

GO Miami-Dade Transit Application

Privacy Policy

Ver. Dec. 2019

Introduction.

Miami-Dade County respects your privacy and is committed to protecting it through our compliance with this policy. This policy describes our privacy practices for our applications and websites where it is posted. This policy does not apply to information we might collect in other situations, like offline or by email. This policy also does not apply to the practices of third parties who may provide services or features on our sites or apps. Please read this policy carefully to understand our policies and practices regarding your information and how we will treat it. If you do not agree with our policies and practices, do not download, register with or use this application or service. By downloading, registering with or using this application or service, you agree to this privacy policy. This policy may change from time to time. Your continued use after we make changes is deemed to be acceptance of those changes, so please check the policy periodically for updates.

Information We Collect and How We Collect It.

A. Information You Provide to Us.

When you download, register with or use this **GO Miami-Dade Transit Application** (this “Application”), we may ask you to provide the following information:

- **Personal Information.** By which you may be personally identified, such as name, phone number, mailing address, and email address.
- **Payment information.** If you make purchases or create an account, we might collect your credit card and billing information.
- **Transaction information.** Details of transactions you carry out through this Application and of the fulfillment of your orders.

B. Automatic Information Collection.

When you download, access and use this Application, it may use technology to automatically collect:

- **Website Details.** We may also collect information about the parts of this Application you use or third-party apps or websites you visit when you leave this Application. Miami-Dade County may work with third parties who collect information about you when you use this Application.
- **Application Usage Details.** When you access and use this Application, Miami-Dade County may automatically collect certain details of your access to and use of this Application, including location data and other communication data and the resources that you access and use on or through the app.

- **Device Information.** If you download this Application, we may collect information from your mobile device, like your device ID.
- **Other information.** Miami-Dade County may collect information about your IP address, operating system, browser type, mobile network information and the device's telephone number.
- **Location Information.** This Application collects real-time information about the location of your device to provide you services and to make it easier for you to use our service.

C. Information Collection Technologies.

The technologies Miami-Dade County uses for automatic information collection may include:

- **Cookies (or mobile cookies).** A cookie is a small file placed on your smartphone. It may be possible to refuse to accept mobile cookies by activating the appropriate setting on your smartphone. However, if you select this setting you may be unable to access certain parts of this Application. You can choose whether or not to share personal information. If you choose not to share, some parts of our sites and some services may be more difficult or impossible to use. Your browser may give you the ability to reject cookies or turn off location-based capabilities. If you choose not to disable these features, some parts of our sites and some services may be more difficult or impossible to use. If you do not want us to collect information about you or your device do not download the application or uninstall it from your device.

D. How We Use Your Information.

Miami-Dade County uses personal information collected or that you provide, including any personal information:

- **To respond to your requests or questions.** For example, we may use your information to help you access your account if you forget your password.
- **To provide, maintain, and improve our Services.** For example, we may use your information to facilitate payments, send receipts, provide products and services you request (and send related information), develop new features, provide customer support to Users and Drivers, develop safety features, authenticate users, and send product updates and administrative messages.
- **For security purposes.** We may use information to protect our company, our customers, our websites, or our applications.
- **To provide updates.** For example, we may send you email or push notifications about your account, transactions, or changes to our sites, applications, or policies.
- **To perform internal operations.** For example, we may use your information to prevent fraud and abuse of our Services; to troubleshoot software bugs and operational problems; to conduct data analysis, testing, and research; and to monitor and analyze usage and activity trends.

E. Disclosure of Your Information.

Miami-Dade County may disclose aggregated information about our users without restriction. In addition, Miami-Dade County may disclose personal information collected or that you provide in the following ways:

- **To protect rights and safety.** If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of Miami-Dade County, our customers or others.
- **For legal purposes.** To comply with any court order, law or legal process, including to respond to any government or regulatory request.
- **For any other purpose we disclose when you provide the information.**
- **Otherwise with your consent.**

F. Data Security.

Miami-Dade County has implemented measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration and disclosure. However, the internet is a public place. Miami-Dade County cannot guarantee that your information will remain secure. We encourage you to use caution when sharing information. Do not share your password with other people and pick secure passwords.

Miami-Dade County sites and servers may be located in the United States. If you are outside of the U.S., your information may be sent to the United States. By using our sites and applications, and by giving us your information, you consent to such transfer. You also understand that the United States may not provide you with as much protections as the laws of your country.

The safety and security of your information also depends on you. Where we have given you (or where you have chosen) a PIN or password for access to certain parts of our application, you are responsible for keeping this information confidential. We ask you not to share this information with anyone.

G. Third Parties.

Miami-Dade County websites and applications may contain links to third party sites. If you click on one of those links, you will be taken to sites we do not control. This policy does not apply to the practices of that site. You should read third party privacy policies carefully.

H. Changes to Our Privacy Policy.

Miami-Dade County may update its privacy policy from time to time. If we make material changes to how we treat our users' personal information, we will post the new privacy policy on this Application or webpage.

I. Accessing and Correcting Your Personal Information.

You can review and change your personal information by logging in and visiting your account profile page.

To ask questions or comment about this privacy policy and our privacy practices, contact us at easycard@miamidade.gov