

## **Privacy statement for the Rivier platform**

A large, solid teal circle centered on the page. Inside the circle, the words "PRIVACY" and "RIVIER" are written in white, bold, sans-serif capital letters, stacked vertically.

**PRIVACY  
RIVIER**

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## 1. General information

In this document, we would like to provide you with more information about how Rivier B.V. handles your data and how privacy roles are organised with regard to the Rivier platform. We also explain the cookies we use when you visit the website [www.rivier.io](https://www.rivier.io).

Although Rivier focuses on technical support between companies, in some cases it is unavoidable that travellers' personal data will be processed. This privacy statement is divided into three parts:

- Information about the processing of your personal data on the website;
- Information about the processing of your personal data via the Rivier platform;
- Cookie statement.

Privacy is our starting point and we apply the following principles:

- **Transparency:** We clearly explain how we obtain your data and what we use it for.
- **Safe & secure at Rivier:** We ensure that your data is properly secured and only used for the purpose for which we received it. We do not share your data for marketing purposes. If we share your data with third parties, we have appropriate contractual agreements in place to guarantee the security of your data.
- **Choice and control:** You decide whether we may use your data for additional Rivier services.
- **Innovation and openness:** We continue to be progressive in order to protect and improve your privacy in the best possible way. We are open to questions and suggestions.

### Questions and contact

If you have any questions about the processing and protection of personal data, please contact us at [info@rivier.io](mailto:info@rivier.io).

## 2. Processing of personal data on the website

### **For what purpose does Rivier use your personal data?**

We use your data for contact and service purposes, including handling requests for information, questions, complaints and other reports, or sending newsletters. We also use your data to maintain our relationship with you.

### **What personal data does Rivier process?**

On our website, you can request a demo and leave your personal data. Rivier processes your:

- Name
- Company name
- E-mail address
- Phone number
- Date and time of completion
- User IP
- User agent (browser/operating system)

### **On what basis is the data processing based?**

The basis for this processing is: legitimate interest. Rivier has a legitimate interest in storing your data. After all, this data is necessary to maintain the customer relationship with you.

### **What is the retention period for the data that is processed?**

Your personal data will not be retained any longer than necessary. The necessity depends on whether there is a customer relationship or not. As soon as you choose to unsubscribe as a customer, you will no longer receive email messages and/or notifications from us. From that moment on, it is no longer necessary for Rivier to retain your data and we will destroy it from our systems.

### **Who do we share your data with?**

The personal data that you leave on our website will only be processed by Rivier and will not be shared with external parties.

### 3. Processing of personal data via the platform

#### What is the Rivier platform?

Rivier is a technical B2B platform that enables Mobility as a Service (MaaS). The platform connects MaaS providers (such as apps that allow travellers to plan, book and pay for their journeys) with mobility providers (such as public transport companies, shared scooter providers or taxis). Through this connection, Rivier supports digital door-to-door travel solutions tailored to the personal preferences of the traveller.

The Rivier platform provides technical and functional services for this purpose, such as booking options, access to mobility services, and support for transactions and ticketing. MaaS providers can decide for themselves which parts (modules) of the platform they want to use and which mobility providers they want to work with.

Thanks to Rivier, you can plan, book, pay for and use travel with just one single app – even if you combine multiple modes of transport.

#### Which parties are involved in this data processing?

When you plan, book or pay for a journey via a travel app (the MaaS provider), this is done via the Rivier platform. Various parties are involved in this process:

- **You as a traveller:** you use a travel app to plan and book.
- **MaaS provider:** this is the provider of the app you use. This party is your contractual partner and processes your personal data to enable your journey in the role of joint controller together with the Mobility Provider.
- **Mobility provider:** this is the transport operator (such as a public transport company or sharing provider). This party only receives the data necessary to transport you.
- **Payment provider:** they take care of the financial processing of your journey or purchase. They are also responsible for processing your payment details. The payment provider is an independent controller.
- **Rivier:** provides the technical connection between the MaaS provider and the mobility provider. **Rivier itself does not have access to your personal data**, unless the 'account management' module is purchased. Rivier acts as the Processor for the MaaS provider.
- **Siemens HACON:** this is the technical party that builds and manages the platform on behalf of Rivier. They process personal data, but only on behalf of and under the supervision of Rivier. Siemens HACON acts as a sub-processor for Rivier.

