



Privacy Policy

Scope

This policy applies to all MTM Go users. This policy applies only to personal information, not to aggregate information or information that does not identify you. Please remember that your use of the MTM Go is also subject to our Terms of Service. Certain elements of the MTM Go may operate under separate or additional terms or practices different from or in addition to those described in this policy; in those cases, you will be provided separate notice and information relevant to your use of those parts of the MTM Go.

The Information We Collect

Personal Data You Provide

Depending on how you interact with our Sites and Services, we will collect the following personal data that you voluntarily provide to us for the following purposes:

- *Account.* If you create an account for any of our Services, including to schedule appointments or transportation, we will collect your first and last name, a home or other physical address, phone number, and disability information for ADA assessments/mobility accommodations, and password.
- *Contact Us.* When you complete our online contact form, we will collect your first and last name, a home or other physical address, phone number, email address, and any personal data that you choose to provide in your comments.

To review or request changes to any of your personal data, please contact us through the methods described in the **“How to Contact Us”** section on transportation portion of our website at <https://www.lyoncountyks.gov/>.

Personal Data as You Navigate Our Sites

We automatically collect certain personal data through your use of our Sites and our use of cookies and other tracking technologies, such as the following:

- *Usage Information.* For example, the pages on the Sites you access, the frequency of access, and what you click on while on the Sites.
- *Device Information.* For example, hardware model, operating system, application version number, and browser.
- *Mobile Device Information.* Aggregated information about whether the Sites are accessed via a mobile device or tablet, the device type, and the carrier.
- *Location Information.* Location information from site visitors on a city-regional basis.

How We Use Your Information

In addition to the purposes stated above, we may use all personal data we collect in accordance with applicable law such as to:

- Improve existing services or develop new services.
- Validate your access.
- Process your account registration.
- Schedule appointments or transportation.
- Assess for ADA transportation services.
- Deliver reminders and details of upcoming appointments or denial of services.
- Perform analytics to improve services.
- Communicate with you about our Sites and Services or to inform you of any changes to our Sites and Services.
- Contact you regarding our products and services that we feel may be of interest to you.
- Provide support.
- Maintain and improve our Sites and Services.
- Defend our legal rights and the right of others.
- Efficiently maintain our business.
- Comply with applicable law.

How We Disclose Your Information

We do not sell your personal information to third parties. No one can buy the personal information we collect from and about you and we do not act as a data broker.

We may disclose your personal information in response to a legal obligation, or if we have determined that disclosing your personal information is reasonably necessary or appropriate to:

- Comply with any applicable federal, state, or local law or regulation, civil, criminal or regulatory inquiry, investigation or legal process, enforceable governmental request, or requirement as condition to operate (e.g., operating permit, license or agreement);
- Respond to legal process (such as a search warrant, subpoena, summons, or court order);
- Enforce our Terms of Service;
- Cooperate with law enforcement agencies concerning conduct or activity that we reasonably and in good faith believe may violate federal, state, or local law;
- Exercise or defend legal claims, protect against harm to our rights, property, interests, or safety of the rights, property, interest, or safety of you, third parties, or the public as required or permitted by law.

How We Store and Protect Your Information

We retain your information for as long as necessary to provide you with the MTM Go services. This means we keep your information for as long as you maintain an account. We retain transaction information such as rides and payments for at least two years to ensure we can perform legitimate business functions. We also retain your information as necessary to comply with our legal obligations, resolve disputes and enforce our terms and policies.

We take reasonable and appropriate measures designed to protect your personal information. But no security measures can be 100% effective, and we cannot guarantee the security of your information, including against unauthorized intrusions or acts by third parties.