Taxi Butler BV
Keizersgracht 169, 1016 DP Amsterdam, the Netherlands
support@taxibutler.com

PRIVACY POLICY

Last updated: 1 April 2026

This is the privacy policy for persons who are using a Taxi Butler Device or QR Tool as defined herein, which is connected to a local Transportation Provider, in order to book a taxi ride.

1 Who we are

1.1 We are Taxi Butler BV, a company incorporated under the laws of the Netherlands. You can find us at Keizersgracht 169, 1016 DP Amsterdam, the Netherlands and you can reach us at support@taxibutler.com. We are registered with the trade register of the Chamber of Commerce with number 58923853 and have VAT number NL853240474B01.

1.2 Under Australian privacy law, we are an “AAP entity”. The *Privacy Act 1988* (Cth) and the Australian Privacy Principles (**AAPs**) applies to how we use, store and disclose your personal information.

1.3 This Privacy Policy applies in connection to personal information that we collect or handle in connection with your use of our Devices or QR Tools in Australia. In other countries, other policies, as communicated to you in the booking process in the relevant location.

2 What this Privacy Policy describes

2.1 This Privacy Policy describes our practices with respect to the personal information we collect from you or about you in connection with the use of a Device or QR Tool (collectively and separately "**Our Services**") and the Transportation Provider Service that is offered through Our Services by Transportation Providers.

2.2 Our Devices and QR Tools lead you through the booking process to order your taxi. Before a booking is placed with the relevant Transportation Provider, you are presented with a page with booking info, which constitutes the offer for making the booking. In case you are assisted by a member of staff of the venue where you are, this page provides an instruction to hand over the Device to you.

2.3 The offer also informs you that this Privacy Policy, as well as our Terms of Use and the Transportation Provider T&C's apply to the booking. You can click on hyperlinks to read these documents on the Device, where you can also find a QR code that you can scan and which guides you to a website where you can save these documents on your own device for later reference. In case you use a QR Tool, the relevant pages have a save-button you can use to save the documents on your own device for later reference.

2.4 You have the option to agree to the offer on the page with the booking info, including the applicability of this Privacy Policy, in which case you click on the "I agree" button. Or if you do not agree to these documents

(including this Privacy Policy), you can choose not to use Our Services and not provide your personal information.

2.5 The booking is confirmed to you with a printed paper ticket and/or SMS text message, depending on which of Our Services you are using. This paper ticket and SMS text message contains a summary of your booking and a link to a mobile booking tracker website specifically for you (the link is a QR code on the paper ticket). This mobile booking tracker website contains a copy of this Privacy Policy and the other applicable terms.

2.6 Our Privacy Policy and our Terms of Use are always easily electronically accessible on our website (https://taxibutler.com/terms) where they can be saved for future reference.

3 Applicability

3.1 This Privacy Policy applies to any personal information which we collect when you use Our Services to book a taxi ride directly with a local Transportation Provider that is connected to Our Services, and in certain cases also pay for the booked taxi rides.

3.2 Personal information is any information or an opinion about an identified individual or an individual who can be reasonably identified from the information or opinion. Information or an opinion may be personal information regardless of whether it is true.

3.3 This Privacy Policy does not apply to personal information about Drivers, Transportation Providers, members of staff of venues or our suppliers.

4 Definitions

4.1 The following definitions apply in this Privacy Policy:

"**Device**":	Taxi Butler ONE device, Taxi Butler PRO device, Taxi Butler PLUS device, Taxi Butler KIOSK device and any other Taxi Butler device;
"**QR Tool**":	a Taxi Butler QR code with mobile booking website;
"**Our Services**":	the Devices, QR Tools and related services which you can use to access and connect with a local Transportation Provider Service in order for the Transportation Provider to supply you with the booking and the taxi ride or transportation service, including the mobile booking tracker website;
"**Terms of Use**":	these terms of use, which form the agreement between you and us that

