

# CURRENT TAXI PRIVACY POLICY

Updated February 1, 2025

This Privacy Policy describes how Current Taxi collects, uses, stores, and shares your personal information when you visit [www.currenttaxi.ca](http://www.currenttaxi.ca) or use the Current Taxi app. By installing the Current Taxi app, visiting the website, or using Current Taxi's services, you consent to the terms outlined in this Privacy Policy.

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## INFORMATION WE COLLECT

Current Taxi may collect and process the following types of personal information:

### *Required Personal Information:*

- Name
- Phone number

### *Optional Personal Information:*

- Email address
- Profile photo
- Payment information (if paying via credit card)

### *Usage & Service Data:*

- Service requests and ride details
- Communication records when contacting us via text, email, phone, or other platforms
- Interactions with our website, mobile app, and dispatch system
- Participation in promotions, contests, or surveys

We do not sell or distribute personal information beyond the purposes outlined in this document.

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## HOW WE USE YOUR INFORMATION

Your data may be used to:

- Provide transportation services and manage bookings
- Process payments and verify transactions
- Send ride confirmations, receipts, and service updates
- Improve our app, website, and customer service
- Investigate service complaints, safety concerns, or legal requirements
- Ensure security through driver and passenger safety measures
- Contact you regarding promotions or company updates
- Analyze overall service usage to enhance transportation services, plan new routes, and reduce emissions while maintaining user privacy

We take reasonable measures to secure and protect your personal data.

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## COMMUNITY SERVICE & DATA ANALYSIS

We do **not** share personal information. However, we analyze overall service usage trends to help improve transportation in the community. This includes identifying high-demand areas, optimizing routes, and supporting sustainability initiatives. We may collaborate with organizations to improve mobility and accessibility, but your individual trip details and personal information remain private.

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## SECURITY CAMERAS & VIDEO RECORDING

- Some Current Taxi vehicles are equipped with security cameras for the safety of drivers and passengers.
  - Video footage is **not** distributed, viewed, or duplicated unless required by law or for internal investigations.
  - Guests cannot access video footage unless legally mandated.
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## THIRD-PARTY SERVICES

Current Taxi works with third-party service providers to enhance app and website functionality. These third parties handle some user data according to their privacy policies:

- **iCabbi (App Provider):** [Privacy Policy](#)
- **GoDaddy (Website Hosting):** [Privacy Policy](#)
- **Intuit (Accounts and Account Payments):** [Privacy Policy](#)

We may integrate with other third-party applications to provide enhanced functionality within our app. When you use these features, some personal information, such as your basic usage data, may be shared with these third-party providers to facilitate the integration. We only share the necessary data to operate the relevant feature and encourage you to review the privacy policies of these third-party services for their specific data handling practices.

## Payment Processing

We are committed to protecting your personal information and ensuring the security of transactions on our platform. To process payments securely and efficiently, we partner with trusted third-party service providers. When you make a payment, your financial information is handled by these providers, and we do not store or have direct access to your complete payment details.

### *Payment Processors We Use*

1. **Moneris** – We use Moneris for secure payment processing. Moneris may collect and process payment information, such as credit card details, in accordance with their privacy policy. You can review Moneris' privacy policy [here](#).
2. **JavalinHQ** – We utilize JavalinHQ payment processing. JavalinHQ may process certain personal information related to transactions to enhance security and efficiency. You can review JavalinHQ's service agreement [here](#).

## Alternative Payment Processors

In the event of service disruptions, unavailability, or other operational needs, we may use alternative payment processors to ensure uninterrupted transactions. Any additional providers will be selected based on their security standards and compliance with applicable data protection regulations. When using an alternative provider, your payment information will be processed according to their respective privacy policies, which will be made available as necessary.

Each of these third-party providers is responsible for handling your data under their own privacy policies. We encourage you to review their policies to understand how your information is processed.

Current Taxi is not responsible for the data security practices of third-party providers.

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## TECHNOLOGIES USED FOR DATA COLLECTION

When using our website or app, certain technologies automatically collect information about your device and browsing behavior:

- **Cookies:** Data files stored on your device to enhance user experience. For more information, visit [All About Cookies](#).
- **Log Files:** Track IP addresses, browser type, ISP, pages viewed, and timestamps.
- **Web Beacons, Tags & Pixels:** Used to analyze browsing habits and site interaction.

You may manage cookie preferences through your browser settings.

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## RECEIVING PROMOTIONAL COMMUNICATIONS

By using Current Taxi's services, you consent to receive text messages, emails, and phone calls from us regarding your ride status, updates, and important service information. Promotional material through text may be sent upon rare occasion, but is not a regular practice of Current Taxi. Standard messaging and data rates may apply.

- If you prefer not to receive promotional messages, you may opt out at any time by:
    - Using the unsubscribe link in any promotional email
    - Emailing us at [ridekelowna@currenttaxi.ca](mailto:ridekelowna@currenttaxi.ca) with your full name and registered email
  - Opting out of promotional text messages may affect transactional communications (e.g., ride confirmations and receipts), which are necessary for service functionality.
  - It may take up to 2 weeks to process opt-out requests.
  - If you signed up for a joint promotion with an affiliate, you must unsubscribe directly from their communications, as Current Taxi does not control third-party email lists.
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## DATA SHARING & DISCLOSURE

- We do not sell your personal data.
- Personal information may be shared with law enforcement or government agencies if required by law.

- Third-party services may have access to limited personal information to process transactions or improve services.
  - Aggregate, non-personal data may be used to support transportation research and improve mobility initiatives without compromising individual privacy.
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## **POLICY UPDATES & CHANGES**

Current Taxi may update this Privacy Policy at any time to reflect legal or business changes. If you continue using our services after an update, you consent to the revised policy.

