

EQICK Guidelines for Third Party Data Requests and Service of Legal Documents

The following guidelines are intended to inform private parties, including civil litigants and criminal defendants, about the legal process for seeking records from EQICK. These are merely guidelines, and this information may change at any time. These guidelines apply to non-law enforcement requests. For law enforcement requests, we recommend browsing Law Enforcement policy.

What is EQICK and what records do we have?

EQICK is a technology company that has developed an app that connects users (riders) with third party transportation providers. We store, use, and maintain information as described in our [Privacy Statements](#) and our [Terms of Use](#).

Where does EQICK accept service of legal documents?

We generally require that all legal documents (including complaints) be served on our office at all locations for service of process. Our offices will accept service only if documents found to be correct, legal and acceptable and our agent at such office is authorized to accept service on behalf of EQICK. Our acceptance of legal process does not waive any legal objections we may have and may raise in response.

What legal process does EQICK require before producing data to private parties?

We generally require a valid authority letter issued in accordance with applicable law before we can process private requests for information with also stating the reasons of such need of data and EQICK will provide the same only if EQICK finds it fit to do so. Our acceptance of legal process does not waive any legal objections we may have and may raise in response.

What form of requests does EQICK require, and how are requests processed?

We review each authority letter or data request for facial and substantive validity and will reject requests that are not facially and substantively valid. Among other things, we require requests to be narrowly tailored, and will reject overly broad, vague, or unduly burdensome requests. Before making a request, please check to see if the information sought is publicly available.

In order to make sure your request is valid; we ask for the following:

- A sufficiently narrow/defined time period, and the specific data requested within that time period
- A specific identifying reference (i.e., you must uniquely identify a user or driver/partner, ideally by more than just a name)
- Your contact information (i.e., name and email address and/or phone number)

When we determine that we are required by law to disclose data, we will search for and disclose data that we are reasonably able to locate and retrieve.

Note: We will not respond to emergency requests received from non-law enforcement officials. Non-law enforcement officials aware of an emergency situation should immediately and directly contact local law enforcement.

Does EQICK provide a certificate of authentication or expert testimony?

We may provide a certification from our records custodian but are generally not able to provide in-person or expert witness testimony.