	governs your use of Our Services;
"**Transportation Provider**":	an independent third party that provides transportation services or that operates a service enabling you to book taxi rides or transportation services from Drivers, such as a ride booking platform;
"**Driver**":	the driver who is driving you to your destination on the basis of your agreement with the Transportation Provider;
"Transportation Provider Service":	the service of a Transportation Provider to book and take a taxi ride or transportation service with a Driver, which Our Services allow you to connect to;
"Fare":	the fare, (sur)charges, (government mandated) tolls and taxes for your taxi ride, which you have an obligation to pay to the Transportation Provider, excluding any Transportation Provider Booking Fee and excluding our Service Fee, if applicable;
"Transportation Provider Booking Fee":	the booking fee, if applicable, that the Transportation Provider charges you for booking a taxi ride with the Transportation Provider Service through Our Services, as communicated to you through Our Services;
"Service Fee":	our service fee, if applicable, that is payable by you to us for the use of Our Services, as communicated to you through Our Services;
"**Total Price**":	the Fare and Transportation Provider Booking Fee, if applicable, which you have an obligation to pay to the Transportation Provider, and our Service Fee, if applicable, which you have an obligation to pay to us;
"**Transportation Provider T&C's**":	the terms and conditions of the Transportation Provider that govern the supply of the booking of the taxi ride or transportation service and the taking of the taxi ride or transportation service with the Driver, including the obligation to pay the Fare and, if applicable, the Transportation Provider

Booking Fee, and including the privacy policy of the Transportation Provider

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"You" / "your": You, the person who is using a Device or QR Tool, which is connected with a local Transportation Provider, in order to book a taxi ride.

4.2 Words not defined in this Privacy Policy that are defined in the *Privacy Act 1998* (Cth) (the **Act**) take on the meaning given to that term in the Act. .

4.3 Any reference in this Privacy Policy to any gender includes all genders, and words importing the singular include the plural and vice versa.

5 When and how we collect your personal information

5.1 We usually collect personal information directly from you when you interact with us and provide it to us. For example:

- When you access and use a Device or QR Tool;
- When you otherwise use Our Services in relation to the taxi ride you book and take;
- When you contact us in relation to customer services.

5.2 We may also collect personal information from your mobile device when you use a QR Tool. We use cookies in connection with the QR Tool and connected mobile booking website. A cookie is a small text file that the website may place on your device to store information. In this case, we use and collect the information that is noted in our cookie notice that you can find on the mobile booking website. For clarity, the mobile booking tracker website that you can use after making a booking to track, manage and cancel your booking does not use cookies.

6 Types of personal information we collect or hold

6.1 Depending on the Device or QR Tool that you use or your interaction with us, the types of personal information we collect and hold may include the following information:

- Information identifying you, including your first name and last name;

- Your contact details, including your mobile phone number;

- Your email address;

- Your location address, being the venue where the Device or QR Tool is operated;

- Information regarding your taxi ride, such as the destination, booking date and time, pick up date and time, drop off date and time, (estimated) Fare, Transportation Provider Booking Fee, Service Fee, Total Price, Transportation Provider, Driver and details of the car and licence of the Driver;

- Your payment details in case payment of the Total Price is made through Our Services, which are your payment method, issuer bank and country, IP address and country and device details, cardholder name, part of the number of the payment card and the expiry date of the payment card;

- any other information, current or historical, relevant to providing you with Our Services.

7 How we use your personal information

To provide Our Services to you

7.1 We use your personal information to provide Our Services to you, which enable you to book and take a taxi ride with a Driver through the Transportation Provider Service.

7.2 This entails forwarding your personal information to the Transportation Provider with which you are making a booking, so that it can perform its agreement with you for the booking and the taxi ride itself (transportation service). Please see more details on this below.

7.3 We only use your mobile phone number (i) to confirm your booking and the applicable terms, (ii) send you a link to a mobile booking tracker website specifically for you where you can track, manage and cancel your booking, and (iii) to allow the Driver to contact you for pick up.

7.4 We only use your email address to send you a receipt with proof of payment that contains a specification of the Total Price or to send you an invoice at your request. We do not collect or hold your email address if you do not provide it to us for sending a receipt or invoice.

7.5 In case payment is made through Our Services, we also collect the payment information to process and complete payments to us and to the Transportation Providers.We use third party payment processing services to facilitate payments through Our Services. Our third-party payment processing service provider

may retain payment details after the pre-authorisation payment has been made in order to complete the payment process after the transportation service has been completed.

