

PRIVACY POLICY FOR MOBILE APPLICATIONS

This Privacy Policy governs your use of the software application for mobile devices offered by Valley Metro LRGVDC. The Application is a provider of real time passenger information for transit rider and the purchasing of transit passes.

What information does the Application obtain and how is it used?

Use of Data; User Provided Information

The Application obtains the information you provide when you download and register the Application. Registration with us is optional. However, please keep in mind that you may not be able to use some of the features offered by the Application unless you register with us.

When you register with us and use the Application, you generally provide (a) your name, email address, age, user name, password and other registration information; (b) transaction-related information, such as when you make purchases, respond to any offers, or download or use applications from us; (c) information you provide us when you contact us for help; (d) credit card information for purchase and use of the Application, and (e) information you enter into our system when using the Application, such as contact information and project management information. Please note that the information is used to link accounts to either purchases or transit use.

We may also use the information you provided us to contact your from time to time to provide you with important information, required notices and marketing promotions.

Automatically Collected Information

In addition, the Application may collect certain information automatically, including, but not limited to, the type of mobile device you use, your mobile devices unique device ID, the IP address of your mobile device, your mobile operating system, the type of mobile Internet browsers you use, and information about the way you use the Application.

Does the Application collect precise real time location information of the device?

This Application does not collect precise information about the location of your mobile device.

Do third parties see and/or have access to information obtained by the Application?

Only aggregated, anonymized data is periodically transmitted to external services to help us improve the Application and our service. We will share your information with third parties only in the ways that are described in this privacy statement.

We may disclose User Provided and Automatically Collected Information:

- as required by law, such as to comply with a subpoena, or similar legal process;
- when we believe in good faith that disclosure is necessary to protect our rights, protect your safety or the safety of others, investigate fraud, or respond to a government request;
- with our trusted services providers who work on our behalf, do not have an independent use of the information we disclose to them, and have agreed to adhere to the rules set forth in this privacy statement.
- if Valley Metro LRGVDC is involved in a merger, acquisition, or sale of all or a portion of its assets, you will be notified via email and/or a prominent notice on our Web site of any change in ownership or uses of this information, as well as any choices you may have regarding this information.

What are my opt-out rights?

You can stop all collection of information by the Application easily by uninstalling the Application. You may use the standard uninstall processes as may be available as part of your mobile device or via the mobile application marketplace or network. You can also request to optout via email, at ValleyMetroRGV@lrgvdc.org

Data Retention Policy, Managing Your Information

We will retain User Provided data for as long as you use the Application and for a reasonable time thereafter. We will retain Automatically Collected information for up to 24 months and thereafter may store it in aggregate. If you'd like us to delete User Provided Data that you have provided via the Application, please contact us at ValleyMetroRGV@lrgvdc.org and we will respond in a reasonable time.

Please note that some or all of the User Provided Data may be required in order for the Application to function properly.

Children

We do not use the Application to knowingly solicit data from or market to children under the age of 15. If a parent or guardian becomes aware that his or her child has provided us with information without their consent, he or she should contact us at ValleyMetroRGV@lrgvdc.org

We will delete such information from our files as soon as possible, within a reasonable time.

Security

We are committed to the concerned about safeguarding the confidentiality of your information. We provide physical, electronic, and procedural safeguards to protect information we process and maintain. For example, we limit access to this information to authorized employees and contractors who need to know that information in order to operate, develop or improve our Application. Please be aware that, although we endeavor to provide reasonable security for information we process and maintain, no security system can prevent all potential security breaches.

Changes

This Privacy Policy may be updated from time to time for any reason. We will post any of any changes to our Privacy Policy by posting the new Privacy as changed. You are advised to consult this Privacy Policy regularly for any changes, as continued use is deemed approval of all changes.

The privacy policy can be found at the LRGVDC-Valley Metro Website (<http://www.lrgvdc.org/valleymetro.html>)

Your Consent

By using the Application, you are consenting to our processing of your information as set forth in this Privacy Policy now and as amended by us. "Processing," means using cookies on a computer/hand-held device or using or touching information in any way, including, but not limited to, collecting, storing, deleting, using, combining and disclosing information, all of which activities will take place in the United States. If you reside outside the United States your information will be transferred, processed and stored there under United States privacy standards or visit for more information <https://www.state.gov/privacy-policy/>.

Contact us

If you have any questions regarding this Policy and privacy while using the Application, or have questions about our practices, please contact us via email at ValleyMetroRGV@lrgvdc.org or to the information line **1-800-574-8322**.