

# PRIVACY STATEMENT

Last Modified: January 25, 2022

Telenyze Inc. (“Telenyze”, “us”, “we”, or “our”) knows that you care how your information is used and shared. This Privacy Statement informs you about what we collect, how we collect, use, protect, and disclose your information when you visit and shop at an Telenyze website, including Telenyze.com, MechanicNearYou.com and Mobile App on Google Play Store and Apple Store and use our services. (“Website,” and “Apps” or collectively, the “Websites”), or use any of the services (collectively, the “Services”). This Privacy Statement also informs you about certain choices and rights you have associated with that data, and how you can manage the privacy of your Personal Information. Please note that this Privacy Statement does not govern the practices of third parties, including our partners, third party service providers, and/or advertisers, even when those services are branded as, or provided on behalf of, Telenyze or MechanicNearYou. Information collected from you by others, that you access through links on the Website or Mobile App, or API used to provide you Services are governed by those entities’ privacy policies. Please read such third party’s privacy policies carefully.

## Information We Collect

Telenyze supports consumers by providing our customers with auto service provider information, vehicle repair information, diagnostic tools, and other web and mobile-based auto repair and maintenance resources.

Telenyze supports Auto Services providers by providing consumer information such as name, phone number, email address, location and vehicle information such as VIN, make, model, year and diagnostics data collected from OBD scan.

When you visit or use Telenyze Apps and Websites, we may collect certain information about you and your use of our Services.

**Personal Information:** Telenyze may collect the following “Personal Information” about you when you use our Services: your name, address, zip code, telephone number, email address, ip address, location and information about your automobile (such as your Vehicle Identification Number (“VIN”), make, model and year) and device information such as type of mobile device used. Telenyze may also collect your payment information and billing address when you provide Telenyze with such information, such as when you buy products on our Website or Mobile App for payment processing. We will also collect your username and a password that you choose when you create a personal account with the Website or Mobile App.

**Generic Information:** this includes information that does not, by itself, identify you. Generic Information may include data that relates to Website pages viewed and their duration, your IP address information, your location information, your browser or operating system information, aggregate data or other information that relates to your interaction with our Services. In some situations, Generic Information may be used or combined in a way that it identifies you. In those situations, such information will be treated like Personal Information.

**Cookies & Tracking Data:** The Website may use third party products and services to gather anonymous traffic statistics using cookies and web beacons. A cookie is a small piece of information stored on your device that helps websites and multiple servers recognize you. Telenyze and its third party service providers may also use other tracking technologies such as pixels, or transparent GIF files, for web site management and user tracking.

Some of the cookies we use are “strictly necessary” for the functionality of our Websites. Others improve the functionality of our Websites but are not strictly necessary. Some cookies help improve

the performance of our Websites (such as by gathering analytic data), while others help provide targeted services to you (like ads that you may be interested in).

Examples of cookies we use include:

- **Session Cookies.** We use Session Cookies to operate our Services. Session cookies are temporary and are automatically deleted once you close your Internet browser.
- **Preference Cookies.** We use Preference Cookies to remember your preferences and various settings. Preference cookies are first party cookies that remain on your computer or device until you delete them or they are otherwise removed upon expiration.
- **Third Party Cookies.** Telenyze permits third-party service providers, advertisers and other companies to use cookies or other similar technologies on our Website. These companies may collect your information, track your behavior on our Website, and gather information about your use of our Websites or Services and other online services over time and across different services. Additionally, some companies may use information collected to deliver targeted ads on behalf of us or other companies, including on other websites or online services. We are not responsible for the functioning of cookies and other technologies used and placed by third parties on your device.
- **Pixel Tags, Web Beacons, and Transparent GIFs.** Pixel tags and web beacons are tiny graphic images placed on website pages or in our emails that allow us to determine whether you have performed a specific action. These tools allow us to measure response to our communications and improve our web pages. Telenyze and its third party service providers may also use technology including pixels and transparent GIF files for other purposes including web site management and customization.
- **Other Technologies.** We collect many different types of information from other technologies to improve the quality of our services we provide. For example, we may collect Usage Data and other information about the device you use to access our Website, your operating system and/or mobile device type, browser type, domain, and other system settings, as well as the language your system uses and the country and time zone where your device is located. We may record the IP address of the device you use to connect to the Internet.

### **Your Cookie Choices**

When it comes to how you want to use or allow cookies to be used on your devices, you are in the driver's seat. You may set your browser or modify your device settings to block or refuse all cookies, to indicate when a cookie is being sent, or otherwise control what cookies your browser or mobile device accepts via your browser or mobile device settings. Additionally, you can choose to modify your settings and delete those cookies that are otherwise stored on your device. Please consult the instructions provided by your browser or mobile device manufacturer to find out how you can control the placement of and/or remove cookies or other technologies. Please note, however, that limiting or disabling the use of cookies and other technologies may impact or adversely affect your ability to perform certain transactions on, use certain functions of, and access certain content on our Website.