7.6 You do not have to share your personal information with us and where it is lawful and practical to do so, you may interact anonymously or by using a pseudonym. However, it is necessary for us to collect and use your personal information as described in this Privacy Policy in order to perform our agreement with you and supply Our Services. If you do not provide us with your personal information we may not be able to supply you with Our Services, permit access to our website or mobile booking service or communicate with you.

To contact you

7.7 In case you have provided us with your mobile phone number, we may contact you to inform you of and provide updates on your booking with the Transportation Provider. It is necessary for us to use your personal information in this way in order to perform our agreement with you and supply Our Services.

7.8 We may also use your contact details to ask you about your experience in using Our Services or respond to any requests or complaints you make.

For legal purposes

7.9 We may use personal information as is necessary for compliance with our legal obligations.

To manage our business

7.10 We may use personal information to help us efficiently operate Our Services and for other purposes related to managing our business. We may also use personal information to protect our interests including establishing, exercising and defending legal rights and claims.

For analytics and to improve Our Services

7.11 As noted in our cookie notice on our general website and on the mobile booking website that is connected to our QR Tools, we may use personal information to analyse how Our Services and its features are used in order to improve Our Services and enhance users' experiences, to improve the services of Transportation Providers, to create new products and services or to improve our existing products and services and to enable additional analytics and research concerning Our Services. For clarity, the mobile booking tracker website that you can use after making a booking to track, manage and cancel your booking does not use cookies.

7.12 We obtain your consent to place analytics cookies. You may refuse to use cookies by selecting the appropriate settings on your browser. However, please note that if you do this, you may not be able to use the full functionality of the mobile booking website or our general website. .

8 How we share and disclose your personal information with third parties

8.1 We forward your personal information to the Transportation Provider with which you are making a booking, so that it can perform its agreement with you for booking and taking the taxi ride. This may include forwarding your mobile phone number for the purpose of the Driver contacting you if needed upon arrival. This may also include forwarding your email address for the Transportation Provider to send you an invoice at your request for the Fare and any Transportation Provider Booking Fee.

8.2 The Transportation Provider performs independent services to you. Please refer to the Transportation Provider T&C's, which may also include the privacy policy of the Transportation Provider, for information on how the Transport Provider collects, holds and uses your personal information.

8.3 Otherwise, we may share your personal information with third party vendors and service providers. We take appropriate measures to make sure these third-party suppliers comply with applicable privacy laws. Such suppliers may provide us with services such as hosting, technical and IT infrastructure, communication services, support services, customer relationship management services, detecting fraud mechanisms and order fulfillment.

8.4 Our Services also use the Google Maps API and TomTom Maps API. For more information on how Google Maps and TomTom collect and use personal information, visit their websites for the applicable policies (https://policies.google.com/privacy and https://maps.google.com/help/terms_maps/ and https://www.tomtom.com/privacy/en_gb/).

8.5 We may also share personal information between our group companies in order to be able to provide Our Services and for our business and administrative purposes. .

8.6 We may do business with third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If ownership or change of control happens to our business, then we may transfer your personal information to the new owners of our business.

8.7 Subject to applicable law, we may disclose information about you i) if we are required or authorised to do so by law, tribunal or court order, such as a subpoena or disclosure is reasonably necessary for the establishment, exercise or defence of a legal or equitable claim; ii) where we reasonably believe the use or disclosure is reasonably necessary for enforcement-related activities by, or on behalf of, an enforcement body;; iii) to lessen or prevent a serious threat to the life, health or safety of any individual, or to public health or safety; ; or iv) where we have reason to suspect unlawful activity or serious misconduct that relates to our functions or activities and we use or disclose the information as reasonably necessary to take appropriate

action; (v) you may have consented to the disclosure or the consent may be reasonably inferred from the circumstances.

9 Overseas recipients of your personal information and storage

9.1 Your personal information may be disclosed, transferred to, stored at, and used by recipients in destinations outside Australia. This includes when provided to our related group companies, Transportation Providers and service providers who are located or host their systems overseas. The regions and countries which such recipients are likely to be located include: the Netherlands, the United Kingdom, countries in the Europe Economic Area and the United States.

9.2 When we do this, we take reasonable steps in the circumstances to ensure that overseas recipients comply with the AAPs in relation to your personal information, unless an exception applies under the Act and APPs.

