

Privacy Policy:

I. Introduction

When you use Weconsult.ma, you trust us with your personal data. We're committed to keep that trust. That starts with helping you understand our privacy practices.

This document describes the personal data we collect, how it's used and shared, and your choices regarding this data. We recommend that you read this carefully, which highlights key points about our privacy practices.

Last modified: January 12, 2021

Effective date: December 12, 2019

II. Overview

A. Reformulation

This document specifically applies to:

- Users: individuals who provide, or submit applications to Weconsult.ma to provide, transportation individually.
- Customers with an account and without: individuals who request to benefit from this service or a company partnering with Weconsult.ma, referred in this document as "users".

All those subject to this document are referred to as "users" .

B. Data controller and transfer

Weconsult.ma is the data controller for the personal data collected in connection with use of Weconsult.ma services.

Questions, comments, and complaints about Weconsult.ma data practices can be submitted [here](#).

III. Data collections and uses

A. The data we collect

Weconsult.ma collects:

- Data provided by users to Weconsult.ma, such as during account creation.
- Data created during use of our services, such as location, app usage, and device data.
- Data from other sources, such as Weconsult.ma partners and third parties that use Weconsult.ma APIs.

The following data is collected by or on behalf of Weconsult.ma:

1. Data provided by users. This includes:

- User profile: We collect data when users create or update their Weconsult.ma accounts. This may include their name, email, phone number, login name and password, address, profile picture.
- Demographic data: We may collect demographic data about users, including through user surveys.
- User content: We collect the information users submit when they contact Weconsult.ma customer support, provide ratings or compliments for the users.

2. Data created during use of our services. This includes:

- Location data: We collect precise or approximate location data from a user's mobile device if enabled by the user to do so.
- Usage data: We collect data about how users interact with our services. This includes data such as access dates and times, archives, ongoing courses
- Device data: We may collect data about the devices used to access our services, including the hardware models, device IP address, operating systems and versions, software, preferred languages, unique device identifiers, advertising identifiers
- Communication data: We enable users to communicate with each other and our team through Weconsult.ma mobile apps and websites. For example, we

enable users and clients, to call or text. Weconsult.ma may also use this data for customer support services, for safety and security purposes, to improve our services and for analytics.

Weconsult.ma may combine the data collected from these sources with other data in its possession.

B. How we use personal data

Weconsult.ma collects and uses data to enable reliable and convenient services. We also use the data we collect:

- For customers' support.
- For research and development.
- To enable communications between users.
- To send marketing and non-marketing communications to users.
- In connection with legal procedures.

Weconsult.ma does not sell or share users' personal data with third parties for their direct marketing, except with users' consent.

Weconsult.ma uses the data it collects for purposes including:

1. Providing services and features:

Weconsult.ma uses the collected data to provide, personalize, maintain, and improve our products and services.

This includes using the data to:

- Create and update users' accounts.
- Verify users' identity, background history, and eligibility to work.
- Track and share the progress of rides.
- Enable features that allow users to share information with other people, such as when clients submit a compliment about a driver.
- Enable accessibility features that make it easier for users with disabilities to use our services, such as those that enable deaf or hard-of-hearing clients to alert their users of their disabilities.

2. Safety and security:

We use personal data to help maintain the safety, security, and integrity of our services and users. This includes:

- Scanning users' eligibility before enabling their use of our services, including reviews of background checks, permitted by law, to help prevent use of our services by unsafe users.
- Using data from users to help identify unsafe driving behavior such as speeding or harsh braking and acceleration, and to inform them of safer driving practices.
- Using device, location, profile, usage, and other data to prevent, detect, and combat fraud or unsafe activities.
- Using user ratings and feedback to encourage compliance with our Community guidelines and as grounds for deactivating users with low ratings or who otherwise violated such guidelines in certain countries.

3. Customer support:

Weconsult.ma uses the information we collect to provide customer support, including:

- Direct questions to the appropriate customer support person.
- Investigate and address user concerns.
- Monitor and improve our customer support responses and processes.

4. Enabling communications between users:

For example, a driver may message or call a client to confirm a pickup location, a client may contact a driver to retrieve a lost item or recheck on the driver location and confirm the ride.

