

Guidelines for Law Enforcement

Chefo is committed to continuously improving the safety of its platform and contributing to the safety of the communities in which it operates.

Chefo also values the protection of users. Chefo stores and retains user data as described in the Privacy Notices and Terms of Use applicable to any jurisdiction in the Republic of South Africa in which it operates. Chefo discloses data to law enforcement in accordance with applicable law and Chefo's basic principles.

You can find the latest information about Chefo's services here. <https://chefo.co.za/> This guide and the "FREQUENTLY ASKED QUESTIONS" appended are not intended to provide legal advice. In addition, these do not create enforceable rights. Chefo reserves the right to update or modify this Guide without notice to law enforcement.

Requirements for legal proceedings, retention requests, and emergency disclosure requests

When law enforcement makes a request to Chefo, it must specify the specific account to be requested. Where possible, law enforcement must provide a unique identifier or associated with the account, such as an email address, phone number, or license plate number. In many cases, your name and date of birth (to the extent that it is collected) alone are not unique identifiers. Chefo may also be able to identify accounts related to law enforcement investigations by searching for information about a particular ride. Such requests must provide information about the delivery, such as the above user identification information, date, time, ride ID, pickup or drop-off location.

Legal proceedings, retention requests, and emergency disclosure requests must be sent to the appropriate Chefo entity.

- Requests from the South Africa Police Service (whichever unit that may be attached to them), the South African Revenue Service, the Financial Intelligence Centre, or any other statutory body that may be empowered to enforce the laws of South Africa.

Legal Proceedings

All requests from law enforcement for data must be backed by legal process (except for urgent requests described below). Chefo reserves the right to refuse legal proceedings for any reason, including requests that do not have a legitimate legal basis, requests that are excessive, vague or otherwise inappropriate, or that Chefo cannot verify its legitimacy. In addition, Chefo may require a valid South African court order to disclose certain types of records, for example, to disclose communications to relevant authorities outside South Africa, Chefo typically requires a valid court order from the relevant court (through a criminal assistance treaty, mutual assistance agreement, or commission letter).

To take effect on the legal process required of Chefo, you typically need to meet the following requirements:

- Send to Chefo via electronic mail.
- it must be issued in accordance with the local laws of the agency from which the requesting authority is located.
- issued by an appropriate relevant authority, such as a judge.
- must be signed by a judge or other person with appropriate authority.
- the date must be stated.
- if applicable, provide the date on which the response material will be returned.
- specifically identify the reasonably identified account, the type of information that you are seeking to disclose about the account, and the applicable date range.

Save Request

Law enforcement can ask for the retention of account records. Upon receipt of such request, Chefo may withhold the issuance of legal proceedings and take necessary steps to store records or other information about the subject matter of the retention request it owns. Storage means a one-time "save only current record" of the records or content in a Chefo user's account at the time Chefo receives a retention request. It does not continuously store records in real time. Chefo reserves the right to refuse a retention request for any reason.

Request for Emergency Disclosure

To the extent applicable to South African law, Chefo may voluntarily disclose user data to law enforcement in the event of an emergency involving human death or serious physical damage, if Chefo determines in good faith that information related to such emergencies is necessary to be released without delay. The requested data should be limited to the data required to respond specifically to an ongoing emergency.

Emergency disclosure requests can be sent via email. Because Chefo values the safety of its platform, we have response procedures in place to respond to urgent requests.

To file an emergency disclosure request, law enforcement must meet the following requirements:

- prove that the acquisition of records subject to disclosure requests is permitted by law.
- prove that such disclosure requests are actually relevant to emergencies that involve the risk of death or serious physical damage that need to disclose information without delay.
- state that there is a significant risk that emergencies may manifest due to delays arising in the event of due local legal proceedings.
- specifically identify the reasonably identified account, the type of information disclosed within the account, and the date range to which it applies.
- continue to take legal action where required by law.