9.3 If you would like further information, please contact us at support@taxibutler.com.

9.4 We retain personal information for as long as reasonably necessary for the purposes described in this Privacy Policy, as required by law or regulations (for example, for tax or record-keeping requirements). When we no longer need your personal information and we are not required to retain it by law or court or tribunal order, we will take reasonable steps in the circumstances to destroy or de-identify it.

10 Our security measures

10.1 We have implemented reasonable security measures (including technical and organisational measures) designed to protect your personal information from misuse, interference, loss and unauthorised alteration, disclosure or access.

10.2 The following is a non-exhaustive list of examples of technical and organisational security measures we take:

- automated protection systems against cyberattacks are activated;
- automated tools periodically conduct security tests on Devices and QR Tools;
- the security of Devices and QR Tools are audited by firms with expertise in this matter;
- access to your personal data is subject to access controls; and
- experts in cybersecurity may intervene at any time to deal with security breaches.

- providing relevant staff training.

11 Your other privacy rights in Australia

Access and correction

11.1 You may request access or correction of the personal information that we hold about you by contacting and making a request in writing to the contact details set out below. There are some circumstances in which we are not required to give you access to your personal information. We will notify you of these reasons when this is the case.

11.2 There is no charge for requesting access to your personal information, but we may require you to pay our reasonable costs in providing you with access (such as photocopying costs or costs for time spent on collating large amounts of material).

11.3 We will respond to your requests to access or correct personal information in a reasonable time. If, on receiving access to your personal information, or at any other time, you believe the personal information we hold about you is inaccurate, incomplete, out of date, irrelevant or misleading please notify us immediately. We will take reasonable steps to correct the information so that it is accurate, complete, up to date, relevant and not misleading.

11.4 Wherever we rely on your consent, you have the right to withdraw that consent at any time, without affecting the lawfulness of our use or disclosures of your personal information with your consent before its withdrawal or as required by law or court or tribunal order. However, if you withdraw your consent, we may not be able to provide some or all of Our Services to you.

Complaints and making requests

11.5 If you have a complaint about how we have handled your personal information or complied with the Act (including the APP's), please contact and make the complaint to us in writing to the contact details set out below. Please provide any relevant supporting information with your complaint.

11.6 We will consider your complaint and take reasonable steps to investigate the matter. We will notify you of the outcome of this investigation within a reasonable time.

11.7 If you are not happy or satisfied with the way in which we have handled your complaint, you may contact the Office of the Australian Information Commissioner (OAIC) for guidance on the alternative courses of action that may be available to you (contact details for the OAIC are available via their website at www.oaic.gov.au).

12 Links to other websites

12.1 Our Services may contain hyperlinks to websites operated by third parties. If you follow a link to any of these websites, these websites and any services that may be accessible through them have their own privacy policies and this Privacy Policy does not apply.

13 Children's privacy

13.1 Our Services, and any marketing of them, are intended for adult use only and are not directed towards children, minors, or anyone under the age of 18. If you are under the age of 18, you are not authorised to provide us with any personally identifying information.

14 Changes to this Privacy Policy

14.1 We may from time to time make changes to Our Services and also Transportation Provider Services may change, for instance by the addition or removal of functionality or by a change of the way in which either of them operates or is presented to you. We may modify this Privacy Policy to reflect such changes, changes in law or changes in the way we or our industry operates, or for any other reason. Any updated version of this Privacy Policy applies per the moment of application in the booking process and will be published on our website. Hyperlinks to the updated Privacy Policy will be accessible at the time of your booking and our offer.

14.2 Any updated version of this Privacy Policy does not apply to offers already accepted. If this Privacy Policy is updated between acceptance of an offer and the start of a taxi ride, the version of this Privacy Policy that applied at the time that you accepted the offer and the booking was made will continue to apply to that booking and in respect of the relevant taxi ride.

15 Contact, requests and complaints

15.1 Questions, comments and requests regarding this Privacy Policy and your personal information are welcomed and can be addressed to support@taxibutler.com. You may also write to us at Taxi Butler BV, attention legal department, Keizersgracht 169, 1016 DP Amsterdam, the Netherlands. Complaints can also be sent to this address.

15.2 For security reasons, you may be asked for further information, including your personal information, to verify your identity and so that we can respond to your question, comment, request or complaint.

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