

## Privacy Policy

Last modified: November 3rd, 2025

### **Introduction**

Arrive (“**Company**” or “**We**”) respect your privacy and are committed to protecting it through our compliance with this policy. This policy describes:

- The types of information we may collect from you or that you may provide when you visit the website <https://go-na.flowbird.io/> (our “**Website**”).
- The types of information we may collect or that you may provide when you use the GO website.
- Our practices for collecting, using, maintaining, protecting and disclosing the foregoing information.

This policy applies to information we collect:

- On this Website.
- In e-mail, text and other electronic messages between you and this Website.

This policy does not apply to information collected by:

- us offline or through any other means, including on any other website or application operated by Company or any third party (including our affiliates and subsidiaries); or
- any third party (including our affiliates and subsidiaries), including through any application or content (including advertising) that may link to or be accessible from the Website.

Our websites these third parties may have their own privacy policies, which we encourage you to read before providing information on or through them.

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 use our Website. By accessing or using this Website you agree to this privacy policy. This policy may change from time to time (see [Changes to Our Privacy Policy](#)). Your continued use of this Website after we make changes is

deemed to be acceptance of those changes, so please check the policy periodically for updates.

### **Children under the Age of 13**

Our Website is not intended for children under 13 years of age. No one under age 13 may provide any personal information to or on the Website. We do not knowingly collect personal information from children under 13. If you are under 13, do not use or provide any information on this Website on or through any of its features. If we learn we have collected or received personal information from a child under 13 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 13, please contact us at [us-support@flowbird.group](mailto:us-support@flowbird.group).

### **Information We Collect and How We Collect It**

We collect several types of information from and about users of our Website including information:

- by which you may be personally identified, such as name, e-mail address, telephone number or any other identifier by which you may be contacted online or offline] (“personal information”);
- that is about you but individually does not identify you, such as geographic location, parking habits (such as date, time, location and duration of parking); and/or
- about your internet connection, the equipment you use to access our Website and usage details.

We collect this information:

- Directly from you when you provide it to us.
- Automatically as you navigate through the Website and/or when you use the Application. Information collected automatically may include usage details, IP addresses and information collected through cookies, web beacons and other tracking technologies.
- From third parties, for example, our business partners.

**Information You Provide to Us.** The information we collect on or through our Website and the Application may include:

- Information that you provide by filling in forms on our Website. This includes information provided at the time of registering to use our Website. We may also ask you for information when you enter a contest

or promotion sponsored by us, and when you report a problem with our Website.

- Records and copies of your correspondence (including e-mail addresses and phone numbers), if you contact us.
- Your responses to surveys that we might ask you to complete for research purposes.
- Details of transactions you carry out through our Website and/or the Application and credit card information or other valid form of electronic payment permitted by the Website.
- Your search queries on the Website.

You may provide information to be published or displayed (hereinafter, “**posted**”) on public areas of the Website or websites you access (collectively, “**User Contributions**”). Your User Contributions are posted and transmitted to others at your own risk. Please be aware that no security measures are perfect or impenetrable. Additionally, we cannot control the actions of third parties with whom you may choose to share your User Contributions. Therefore, we cannot and do not guarantee that your User Contributions will not be viewed by unauthorized persons.

#### **Information We Collect Through Automatic Data Collection Technologies.**

As you navigate through and interact with our Website, we may use automatic data collection technologies to collect certain information about your equipment, browsing actions and patterns, including:

- Details of your visits to our Website, including traffic data, location data, logs and other communication data and the resources that you access and use on or through the Website.
- Information about your computer and/or mobile device and internet connection, including the device’s unique device identifier, your IP address, operating system, browser type, mobile network information and/or the device’s telephone number (as applicable).

The information we collect automatically is statistical data and does not include personal information. We may maintain it or associate it with personal information we collect in other ways or receive from third parties. It helps us to improve our Website and to deliver a better and more personalized service, including by enabling us to:

- Estimate our audience size and usage patterns.
- Store information about your preferences, allowing us to customize our Website according to your individual interests.

- Speed up your searches.
- Recognize you when you return to our Website.

The technologies we use for this automatic data collection may include:

- **Cookies (or browser cookies).** A cookie is a small file placed on the hard drive of your computer and/or smartphone. You may refuse to accept browser cookies by activating the appropriate setting on your browser. However, if you select this setting you may be unable to access certain parts of our Website. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you direct your browser to our Website.
- **Flash Cookies.** Certain features of our Website may use local stored objects (or Flash cookies) to collect and store information about your preferences and navigation to, from and on our Website. Flash cookies are not managed by the same browser settings as are used for browser cookies. For information about managing your privacy and security settings for Flash cookies, see [Your Choices about Our Collection, Use and Disclosure of Your Information](#).
- **Web Beacons.** Pages of our Website, the Application and our e-mails may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags and single-pixel gifs) that permit the Company, for example, to count users who have visited those pages or opened an e-mail and for other related website and/or application statistics (for example, recording the popularity of certain website and/or application content and verifying system and server integrity).