- **Amazon Web Services (AWS):** Siemens HACON has contracted AWS for the cloud service used by Siemens HACON to support the Rivier platform in its services and is therefore a sub-processor.
- **IDnow:** Responsible for ID verification that may be required from the Mobility Provider. IDnow has been contracted by Siemens HACON and is therefore a sub-processor.

### **For what purpose is your data processed?**

Your data is processed solely for the purpose of ensuring that your journey runs smoothly. For example:

- To book, pay for and process your journey.
- To enable you to check in and out with transport providers.
- To enable technical links between apps and transport providers.
- To send you notifications about your journey (only if you give your consent).
- To check whether you are eligible to use a particular service (e.g. by checking your driving licence).

### **On what basis is the data processing based?**

When you plan, book and pay for a journey via the app or website of a MaaS provider, an agreement is established between you and the MaaS provider. In this context, Rivier acts as a processor on behalf of the MaaS provider. For the execution of this agreement, the personal data necessary to provide the service you have requested is processed via the Rivier platform.

If necessary, this data is shared with mobility providers (such as transport operators) with whom you travel. They need certain personal data in order to provide their transport services to you as well.

The processing of your personal data is based on Article 6(1)(b) of the GDPR: the processing is necessary for the performance of a contract to which you are party.

### What kind of personal data does Rivier process?

Depending on your journey and the chosen transport service, the following data may be processed:

- **Travel data:** such as planned trips, bookings, check-in and check-out times.
- **User information:** such as a customer number or ID from your travel app.
- **Contact details:** such as name, e-mail address or phone number (only if necessary for customer service, for example).
- **Driving licence details:** only if this is necessary for specific services (such as car sharing).
- **Address details:** if necessary for reservations or communication.
- **Please note:** payment details such as your bank account number or credit card number are **not** processed via Rivier. Sensitive data such as medical information, criminal records or citizen service numbers (BSN) are also **not** processed.

### How is your data protected?

Rivier and its partners take your privacy seriously. That is why the following measures have been taken:

- **Data encryption:** so that your data cannot be read by unauthorised parties.
- **Secure access:** only authorised parties can access data.
- **Logging and monitoring:** use of the system is recorded.
- **Clear agreements:** between MaaS providers, mobility providers and Rivier on how your data is handled.

### Where is your data being stored?

Your data will only be processed within the European Economic Area (EEA). This means that no data will be transferred to countries outside the EU. Furthermore, Rivier does not store any of your data on the platform. Rivier merely serves as a link between the MaaS provider and the Mobility Provider. However, if the MaaS provider from whom you purchase a MaaS service has purchased the 'account management' module, we will store your data within the 'account management' module. Rivier does this on behalf of the MaaS provider.

### What is the retention period for the data that is processed?

Rivier does not store your data unless your MaaS provider has purchased the 'account management' module from us. In that case, Rivier will store your customer data for as long as you are a customer of the relevant MaaS provider and this data is necessary for maintaining a customer relationship between you and the MaaS provider.

## 4. Cookie statement

### Functional cookies

Functional cookies ensure that our website works properly and is user-friendly. They may be placed without your consent. These cookies make it possible to recognise you on your next visit to our website, to keep track of web statistics and to detect and resolve any errors. In this way, we ensure that your visit to our website runs smoothly and efficiently. Functional cookies are stored for a maximum of one year.

### Analytical cookies

We use Google Analytics 4 (GA4) for our website and collect information about the use of our website via analytical cookies. A distinction is made between event data and user data. In GA4, *everything* is an event.

Event data describe actions that take place on the website, including automatically collected events and defined events, such as viewing a page, clicking on a link or displaying search results. User data describe your characteristics as a user and are collected by us across multiple sessions and events so that we can recognise them. Some analytical cookies do not require consent because they have little or no impact on your privacy. For other analytical cookies, we do ask for your explicit consent. Rivier stores your event data for two months and user data for 14 months.

### Deleting or managing cookies

You can delete cookies at any time via your internet browser settings. You can also set your browser to automatically delete cookies, to notify you before a cookie is placed, or to block certain cookies altogether. Please consult your browser's help function for more information on managing cookie settings.