

Errand Guam, LLC Consumers Effective Date: November 1, 2023 Errand Guam, LLC (collectively, "Errand Guam," "we," "us," or "our") is committed to protecting your privacy.

This Privacy Policy ("Policy") explains how we collect, use, disclose and protect Personal Information (as it is defined below) of those that engage with our Services, as defined below, ("Users", "Client") and restaurants and/or other businesses utilizing Errand Guam ("Merchants"). It applies to all Personal Information collected by us on [www.errandguam.com](http://www.errandguam.com) (the "Site"), the Errand Guam mobile applications, and any other websites or mobile applications that link to this Policy, as well as during any written, electronic, and oral communications (collectively, the "Services"). Errand Guam may collect Personal Information to help you place and receive orders and to improve the Errand service. If you are an Errand Guam User, your access to and use of our Services are subject to our Terms and Conditions, which define some of the terms used throughout this Policy. Please make sure that you have carefully read and understand the Terms and Conditions before you use our Services. By using our Services, you accept the Terms and Conditions, and accept our privacy practices described in this Policy. If you do not feel comfortable with any part of this Policy or our Terms and Conditions, you must not use or access our Services. Errand Guam uses its Errand Runners ("Runners") who provide delivery services to our Users. Our Services may change from time to time. As a result, we reserve the right to update or modify this Policy at any time and from time to time without prior notice. If we make any material changes to the way we process your Personal Information, we will notify you before such changes are effective. If you object to any changes, you must cease using our Services. We recommend you review this Policy periodically. This Policy became effective on the date indicated at the top of this page. Your continued use of our Services after any changes or revisions to this Policy indicates your agreement to the terms of the revised Policy.

## **1. Collection of Personal Information When you use our Services**

We may collect Personal Information about you. The types of Personal Information that we may collect about you are:

*1a. Information You Provide to Us Directly:* You may provide your Personal Information to us when you use our Services, including when you register with Errand Guam, search within or place orders through our Services, contact us with inquiries, respond to surveys, or otherwise access or use our Services. This information may include: Personal Identifiers and records information – We may collect information such as name, email address, postal or delivery address, account name, phone number, signature, or other similar identifiers. Characteristics of protected classifications under Guam or federal law – We may collect your age, year or date of birth to enable us, for example, to determine if you are eligible to make purchases of alcohol. We may collect Military Identification Information such as name and date of expiration to determine if you are eligible to make purchases at the Defense Commissary Agency and Andersen/Navy Exchanges. Biometric information – We may collect face photo, identity document, facial recognition, voice, or other biometric data. Any biometric information will be permanently deleted from the system after it is no longer necessary. Commercial Information – When you place an order through our Services, we collect information related to that order. This may include information such as items purchased, special instructions, date and time of order,

subtotal, photos that you provide to Errand Guam, or other purchasing or consuming histories or tendencies.

*1b. Information Received From You as Part of Your Communications:*

When you use our Services (for example on our Site), complete electronic forms, communicate with Runners or contact us, by online chat, email, phone or text, we may automatically collect and store certain information about you and the activity you engaged in, for example: your name and contact information; your order details; information that you voluntarily provide to us; the nature of your communication; the purpose of the interaction, and the action we took in response to your inquiry or request.

*1c. Information Collected Automatically:*

We also may collect and store certain information about you and your device(s) automatically when you access or use our Site and Services. This information may include: Technical Information – We collect technical information associated with your activity on our Site and may include information related to your browser and operating system, IP address (the Internet address of your computer), unique device identifiers, personal and online identifiers, and other information such as your device type and version of the app that is in use. Site Usage Information – This may include the webpage that you were visiting before accessing our Site or mobile application, the pages or features of our Site or mobile application that you browsed to inform us which part of our Site, app and Services you visit and how much time you spend there. Site Preferences – We collect information about your preferences to make your use of the Site more productive through the use of cookies.

*1d. Location Information: (Not available at this time)*

When you use the Services, we may collect and store general location information (such as IP address). We may also collect route information and delivery pick-up or drop-off information. If you permit the Services to access location services through the permission system used by your mobile operating system ("Platform") or browser, we may also collect and store the precise location of your device when the Errand Guam app is running in the foreground or background of your device. This information may be used to help you select your delivery address, to provide more accurate deliveries of your orders, to provide recommendations to you, and to enhance your user experience and improve the services. You can choose whether to enable the location tracking feature through the settings on your device or Platform or when prompted by the Errand Guam mobile app. If you choose to disable the location feature, the Runner will not receive precise location information from your device, which may compromise the accuracy of deliveries in some situations, for instance, if you are located in a large area, such as a park.

*1e. Personal Information from Publicly Available Sources and Third Parties:*

We may collect Personal Information about you from publicly available sources, social network providers, marketing partners, and third parties. This may include: Social Network Information – We may receive information about you from other services. For example, we receive certain information from Facebook when you use their service to login to Errand Guam. Demographic

Information – This characteristic information could include information such as income, marital status, spending habits, and other information.

