# Passenger Terms of Service for Ride Booker rides (Bolt For Business) – Italy

A ride has been requested for you as the Passenger through Bolt platform by a third party (Company). These Terms of Service and Privacy Notice govern the relationship between you (as the Passenger) and Bolt (we, us) in relation to your trip and describe the terms and conditions under which you can benefit from the trip as the Passenger.

1. The transportation service related to your trip is not provided by Bolt but by an independent service provider (Provider) - and its driver (Driver) in case of fleets operating with multiple drivers - under an agreement for provision of transportation service with the company who requested the ride for you. Bolt does not guarantee that the Provider and its Driver will confirm the trip request or fulfil it and Bolt assumes no liability for the Provider and the Driver, to the extent permitted by applicable law.

2. When arranging the trip requested by the Company through its platform Bolt provides a service towards the Company. Bolt does not provide a service to you or assume any contractual obligations or liability towards you in relation to the trip.

3. Nothing in these Terms of Service limits any rights you have under mandatory applicable law, including, where you are resident in Italy, the Italian Consumer Code.

4. Only the Company can cancel, reschedule or change your trip and you must contact the Company if you wish to do that. After commencement of the trip, you can instruct the Driver to change the destination by observing the procedures described below.

5. The Company has agreed to cover the fees and costs related to the trip. If the Company has set a limit on the fees and costs it will cover for your trip, the amount of that limit and the estimated price of your trip are shown to you on the trip page before you accept these Terms of Service. By accepting these Terms of Service you agree that if such limit is exceeded due to reasons attributable to you, then you assume a personal obligation to pay the additional fees and costs, up to the amounts indicated to you before acceptance, prior to the end of the trip through cash or card payment to the Driver. You will not be bound by any payment obligation that was not disclosed to you before you accepted these Terms of Service. Such additional fees and costs may relate foremost to the following:

    - As a Passenger you must refrain from soiling or otherwise damaging the vehicle provided for your trip. If this is not the case the Provider may apply a cleaning fee of up to EUR 100 (or the equivalent amount in the currency of the location where the order was placed);

    - As a Passenger you can instruct the Driver to change the destination . If such change results in additional fees that exceed the threshold set for your trip by the Company you will take over the personal obligation to pay such additional fee.

All payments, amounts and sums referred to in these Terms of Service, or displayed on the Bolt Platform, are inclusive of any applicable value added tax, unless expressly stated otherwise.

# Privacy Notice for Ride Booker rides

1. **Who controls your data**

The Company that requested the ride for you remains the primary controller of your personal data in relation to the trip. To enable the trip, the Company shares limited data with Bolt, which acts as an independent controller for the processing activities it performs to arrange and manage the trip, ensure service quality, and meet its legal obligations.

If you interact with Bolt directly – for example, by using Bolt applications or creating an account – please see Bolt's privacy notices at https://bolt.eu/en/privacy/.

2. **Data we collect and use**

We handle only limited personal data necessary to arrange and complete your ride, such as:

- **Contact Data** – your phone number and, where provided by Company, your name, to send trip information by SMS.
- **Trip Data** – pick-up and drop-off locations, route, time, distance, duration, and fare.
- **Communication Data** – if you contact Bolt support or respond to service messages, we may process the content of your messages as well as related metadata, such as timestamps or other technical details necessary to transmit or receive the communication.

3. **Purposes and legal bases.**

We process your personal data only for the purposes described below and under the corresponding lawful bases:

| **Purpose of Processing** | **Lawful Basis** | **Categories of Personal Data** |
|---|---|---|
| **To arrange and facilitate your trip** – including sharing Trip Data with the Provider and Driver, transmitting your Contact Data to coordinate pick-up, and sending you service notifications about your ride. | Legitimate Interests – It is in our legitimate interest, and in the interests of the Company and the Passenger, to arrange and manage the trip requested by the Company, including coordinating pick-up, sharing necessary Trip Data with the Provider and Driver, and sending essential service messages. | • Contact Data<br>• Trip Data |
| **To provide customer support and handle trip-related issues or complaints**, including replying to Passenger inquiries and resolving disputes. | Depending on the nature of the issue:<br><br>- Legitimate interests - It is in our interest and in the interest of Passengers to support them throughout the trip and improve and develop the customer support we provide. In addition, it is in our interest and interest of our Passengers, Company, and Drivers to address threats and abuse and promote safety, integrity and security. | • All data |

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| | - Compliance with Legal Obligations - We process personal data to comply with our legal obligation to cooperate with law enforcement when there is a safety incident. | |
| **To ensure service quality, safety, and platform integrity**, for example by verifying Trip Data, preventing or detecting fraudulent activity, and maintaining secure operations. | - Legitimate interests - It is in our interest to protect the Company and the Passenger from misuse and ensure reliable operation of services. | ● All data |
| **To investigate and respond to claims and disputes** relating to your trip, and/or necessary for compliance with applicable legal requirements or with requests from government/law enforcement bodies. | - Compliance with Legal Obligations - We process personal data to comply with an obligation, when there is a request from a regulator, law enforcement or other governmental body.<br><br>- Legitimate Interests - In the context of litigation or other disputes, it is in our interest to protect our interests and rights, Passengers or others, including as part of investigations, regulatory inquiries or litigation. | ● All data |

4. **Sharing and international transfers.**

We may share data with other Bolt group entities, the Provider and its Driver, trusted cloud and IT service providers, and public authorities where required by law. If data is transferred outside the EU/EEA, we rely on an adequacy decision adopted by the European Commission or on appropriate safeguards such as standard contractual clauses.

5. **Retention.**

The Company controls the retention of personal data that it shares with Bolt and may delete it in accordance with its own policies and obligations. Bolt retains personal data only for as long as necessary to perform and manage the trip, meet applicable legal or accounting requirements, or resolve potential disputes. Once data is no longer required for these purposes, it is securely anonymised.

6. **Your rights.**

You may request access to, rectification, erasure, or restriction of your personal data, object to its processing, and request data portability. Where processing is based on consent, you may withdraw consent at any time without affecting the lawfulness of processing carried out before withdrawal. You also have the right to lodge a complaint with the Estonian Data Protection Inspectorate (“AKI”) who is our lead supervisory authority or your local data protection authority. You can find their contact details on their websites. You may also have a right to seek a judicial remedy.

7. **Contacting us:**

We have appointed a **Global Data Protection Officer (DPO)** and a **Data Protection Office Team**.

- Submit requests via our **Privacy Web Form:** https://bolt.eu/en/privacy/data-subject/
- Email: **privacy@bolt.eu** (subject line – *For the attention of Bolt's Data Protection Officer*)