

## FEEDBACK POLICY

We appreciate your feedback. As always, we love hearing from you. As EQICK respects your rights to your ideas, please do not submit any confidential ideas, information, or suggestions in any form to EQICK or any of its affiliates. For any ideas, information, or suggestions you do submit, regardless of what your communication regarding your submissions says, you understand that your submissions are voluntary and the following terms shall apply to your submissions:

You agree that:

- Your submissions and their contents will automatically become the property of EQICK, without any compensation to you;
- EQICK has no obligation to review your submissions;
- EQICK may implement and distribute any portion of your submissions and their contents for any purpose in any way, without any compensation to you; and
- EQICK has no obligation to keep your submissions confidential.

## EQICK Firearms Prohibition Policy

Our goal is to ensure that everyone has a safe and reliable ride. That's why EQICK prohibits riders and their guests, as well as driver and delivery partners, from carrying firearms of any kind while using our app\*

Anyone who violates this policy may lose access to EQICK.

\*To the extent permitted by applicable law.

## EQICK Non-Discrimination Policy

EQICK seeks to ignite opportunity by setting the world in motion and striving to provide safe, reliable, and high-quality service options to everyone. EQICK and its affiliates therefore prohibit discrimination against users based on race, religion, national origin, disability, sexual orientation, sex, marital status, gender identity, age or any other characteristic protected under applicable law. Such discrimination includes, but is not limited to, any user refusing to provide or accept services based on any of these characteristics. Any user found to have violated this prohibition will lose access to the EQICK platform. Applicable laws in certain jurisdictions may require and/or allow the provision of services by and for the benefit of a specific category of persons. In such jurisdictions, services provided in compliance with these laws and the relevant applicable terms are permissible under this policy.

## Service Animal Policy

Law prohibit driver-partners using the EQICK Driver App from denying service to riders with service animals because of the service animals, and from otherwise discriminating against riders with service animals. As explained in EQICK's Non-Discrimination Policy, driver-partners who engage in discriminatory conduct in violation of this legal obligation will lose their ability to use the Driver App.

### *What is a Service Animal?*

A service animal is an animal that is trained to work or perform tasks for an individual with a disability.

The law provides that there are only two questions that a driver-partner may ask to confirm that a rider's animal is a service animal: (1) Is the animal required because of a disability? And, (2) What work or task has the animal been trained to perform? The driver-partner may not request that the rider present documentation proving that the rider's animal is a service animal.

There is no requirement that a service animal wear a tag, be registered, or display any kind of proof that it is a service animal.

### *Legal Obligations of Driver-Partners*

Driver-partners have a legal obligation to provide service to riders with service animals.

A driver-partner CANNOT lawfully deny service to riders with service animals because of allergies, religious objections, or a generalized fear of animals.

By virtue of their written Technology Services Agreement with EQICK, all driver-partners using the Driver App have been made aware of their legal obligation to provide service to riders with service animals and have agreed to comply with the law. If a driver-partner refuses to transport a rider with a service animal because of the service animal, the driver-partner is in violation of the law and is in breach of their agreement with EQICK.

### *Consequences for Refusal to Transport a Rider with a Service Animal*

If EQICK determines that a driver-partner knowingly refused to transport a rider with a service animal because of the service animal, the driver-partner will be permanently prevented from using the Driver App. EQICK shall make this determination in its sole discretion following a review of the incident.

If EQICK receives plausible complaints on more than one occasion from riders that a particular driver-partner refused to transport a rider with a service animal, that driver-partner will be permanently prevented from using the Driver App, regardless of the justification offered by the driver-partner.

### *How to Report a Service Animal Complaint*

If a rider has an issue related to his or her service animal—including issues regarding ride cancellations, harassment, or improper cleaning fees—the rider can report the issue to EQICK.

Once a rider submits a service animal complaint, EQICK's specialized support team will investigate the issue and take appropriate action in accordance with EQICK's Technology Services Agreement and this Service Animal Policy. EQICK's specialized support team will then make a reasonable and good faith effort to notify the rider within a week of the outcome of the investigation and the actions taken.

To file a complaint from the EQICK Rider App, navigate to the "I Want To Report A Service Animal Issue" complaint screen, which is available through both the trip details screen and the account menu button.

To file a complaint from the EQICK website, select the "I Want To Report A Service Animal Issue" link here or through the "Help" link on the EQICK website.

#### *Rights of Riders with Service Animals*

Riders cannot be denied service because they travel with a service animal. A rider will be refunded any trip cancellation charges or other charges imposed because a driver-partner denied a Rider service because of a service animal.

Riders will be informed by EQICK of what action EQICK takes in response to their complaint about discrimination on the basis of a service animal, including whether EQICK has terminated its contract with the driver-partner involved.

A rider will be provided an account credit of \$25 for each instance in which a driver-partner's contractual relationship with EQICK is terminated as the result of a report that the driver-partner refused to transport the rider because of a service animal.

#### *Cleaning Fees*

Riders cannot be charged cleaning fees for shedding by their service animals. Riders will be refunded any cleaning fees charged for shedding by their service animals.