## **2. Use of Cookies and Other Tracking Technologies:**

We use cookies, web beacons, pixels, session replay/screen capture, and similar technologies to collect information and personalize your experience with our Services. When we use session replay technology, we may collect on a real-time basis information on how you use and navigate the Services. This may include mouse movements and how you scroll through the Services, but we do not collect keystroke data. Additional information on other technologies we may use is set forth below.

### *2a. Cookies:*

Cookies are small web files that a site or its provider transfers to your device's hard drive through your web browser that enables the site's or provider's system to recognize your browser and remember certain information. **How We Use Cookies** – We use first-party and third-party cookies for the following purposes: to make our Services function properly; to improve our Services; to recognize you when you return to our Site and to remember information you have already provided, such as items already in your order cart; to collect information about your activities over time and across third party websites or other online services in order to deliver content and advertising tailored to your interests; and to provide a secure browsing experience during your use of our Services. **How to Manage Cookies** – You may disable the use of cookies by modifying your browser settings. If you choose to disable cookies you may not be able to fully experience the interactive features of our Services. For more information on cookies and how to disable cookies visit [www.ftc.gov/ftc/cookies.shtml](http://www.ftc.gov/ftc/cookies.shtml) or [https://www.usa.gov/optout\\_instructions.shtml](https://www.usa.gov/optout_instructions.shtml).

## **3. Use of Your Personal Information:**

We may use the information we collect about you for letious purposes.

### **3a. To Provide You with the Services:**

We use your information to provide you the Services. For example, we use an address to allow the Runner to fulfill your delivery (if you are a User). If the applicable information is to be provided or Service is to be performed by a third party, then we will disclose the applicable Personal Information to the third party providing the information for performing the applicable Services. Your information may be available or provided to third-party or service providers that are contractually obligated to protect your information as disclosed in this Policy.

### **3b. To Maintain, Improve, and Personalize the Services:**

We use your information for our everyday business operations such as auditing, administration of the Services, forum management, fulfillment, and analytics. Your information may also be used to improve the content and/or functionality of the Services.

### **3c. To Communicate with You:**

We use your information to communicate with you. For example, we may send you text messages or other notifications about the status of your orders and deliveries. We may also contact you with promotional offerings or other communications that may be of interest to you. If we send you marketing emails or texts about services that may interest you, each email or text will contain instructions permitting you to "opt-out" of receiving future email or text marketing communications. In the event you contact us, we use certain information to respond to your questions and assist you with any issues that may arise in your use of the Services.

**3d. For Account and Network Security Purposes:**

We care about keeping you secure and safe while using our Services. Keeping you safe requires us to process your Personal Information, such as your device information, activity information and other relevant information. We use such information to combat spam, malware, malicious activity or security risks; improve and enforce our security measures; and to monitor and verify your identity so that unauthorized users do not gain access to your information.

**3e. To Maintain Legal and Regulatory Compliance:**

Our Services are subject to certain laws and regulations which may require us to process your Personal Information. For example, we process your Personal Information to pay our taxes, to fulfill our business obligations, ensure compliance with employment and recruitment laws or as necessary to manage risk as required under applicable law.

**3f. To Enforce Compliance with Our Agreements and Policies:** When you access or use our Services, you are bound to our Terms and Conditions (if you are a User). To ensure you comply with them, we process your Personal Information by actively monitoring, investigating, preventing and mitigating any alleged or actual prohibited, illicit or illegal activities on our Services. We also process your Personal Information to: investigate, prevent or mitigate violations of our internal terms, agreements or policies; enforce our agreements with third parties and business partners.

**3g. To Protect You, Others, and Our Business:**

We use your information to protect you, others, and our business, including, without limitation, using information for fraud prevention, for enforcement of our Terms of Service, to comply with the law, and to protect against security risks.

**3h. For Our Business Purposes:**

We may use your information for any other purpose disclosed to you at the time we collect the information, or otherwise with your consent.

**4. Provision of Personal Information to Third Parties**

We may provide your Personal Information to third parties as described below.

**4a. Service Providers or Third Parties:**

We may provide your information to our service providers or third parties to help provide services to you for certain business purposes. This information is provided in order for them to

provide us services such as payment processing, advertising services, marketing partners, web analytics, data processing, IT services, customer support and other services. These service providers or third parties may have access to your Personal Information to perform services on our behalf.

**4b. Runners or other users:**

To help provide you with a high-quality delivery we also may provide your information, including your Personal Information and order details, to the Runners who complete your requested deliveries. Similarly, we may provide information to Merchants to facilitate deliveries such as your first name and last initial and order information related to your orders with Merchants. We may also share information that you provide to Errand Guam with Merchants.