Chefo will evaluate emergency disclosure requests individually in response to urgency and other details and decide in its sole discretion whether to create the requested data. Chefo may request additional information or documentation to help assess emergency disclosure requests.

Chefo's policy on notifying users

Chefo may notify you of law enforcement requests for your data unless applicable law prohibits notification.

As part of Chefo's safety investigation procedures, Chefo may contact individuals identified at law enforcement requests in connection with allegations of safety issues. Chefo will not contact you in its sole discretion if we reasonably believe that such communications may:

- there is an imminent risk of serious injury or death to the public.
- obstruction of justice or disadvantage to judicial administration.

When submitting a request, law enforcement may require Chefo not to contact anyone associated with the request for the legal or other justifiable reasons.

Chefo's Guiding Principles

Chefo evaluates requests from law enforcement agencies inside South Africa in light of Chefo's fundamental principles. If it violates these principles, Chefo may not disclose the data.

Chefo's basic principles for law enforcement requests include:

1. all requests must comply with applicable law and be properly scoped.
2. Chefo grants unmanaged access to internal systems and does not provide real-time and continuous access to accurate and complete ride data.
3. Requests related to criminal investigations must be associated with criminal activity in South Africa and the target person's country of residence.
4. local laws must provide a way to challenge legal proceedings.

Information provided by Chefo

This section describes the general categories of user data that Chefo may provide. It is intended to describe some of the most frequently requested types of data and is not exhaustive. For more information about Chefo's services, visit <https://chefo.co.za/>

Chefo collects and retains user data in accordance with Chefo's Privacy Notice and applicable Terms of Use. The data that Chefo collects and holds may vary from account to account, for example, if a Chefo user deletes their account information. As a result, the types of data Chefo provides may vary depending on valid legal process.

Basic Registrant Information

Basic subscriber information held by Chefo for users and drivers includes:

- identity
- email address
- telephone number
- account creation date

- account status
- equipment information
- device information includes information about your mobile device
- vehicle information

Some of the vehicle information Chefo may provide includes:

- license plate data
- manufacturers and models
- vehicle insurance card
- vehicle registration certificate
- Vehicle Identification Number (VIN)

Billing Information

Some of the payment methods and sources that Chefo may provide include:

- some of the credit card information (the first six and last four digits of the credit card number) or the bank account number (driver and delivery officer only)
- credit card expiration date
- other payment methods

Other billing information that Chefo may provide includes:

- information about a particular transaction (e.g., amount, date and time of transaction, payment method used)

Information about the ride usually includes:

- breakdown of fares charged to users
- pickup and drop-off locations (latitude and longitude)
- Information about deliveries and drivers (such as name, rating, etc.) Driver and deliveries enter the name to display in the app, so it may not be their real name or may be omitted (for example, "Chris" instead of Christopher).

Location Information

Chefo may collect GPS location information from drivers and users' mobile devices. While the driver is logged in to receive a delivery request, the driver's location may be retrieved when the Chefo app is running on the driver's mobile device, whether it's on board or otherwise. Users can opt out of collecting GPS information in their device settings. In that case, the GPS information of the delivery is not obtained.

Other User Information

Other user profile information provided by Chefo includes:

- written feedback/comments
- profile picture

Driver Profile Information

Chefo may retain the following information about drivers:

- date of birth.
- vehicle information (see above)
- driver's license number

Customer Service Records

Some of the customer service records that Chefo may retain include:

- customer support call logs
- other customer support communications

Other business records

Other business records that Chefo may retain include:

- copy of driver's license

Information about other Chefo services

Chefo may provide other categories of information about other Chefo service users.

Chefo require:

- basic registrant information
- kitchen information
- kitchen contact information
- order history
- What communications do you have between your Chefo delivery representative?

Chefo may be able to provide additional data not listed here. When law enforcement makes a request, it must provide details of the data required in accordance with the guidelines above.