5. Marketing:

Weconsult.ma may use the data to market our services to our users. This includes sending users communications about Weconsult.ma services, features, promotions, surveys, news, updates, and events.

We may communicate products and services offered by Weconsult.ma partners to our users. We do not sell users' personal data to, or share it with, such partners or others for purposes of their own direct marketing or advertising, except with users' consent.

We may use the data we collect to personalize the marketing communications (including advertisements) that we send, based on user location, past use of Weconsult.ma services, and user preferences and settings.

6. Non-marketing communications:

Weconsult.ma may use the data we collect to generate and provide users with receipts; inform them of changes to our terms, services, or policies; or send other communications that aren't for the purpose of marketing the services or products of Weconsult.ma or its partners.

C. Cookies and third-party technologies

Weconsult.ma uses cookies and other identification technologies on our apps, websites, emails, and online ads for purposes described in this document. Cookies are small text files that are stored on browsers or devices by websites, apps, online media, and advertisements. Weconsult.ma uses cookies and similar technologies for purposes such as:

- Authenticating users
- Remembering user preferences and settings
- Determining the popularity of content
- Delivering and measuring the effectiveness of advertising campaigns
- Analyzing site traffic and trends, and generally understanding the online behaviors and interests of people who interact with our services

We may also allow others to provide audience measurement and analytics services for us, to serve advertisements on our behalf across the Internet, and to track and report on the performance of those advertisements. These entities may use cookies, SDKs, and other technologies to identify the devices used by visitors to our websites, as well as when they visit other online sites and services.

D. Data sharing and disclosure

Weconsult.ma may share the data we collect:

1. With other users

This includes sharing:

- Client's first name, rating, and pickup and/or drop off locations with users.
- Share data with the clients, including name and photo, license plate, and driver photo; average rating provided by users; total number of trips; length of use of the Weconsult.ma app; contact information (depending upon applicable laws); and driver profile, including compliments and other feedback submitted by past users. We also enable our clients and users to have access to their archives and export receipts if needed.

2. With the general public

Questions or comments from users submitted through public forums such as Weconsult.ma social media pages may be viewable by the public, including any personal data included in the questions or comments submitted by an user.

3. For legal reasons or in the event of a dispute

Weconsult.ma may share users' personal data if we believe it's required by applicable law, regulation, operating license or agreement, legal process or governmental request, or where the disclosure is otherwise appropriate due to safety or similar concerns. This includes sharing personal data with law enforcement officials, public health officials, other government authorities, airports (if required by the airport authorities as a condition of operating on airport property), or other third parties as necessary to enforce our Terms of Service, user agreements, or other policies; to protect Weconsult.ma rights or property or the rights, safety, or property of others; or in the event of a claim or dispute relating to the use of our services.

Please see [Weconsult.ma Guidelines for Law Enforcement Authorities](#) for more information.

4. With consent

Weconsult.ma may share an user's personal data other than as described in this document if we notify the user and they consent to the sharing.

D. Data retention and deletion

Weconsult.ma retains user profile, courses, and other personal data for as long as a user maintains their Weconsult.ma account.

Weconsult.ma may retain certain user data after receiving an account deletion request if necessary, such as to comply with legal requirements.

Riders may request deletion of their account at any time through the Settings, or through Weconsult.ma Help Center. Following such requests, Weconsult.ma deletes the data that it is not required to retain for purposes of regulatory, tax, insurance, litigation, or other legal requirements. For example, Weconsult.ma retains location, device, and usage data for these purposes for a minimum of 7 years; while it retains such data, it may also use it for purposes of safety, security, fraud prevention and detection, and research and development. In certain circumstances, Weconsult.ma can retain the driver account if the balance is not yet paid and once

the issue is solved with the driver, Weconsult.ma will proceed with deletion as mentioned before.

Weconsult.ma may also retain certain information if necessary, for purposes of safety, security, and fraud prevention. For example, if Weconsult.ma deactivates an user's account because of unsafe behavior or security incidents, Weconsult.ma may retain certain information about that account to prevent that user from opening a new Weconsult.ma account in the future.

IV. Updates to this document

We may occasionally update this document. If we make significant changes, we will notify users in advance of the changes through the Weconsult.ma apps or through other means, such as email. We encourage users to periodically review this document for the latest information on our privacy practices.