and follow continuous professional development programs to ensure security is always at the top of our minds and that we're always on top of the latest trends.



# How long do you need me for? What happens then?



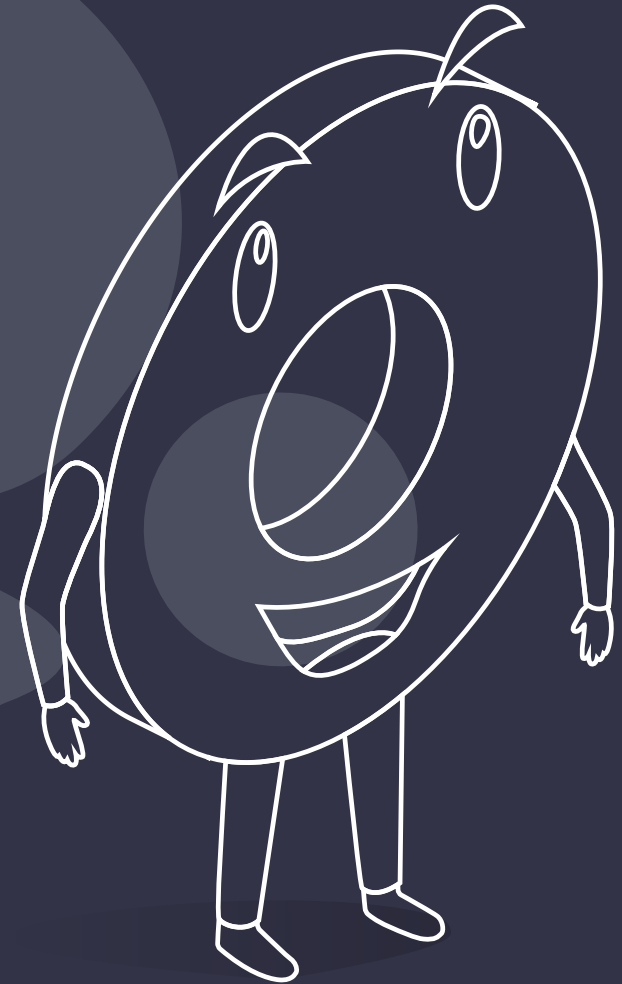
iCabbi retains the user profile and other information for as long as users keep their iCabbi account active. When a user no longer wants to keep their account active, they can email [compliance@icabbi.com](mailto:compliance@icabbi.com). When we receive such requests from a Passenger, we will contact the Taxi Company as they are the Data Controller. We will then delete the information that we don't need to retain by law (and, for the information that we are required to retain, we will ensure the appropriate protection mechanisms remain)





# Aw! So I am no longer a booking?

You are, but with no Passenger or Driver details. We will know you existed, but that's all.



# Do you share me?

iCabbi does not sell or share users' Personal Data to third parties for third party direct marketing purposes.

We share data with our partners in line with best possible practice.

We use iCabbi service providers and business partners to provide our service. A full list of these can be found at: [www.icabbi.com/subprocessor](http://www.icabbi.com/subprocessor)

As you can see by this safe and happy booking, we take care of data at iCabbi.

You can trust us. Here are some more policies and procedures you may wish to read:

Cookies policy  
[www.icabbi.com/cookie-policy](http://www.icabbi.com/cookie-policy)

Website Privacy Policy  
[www.icabbi.com/privacy-statement](http://www.icabbi.com/privacy-statement)

Questions, comments and complaints about iCabbi's data practices can be submitted to iCabbi's Compliance team [[compliance@icabbi.com](mailto:compliance@icabbi.com)]