As stated above, Telenyze uses third-party service providers such as, for example, "Facebook", "LinkedIn", "Twitter", "Godaddy", "Paypal" and "Google Analytics".

### **How We Collect Your Information**

Telenyze collects your information in a few ways: there is information that you give us, information we obtain through your use of our Services and information we obtain from third parties.

#### **a. Information You Give Us**

We collect information that you decide to share with us. At times, we may require you to provide certain information – including Personal Information – in order to use our Websites, Apps and

Services to fulfill your requests with us. For instance, we will require you to provide your name, phone, email address and create username and password when you register an account with us through our websites or mobile apps.

When you submit your Personal Information to Telenyze, you understand that Telenyze and its affiliates may access, store, and use your customer profile. We collect this information for a variety of reasons including efforts to inform you of product upgrades, special offers, and other products and services.

#### **b. Information We Obtain When You Use Our Services**

We collect certain information from you through your use of our Services, such as Mobile App or Websites which may include location of the device, vehicle information, your selection choices and usage data. For instance, in using our Website, we may collect information about the device you use to log into, access, and use the Website. We may collect other Generic Information in relation to how you use our Website or other Services (for example, aggregate metrics on how often certain pages on our Website are accessed and viewed).

We also may collect information through the use of cookies, pixel tags, or other technologies, as described above.

#### **c. Information We Obtain from Other Sources / Third Parties**

We may also obtain information about you from third parties who help us provide our Services to you.

### **How We Use Your Information**

#### **a. Business & Other Purposes for Collection**

Telenyze collects, processes, and uses your information to provide the Services that Telenyze makes available to you. We therefore collect your information for a variety of reasons, including:

- To provide you location based services, such as finding repair shops near you if you are a consumer and for finding customers near you if you are an Auto Service provider.
- To perform a contract with you – including processing and fulfilling your Telenyze orders or support services.
- You have otherwise given us permission to do so – for example, when you sign up for an Telenyze account and choose to receive special offers, promotions, news, surveys, and correspondence from Telenyze or 3<sup>rd</sup> party acting on behalf of Telenyze.
- To answer any questions or inquiries you make to us, including diagnostic and repair questions.
- To facilitate our business purposes in relation to the Services that we provide to you. These operational purposes may include but are not limited to:
  - Undertaking tasks related to the operations of our Apps and Websites, including the placement of ads and/or providing customized content to our users
  - Maintaining and improving of our Services
  - Detecting security incidents; and
  - Debugging and repairing errors that impair the functionality of our Apps, Websites or Services.
- The collection is otherwise related to providing our Services to you. For example, we may collect your information:
  - To allow you to participate in interactive features of our Services.
  - To provide customer support to you and our other members, customers, and visitors.

- To gather analysis or valuable information so that we can improve our Services.
- To monitor the usage of our Services.
- To detect, prevent and address technical issues.
- To personalize the content we provide to you.
- To provide advertisements or other customized content to you on the App, Website and email messages we send you that may be selected for you based on your demographic information, interests, preferences, and purchase history.
- We may also use “automatically collected” information and “cookies” information to:
  - personalize our services, such as remembering your information so that you will not have to re-enter it during your visit or the next time you visit the App or Website;
  - provide customized third party advertisements, content, and information;
  - monitor and analyze our effectiveness and third party marketing activities;
  - monitor aggregate usage metrics such as total number of visitors, pages viewed, etc.; and
  - track your entries, submissions, and status in any special offers, promotions or other activities.

## **How We Disclose or Share Your Information**

### **a. Why We Disclose Your Information**

Telenyze may share customer information – including Personal Information – with third parties who provide services and products to Telenyze. Examples of ways in which your information may be used include, but are not limited to, the following:

- Auto Services – we may share your name, phone, email, location and vehicle data to auto service providers who want to provide services to you when you request for a service through our Mobile App or Website.
- Order fulfillment – for instance, we will share your name and address with the companies that help us complete your order or otherwise provide our products to you.
- Marketing activities including e-mail marketing efforts
- Database cleaning and maintenance, and analysis
- Customer experience enhancements
- Warranty management
- Payment processing
- To investigate, protect against and help prosecute individuals responsible for malicious, deceptive, fraudulent, or illegal activity involving or affecting Telenyze, MechanicNearYou or other related entities, our Services, and/or our customers. This may include disclosures to law enforcement, prosecutors, and other entities to investigation potential criminal activity and other civil violations. To comply with applicable laws, in response to a lawful and enforceable request by a law enforcement, judicial, or other public authority, or in connection with an applicable legal obligation
- Other legitimate business purposes.

## **Data Retention**

Telenyze will retain your Personal Information only for as long as is necessary for the purposes set out in this Privacy Statement. We will retain and use your Personal Information to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes enforce our legal agreements and policies, and as required by essential business needs.

## **Transfer of Data**

Your information, including Personal Information, may be transferred to — and maintained on — computers located outside of your state, province, country or other governmental jurisdiction where the data protection laws may differ from those of your jurisdiction.