**4c. Group companies:**

We may provide your information to our group companies (entities that control or are under the control of Errand Guam, LLC.) for business purposes. We will require these entities to comply with the terms of this Policy with regard to their use of your information. Service provided by Errand Guam, and our group companies may share certain functionalities such as a uniform login experience where users of both applications will need to use a single username and password.

**4d. Social Media:**

When you link a Social Network account to Errand Guam or log into our Services using your Social Network account, we may provide your information to the operator of the Social Network to facilitate or enhance delivery of that Social Network or other services to you.

**4e. When Required or Permitted by Law:**

We recognize that information related to your orders could contain private information. However, we may be required to provide your information to third parties including law enforcement agencies when required to protect and defend our legal rights, protect the safety and security of users of our Services, prevent fraud, comply with the law, respond to legal process, or a request for cooperation by a government entity, and the like.

**4f. Corporate Transactions:**

In the event of a business transfer, merger and other reorganization, dissolution, or similar event we may provide your information to one or more third parties as part of that transaction, including during the negotiation of a transaction.

**4g. With Your Consent:**

We also may provide your information to third parties with your consent or at your direction.

**5. Security:**

Errand Guam has implemented administrative, organizational, technical, and physical security controls that are designed to safeguard Personal Information. However, no online activity is ever fully secure or error-free. While we strive to protect your information, we cannot guarantee that

your Personal Information is absolutely secure. Please keep this in mind when disclosing any information to Errand Guam. Please recognize that protecting your Personal Information is also your responsibility. We urge you to take every precaution to protect your information when you are on the Internet, or when you communicate with us and with others through the Internet. Change your passwords often, use a combination of letters and numbers, and make sure you use a secure browser. If you have reason to believe that your interaction with us is no longer secure (for example, if you feel that the security of your account might have been compromised), or if you suspect someone else is using your account, please let us know immediately by contacting us as indicated in the Contact Us section below.

#### **6. Data Retention:**

We will retain your Personal Information for as long as your account is active or as needed to provide you services and to maintain a record of your transactions for financial reporting purposes. We will also retain and use your Personal Information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

#### **7. Third-Party Sites:**

Some of the functionality may be provided by third parties and the Services may link to other third-party websites that are not controlled by Errand Guam. For example, we may use services like Braintree for payment processing. These third parties are not under our control and Errand Guam is not responsible for their privacy policies or practices. If you provide any Personal Information to any third party or through any such third-party website, we recommend that you familiarize yourself with the privacy policies and practices of that third party.

#### **8. Social Media Usage:**

You may choose to enable or log in to our Services via online services, including social networking services like Facebook and Google. Our Services also may enable you to access social networking services such as Facebook, Twitter, or Instagram (collectively, "Social Network") directly or indirectly through our Services. When you link a Social Network account to Errand Guam or log into our Services using your Social Network account, we may collect relevant Personal Information necessary to enable our Services to access that Social Network and your information contained within that Social Network. We also may share your information with the operator of that Social Network to facilitate or enhance delivery of that Social Network or other services to you. A Social Network may provide us with access to certain information that you have provided to them, and we will use, store, and disclose such information in accordance with this Policy. Additionally, a Social Network may collect Personal Information and information about your use of our Site or Services automatically. The manner in which a Social Network collects, uses, stores, and discloses your information is governed by the policies of such third parties and Errand Guam shall have no liability or responsibility for the privacy practices or other actions of any Social Network that may be enabled within our Services. You may also have the option of posting your activities on our Services and other content to a Social Network when you access content through our Services. For example, you may post to Facebook that you placed an order with Errand. Keep in mind that your usage of Social Network

features is governed by applicable Social Networks and not by Errand and may be visible or accessible to the public.

#### **9. Children's Information:**

Our Services are not intended for children under 13 years of age, and we do not knowingly collect Personal Information from children under the age of 13. If you are a parent or guardian of a child under the age of 13 and believe he or she has disclosed Personal Information to us, please contact us at [sos@errandguam.com](mailto:sos@errandguam.com). A parent or guardian of a child under age 13 may review and request deletion of the child's Personal Information.

#### **10. Your Choices:**

We provide users and their authorized agents with the ability to access and delete Personal Information. In order to exercise these rights, you must login to your account to confirm your identity, which helps us ensure that Personal Information is only made accessible to appropriate parties. Users will not receive discriminatory treatment for exercising their rights and can return to the service after deleting their information.

##### **10a. Your Rights:**

This section lists the privacy-related rights ("Rights") we extend to Errand Guam users. Your rights are not absolute and are subject to certain exceptions. For instance, we cannot disclose specific pieces of Personal Information if the disclosure would create a substantial, articulable, and unreasonable risk to the security of the Personal Information, your account with us or the security of our systems. Right to Know – You have the right to request that we disclose the Personal Information we retain about you.

#### **11. Contact Us**

If you have any questions or concerns relating to this Policy or our privacy practices, or would like to opt-out, please contact us at [sos@errandguam.com](mailto:sos@errandguam.com)