A rider will not be charged for the first or second reported mess involving a service animal's bodily fluids. A rider can be charged for the third reported mess involving a service animal's bodily fluids. The rider may contest that such a mess occurred by responding to the fee notification email to notify customer support. If a rider contests the cleaning fee, EQICK will make a reasonable good faith effort to determine whether a mess occurred.

## User Generated Content Policy

EQICK may, in its sole discretion, permit you from time to time to submit, upload, publish or otherwise make available to EQICK through the Services textual, audio, and/or visual content and information, including commentary and feedback related to the Services, initiation of support requests, and submission of entries for competitions and promotions ("User Content"). EQICK may, in its sole discretion, remove, edit or disable User Content for any reason, including if EQICK reasonably determines that User Content violates this Agreement. EQICK does not assume any responsibility or liability for User Content, for removing it, or not removing it or other Content. EQICK does not pre-screen all User Content and does not endorse or approve any User Content available on the Services.

Any User Content provided by you remains your property. However, by providing User Content to EQICK, you grant EQICK a worldwide, perpetual, irrevocable, transferable, royalty-free license, with the right to sublicense, to use, copy, modify, create derivative works of, distribute, publicly display, publicly perform, and otherwise exploit in any manner such User Content in all formats and distribution channels now known or hereafter devised (including in connection with the Services and EQICK's business and on third-party sites and services), without further notice to or consent from you, and without the requirement of payment to you or any other person or entity.

You represent and warrant that: (i) you either are the sole and exclusive owner of all User Content or you have all rights, licenses, consents and releases necessary to grant EQICK the license to the User Content as set forth above; and (ii) neither the User Content, nor your submission, uploading, publishing or otherwise making available of such User Content, nor EQICK's use of the User Content as permitted herein will infringe, misappropriate or violate a third party's intellectual property or proprietary rights, or rights of publicity or privacy, or result in the violation of any applicable law or regulation.

When you access or use the Services, you agree that you will not:

- Violate any law, rule or regulation.
- Interfere with or disrupt the Services or any server or network used to support or provide the Services, including any hacking or cracking in the Services.
- Use any software or program that damages, interferes with or disrupts the Services or another's computer or property, such as denial of service attacks, spamming, hacking, or uploading computer viruses, worms, Trojan horses, cancelbots, spyware, corrupted files and time bombs.
- Use the Services to cause nuisance, annoyance, inconvenience, or property damage, for example using vulgar or harassing language, being abusive, or spamming, to any party using the Services. Hate speech is not tolerated.
- Contribute User Content or organize or participate in any activity, group or association that is inappropriate, abusive, harassing, profane, threatening, hateful,

offensive, vulgar, obscene, sexually explicit, defamatory, infringing, invades another's privacy, or is otherwise reasonably objectionable.

- Publish, post, upload or distribute User Content that is illegal or that you don't have permission to freely distribute, including the personal information of another person.
- Publish, post, upload or distribute any content that EQICK (acting reasonably and objectively) determines is inappropriate, abusive, hateful, harassing, profane, defamatory, threatening, hateful, obscene, sexually explicit, infringing, privacy-invasive, vulgar, offensive, indecent or unlawful.
- Post a message for any purpose other than personal communication. Prohibited messages include advertising, spam, chain letters, pyramid schemes and other types of solicitation or commercial activities.
- Impersonate another person or falsely imply that you are an EQICK employee, EQICK Partner or representative.
- Improperly use in-app support or complaint buttons or make false reports to EQICK staff.
- Attempt to obtain, or phish for, a password, account information, or other private information from anyone else using the Services.
- Use any robot, spider or other automated device or process to access the Services for any purpose or copy any material on from the Services.
- Attempt to use the Services on or through any service that is not controlled or authorized by EQICK.
- Promote, encourage or take part in any prohibited activity described above.

If you or someone using your Account violates this Agreement, fails to remedy this violation after a warning, EQICK may take action against you, including revoking access to certain or all of the Services, or terminating your Account. In case of severe violations, EQICK may take these actions without issuing a prior warning. When practical, EQICK will notify you of the action it will take in response to violations of these rules or breach of this Policy.

Specific EQICK Services may post additional rules that apply to your conduct on those services.

If you encounter another user who is violating any of these rules, please report this activity to EQICK using by emailing [support@eqick.in](mailto:support@eqick.in).

EQICK may, in its discretion, monitor or record online activity or Content on the Services and may remove any Content from any Service at its discretion. Remember that your communications and your User Content in any of the Services are public and will be seen by others.

## Zero Tolerance Policy

EQICK does not tolerate the use of alcohol or drugs by drivers using the EQICK app. If you believe your driver may be under the influence of drugs or alcohol, please ask the driver to END THE TRIP IMMEDIATELY. Then exit the car and call +91 9639630964. After the driver has ended the trip, please report any feedback directly in the app by tapping Help from the menu and selecting your issue. You can also get in contact by visiting [www.eqick.in](http://www.eqick.in) or emailing [support@eqick.in](mailto:support@eqick.in)