For any questions or concerns about this Privacy Policy, please contact us at **ride@currenttaxi.ca**.

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By using Current Taxi's services, you confirm that you have read, understood, and agreed to this Privacy Policy.

## CURRENT TAXI TERMS OF SERVICE

**Updated: February 1, 2025**

Current Taxi is a taxi service operating in the Regional District of the Central Okanagan, owned and operated locally. We provide sustainable transportation using fully electric vehicles, with services available via our mobile app, website, and direct contact with our dispatch office. Communication with users is conducted through multiple channels, including text messages, social media, email, and phone. If you require further information, please contact our dispatch office at 250-864-8294 (TAXI) or email us at [ridekelowna@currenttaxi.ca](mailto:ridekelowna@currenttaxi.ca).

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### AGREEMENT TO TERMS

By accessing or using Current Taxi services, including our website, app, and transportation services, you acknowledge and agree to these Terms of Service. If you do not agree, you must discontinue using our services immediately.

**User Consent for Communications:** By using Current Taxi's services, you consent to receive text messages, emails, and phone calls from us regarding your ride status, updates, promotions, and important service information. Standard messaging and data rates may apply. You may opt out of promotional messages at any time by following the unsubscribe instructions provided in the message or by contacting us directly. Opting out of transactional messages (such as ride confirmations and receipts) may impact your ability to use our service effectively.

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### BILL OF RIGHTS

Current Taxi adheres to the **Taxi Bill of Rights** established in British Columbia. Passengers are encouraged to visit [BC Taxi Bill of Rights](#) for more information on their rights and regulations regarding the taxi industry.

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### USER RESPONSIBILITIES

By using our services, you agree to:

- Provide accurate, true, and up-to-date information when using our services.
- Not attempt to disrupt, access, or compromise our security measures unlawfully.
- Not introduce viruses, malware, or any other harmful programs into our systems.
- Accept the risks associated with sharing your account information.
- Refrain from defaming, harassing, threatening, or harming Current Taxi workers, affiliates, or other guests.
- Not use our services for unlawful or dangerous activities.
- Not damage our vehicles or their contents.
- Follow all safety measures, including providing proper identification if requested.
- Direct any service complaints to Current Taxi rather than engaging in disputes with drivers.
- Allow Current Taxi to use user-generated content (such as reviews, testimonials, or social media posts) for promotional purposes in a respectful and positive manner.

- Compensate and defend Current Taxi against legal claims arising from your violation of these terms.
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## PAYMENT TERMS

- By registering a credit card with Current Taxi, and choosing that card as your payment method in the app, you agree that your card will be automatically charged upon ride completion.

### *Pre-Authorization Charges*

- When you request a ride, a temporary pre-authorization charge will be placed on your payment method, equal to the estimated fare of your trip. **This is a hold and not a final charge.**
- It is possible that your bank or financial institution may send a charge notification when the ride is requested. This notification reflects the **pre-authorization** and is not a duplicate charge.
- Once your trip is completed, the final fare will be charged to your credit card as a separate payment. If your trip is canceled without a cancellation fee, the pre-authorization will be immediately canceled, meaning no charge will be processed. Current Taxi at this time does not charge cancellation fees.
- The time required for your bank to process and release the pre-authorization hold may vary, and Current Taxi has no control over this timeframe.
- If you request a ride using a credit card as your payment method, your credit card will be charged automatically upon completion of the ride. If you decide to pay using a different method at the end of the ride, the pre-authorization and fare charge to your credit card may still be processed.

### *Additional Payment Terms*

- All payments are non-refundable.
- A default gratuity may be set in the app, which users can adjust in the app at any time.
- Users must pay for their ride as communicated by the dispatch system finalized after the ride is completed, including applicable gratuities.
- All gratuities are paid directly to drivers; Current Taxi does not track or withhold gratuities.
- Cleaning fees of \$75 may apply for spills, excessive messes may incur a second \$75 fee or an at cost cleaning fee will be charged.
- A \$5 service fee applies for non-service animals; additional cleaning fees may be charged if necessary.
- Proper child car seats and booster seats are required for young passengers. If company-provided seats are used, a \$10 fee applies per five-point car seat. Booster seats are provided at no charge, but requests must be made in advance.
- Any changes to legal car seat regulations will override the stated requirements.
- Users agree to cover tolls, airport fees, ferry costs, and other additional route charges.
- Damage to the vehicle or its contents caused by a user will be charged at cost.
- If there is a difference between the estimated fare and the actual metered price, the metered price will be the final price billed.

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## TERMINATION OF SERVICE

- Current Taxi reserves the right to suspend or terminate a user's access to services for any violation of these Terms without prior notice.
- Users may terminate their agreement with Current Taxi at any time by discontinuing service usage. To cancel an account, contact [accounts@currenttaxi.ca](mailto:accounts@currenttaxi.ca).

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## LEGAL DISCLAIMERS

- These Terms do not override any legal rights of either the user or Current Taxi.
- While we strive to return lost items, we are not responsible for compensating for lost or left-behind personal belongings.
- We take care when handling passengers' baggage, but we are not liable for any damages.
- Third-party developers provide some of our services, which may involve access to user information for functionality purposes.
- The Internet is not a fully secure medium; while we implement strict security measures, we are not liable for breaches of confidentiality or security beyond our reasonable control.

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By using Current Taxi's services, you confirm that you have read, understood, and agreed to these Terms of Service.