

Emergency Data Sharing

We want to make sure that riders and drivers have access to tools that help them stay safe when they use our service. To help you get the help you need in an emergency situation, you can call 10111 and, where available, we will share your location and other trip details with the 10111 call taker. Trip details that we will share are your estimated current location at the time your 10111 call was placed, the car's make, model, color, and license plate, your name and phone number, your pickup and drop-off locations, and your driver's name.

It is up to you whether you want to share your location and other trip details information with the 10111 call taker.

The location that we will share with the 10111 call taker is your latitude and longitude, as determined by your device's operating system at the time that you placed the call. Your device's location information may not be accurate, particularly in dense urban environments.

In some cases, your 10111 call center may only be able to process some, but not all, of your location and trip details. For example, a 10111 call taker may have access to your estimated current location but may not be able to see your pickup and dropoff locations.

In order to protect you, Chefo will retain your location and trip information as well as information about the times when you use our app. Chefo may keep this information as long as permitted by law, and following that the information will be deleted. Chefo will delete the location and information data that it receives from the Chefo App within **180 days**, but may retain a summary that shows information such as the amount and number of calls that it processes. Any summary information that Chefo keeps will be de-identified so that it does not contain any information that can be linked to a person. Chefo will never record or listen to your 10111 calls or make a transcript of your calls.