If you are located outside United States and choose to provide information to us, please note that we transfer the data, including Personal Information, to United States and process it there. If you are located in the European Union, you should be aware that U.S. data protection laws are not deemed to be as adequate as those in the European Union. Your submission of such information represents your agreement to that transfer.

## **Security of Data**

The security of your data is important to us but remember that no method of transmission over the Internet or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your Personal Information from loss, misuse, and unauthorized access, alteration, disclosure, and destruction, we cannot guarantee its absolute security. By using our App, Website and Services, you acknowledge that there are data security and privacy limitations inherent to the use of the Internet, and that the security, integrity, and privacy of any and all information exchanged between you and Telenyze, or between you and other related entities, cannot be guaranteed. We cannot ensure or warrant the security of any information you transmit to us or that we store, and you do so at your own risk.

We use third-party payment processors to process any transactions you make with Telenyze, including via our Apps and Websites. The processing of those transactions is governed by the payment processors' Privacy Statement and security practices. Telenyze is not responsible for the third-party payment processors' data security practices.

## **Our Policy on “Do Not Track” Signals under the California Online Protection Act (“CalOPPA”)**

We do not support Do Not Track (“DNT”). Do Not Track is a preference you can set in your web browser to inform websites that you do not want to be tracked. You can enable or disable Do Not Track by visiting the Preferences or Settings page of your web browser.

We do track consumers' online activities over time and across third-party web sites or online services.

Third parties may collect data that relates to you. We cannot control third parties' responses to do-not-track signals or other such mechanisms. Third parties' use of data relating to you and responsiveness to do-not-track signals is governed by their respective privacy policies.

## **Your California Privacy Rights**

California residents are afforded certain rights related to their information under state law. Telenyze aims to take reasonable steps to allow California residents to correct, amend, delete or limit the use of your Personal Information, and exercise other rights available under applicable law. Telenyze informs you that, where applicable under relevant law, individuals may be entitled to the following:

- **Right to Access / Disclosure:** to have access to your Personal Information upon simple request – that is, you may receive a copy of such data upon receipt of a verifiable request, along with other information related to the collection or processing.
- **Disclosure of Direct Marketers:** to have access upon simple request, and free of charge, the categories and names of addresses of third parties that have received Personal Information for direct marketing purposes. Please see the “Direct Marketers Disclosure” section below for more information.
- **Collecting, Selling, Sharing, or Disclosing Personal Information:** upon receipt of a verifiable request, to obtain a list of:
  - The specific pieces of your Personal Information Telenyze holds;
  - The categories of Personal Information collected about you, sold to third parties, or disclosed to third parties for business purposes;
  - The categories of sources from which Personal Information is collected;
  - The business or commercial purpose for collecting or selling Personal Information; and
  - The categories of third parties with whom Personal Information is shared, sold, or disclosed for a business purpose.
- **Right to Deletion / “Right to be Forgotten”:** to obtain the deletion of your Personal Information in the situations set forth by applicable data protection law and upon receipt of a verifiable request.
- **Right to Data Portability:** to have your Personal Information directly transferred by us to a third-party processor of your choice (where technically feasible; may be limited to situations when processing is based on your consent).
- **Right to Non-Discrimination.** As defined under relevant law, you have a right to non-discrimination in the Services or quality of Services you receive from us for exercising your rights.

Please contact us at the information in “Contact Us” Section below in relation to exercising these rights. Note that we may ask you to verify your identity before responding to such requests.

### **Your Choices**

You can change your account information with us at any time by editing your profile or contacting Telenyze Inc Customer Support support@telenyze.com

### **Children’s Privacy**

All of our Services, including our Website, are intended for adult audiences, and are not meant to address anyone under the age of 18 (“Children”). As such, Children under 18 may not use our App, Website or Services. If you are under 18, do not attempt to register for or use any of our Services, including our Website, and do not provide us any Personal Information about yourself.

We do not knowingly collect Personal Information from anyone under the age of 18. If you are a parent or guardian and you are aware that your child has violated this Privacy Statement and provided us with Personal Information, please contact us. If we become aware that we have collected Personal Information from children without verification of parental consent, we will take steps to remove that information from our servers.

### **Updates to this Privacy Statement**

From time to time, Telenyze may modify this Privacy Statement. Telenyze will notify you of any material changes to its Privacy Statement by posting those changes on this page and updating the Privacy Statement modification date above.

### **Submitting a Verifiable Request to Telenyze**

As mentioned above, California residents have certain rights to access, delete, or otherwise control the use, collection, and/or disclosure of their information.

If you have questions about this Privacy Statement, the practices of this site or your dealings with this site, please contact Telenyze:

- By website [www.telenyze.com](http://www.telenyze.com)
- By email [support@telenyze.com](mailto:support@telenyze.com)

### **Difficulty Accessing Our Privacy Statement?**

Individuals with disabilities who are unable to usefully access our Privacy Statement online may contact us at the above-listed contact information to inquire how they can obtain a copy of our policy in another, more easily readable format.

Copyright © 2022 Telenyze Inc. All rights reserved.