### **Third-party Use of Cookies and Other Tracking Technologies.**

When you use the Website, certain third parties may use automatic information collection technologies to collect information about you or your device. These third parties may include: advertisers, ad networks and servers, content providers and application providers, analytics companies, your mobile device manufacturer and your mobile service provider. These third parties may use tracking technologies to collect information about you when you use our Website and/or the Application. The information they collect may be associated with your personal information or they may collect information, including personal information, about your online activities over time and across different websites, applications and other online services. They may use this information to provide you with interest-based (behavioral) advertising or other targeted content.

We do not control these third parties' tracking technologies or how they may be used. If you have any questions about an advertisement or other targeted content, you should contact the responsible provider directly. For information about how you can manage targeted advertising from many providers, see [Your Choices about Our Collection, Use and Disclosure of Your Information](#).

### **How We Use Your Information**

We use information that we collect about you or that you provide to us, including any personal information, to:

- Present our Website and its contents to you.
- Provide you with information, products or services that you request from us.
- Fulfill any other purpose for which you provide it.
- Give you notices about your account, including expiration and renewal notices.
- Carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection.
- Notify you about changes to our Website, when Application updates are available and of changes to any products or services we offer or provide through the Website.
- To allow you to participate in interactive features on our Website.
- In any other way we may describe when you provide the information.
- For any other purpose with your consent.
- To determine the utilization rates and parking revenues of parking spaces or zones.

We may use the information we collect to display advertisements to our advertisers' target audiences. Even though we do not disclose your personal information for these purposes without your consent, if you click on or otherwise interact with an advertisement, the advertiser may assume that you meet its target criteria.

### **Disclosure of Your Information**

We may disclose aggregated information about our users, and information that does not identify any individual or device, without restriction.

We may disclose personal information that we collect or you provide:

- To our subsidiaries and affiliates.
- To contractors, service providers and other third parties we use to support our business.
- To a buyer or other successor in the event of a merger, divestiture, restructuring, reorganization, dissolution or other sale or transfer of some or all of the Company's assets, whether as a going concern or as part of bankruptcy, liquidation or similar proceeding, in which personal information held by the Company about our Website users is among the assets transferred.
- To third parties to market their products or services to you if you have not opted out of these disclosures. For more information, see [Your Choices about Our Collection, Use and Disclosure of Your Information](#).
- To fulfill the purpose for which you provide it. [For example, if you give us an e-mail address or use a share feature of our Website, we may transmit the contents of that e-mail or share request and your e-mail address to the recipients.]
- For any other purpose disclosed by us when you provide the information.
- With your consent.
- To any 3rd -party credit card gateway provider under contract with the Company for secure payment processing.

We may also disclose your personal information:

- To comply with any court order, law or legal process, including to respond to any government or regulatory request.
- If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of the Company, our customers or others. This includes exchanging information with other companies and organizations for the purposes of fraud protection and credit risk reduction.

### **Your Choices about Our Collection, Use and Disclosure of Your Information**

We strive to provide you with choices regarding the personal information you provide to us. This section describes mechanisms we provide for you to control certain uses and disclosures of your information.

- **Tracking Technologies and Advertising.** You can set your browser to refuse all or some browser cookies, or to alert you when cookies are being sent. To learn how you can manage your Flash cookie settings, visit the Flash player settings page on Adobe’s website. You can choose whether or not to allow the Website to collect information through other tracking technologies by checking the relevant box located on the registration form, adjusting your user preferences in your account profile by checking or unchecking the relevant boxes or by sending us an e-mail stating your request to [us-support@flowbird.group](mailto:us-support@flowbird.group). If you disable or refuse cookies, please note that some parts of this site may then be inaccessible or not function properly.

### **Your California Privacy Rights**

California Civil Code Section § 1798.83 permits users of our Website that are California residents to request certain information regarding our disclosure of personal information in the prior calendar year, if any, to third parties for their direct marketing purposes. To make such a request, please send an e-mail to [us-support@flowbird.group](mailto:us-support@flowbird.group) or write us at: Arrive, 13190 56th Court, Suite 401, Clearwater, FL 33760 and include your name and the address to which you would like us to respond.

### **Data Security**

We have implemented measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration and disclosure. All information you provide to us is stored on our secure servers behind firewalls. Any payment transactions will be encrypted using PCI-compliant methods, technology and/or 3rd -party credit card gateway vendors.

The safety and security of your information also depends on you. Where we have given you (or where you have chosen) a password for access to certain parts of our Website, you are responsible for keeping this password confidential. We ask you not to share your password with anyone. We urge you to be careful about giving out information in public areas of the Website like message boards. The information you share in public areas may be viewed by any user of the Website.

Unfortunately, the transmission of information via the internet and mobile platforms is not completely secure. Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted to our Website and/or through the Application. Any transmission of personal information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures we provide.

### **Changes to Our Privacy Policy**

We may update our 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 page with a notice that the privacy policy has been updated and notify you by e-mail to the primary e-mail address specified in your account and/or an in-Application alert the first time you use the Website after we make the change.

The date the privacy policy was last revised is identified at the top of the page. You are responsible for ensuring we have an up-to-date active and deliverable e-mail address for you, and for periodically visiting this privacy policy to check for any changes.

### **Contact Information**

To ask questions or comment about this privacy policy and our privacy practices, contact us at:

Arrive, 13190 56th Court Suite 401 | Clearwater FL | 33760 |

[us- support@flowbird.group](mailto:us-support@flowbird.group)