



DRIVERS COOPERATIVE - COLORADO



DRIVERS COOPERATIVE - CO OPERATIONS MANUAL



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Introduction

This document was designed to encapsulate all the policies discussed and passed so far by the Board of Directors of the Drivers Cooperative -Colorado (DCC). These policies seek to direct the cooperative forward while safeguarding the best interest of the driver-owners and the cooperative as a business.

Our policies serve as the framework for achieving our various objectives, such as providing secure and dependable transportation for our passengers. We are committed to adhering to all of Colorado's regulations at all times. Additionally, our policies provide drivers with the necessary information to embrace ownership within our organization. By maintaining a steadfast dedication to these principles, we can ensure the safety and satisfaction of both our passengers and drivers. Our policies are designed to uphold high standards and promote accountability, ultimately contributing to the overall success and sustainability of our operations.

As a cooperative member, it is essential for you to carefully review, comprehend, and adhere to these policies while actively participating in the cooperative.

It's important to note that this manual is a living document – a draft in constant evolution. We're committed to fostering an environment of continuous improvement, and as such, this manual will undergo frequent revisions. Your feedback and contributions are not only welcomed, but actively encouraged. Together, we'll refine and enhance this resource to better serve our cooperative community.

About the Drivers Cooperative - Colorado

The Drivers Cooperative – CO (DCC) was established to transform the ridesharing industry by giving drivers control over their work. This driver-owned cooperative aims to eliminate the exploitation prevalent in the rideshare sector and provide drivers with higher wages and ownership. Additionally, DCC is committed to serving the community by offering transportation to individuals who are often overlooked in urban planning and customer service. By embracing the cooperative spirit and prioritizing the needs of the community, DCC seeks to create a more equitable and sustainable ridesharing model.

Our cooperative model isn't just about getting from point A to point B; it's about forging meaningful connections, empowering drivers, and prioritizing safety and reliability above all else.

QUESTIONS? Email info@coloradodrivers.coop

POLICIES

DCC Driver and Platform Contract

All Drivers using the Driver App are independent contractors. Nothing in this Agreement, and no course of dealing between the parties, shall be construed to create or imply an employment or agency relationship or a partnership or joint venture relationship between the parties or between one party and the other party's employees or agents. User has no authority to bind DCC, and User undertakes not to hold themselves out as an employee, agent or authorized representative of DCC.

Rights as a member of the co-operative:

As a member of the Drivers Cooperative-Colorado, members are entitled to:

- The right to vote (one vote per person, not per share)
- The right to serve as a leader (i.e. board director)
- The right to information
- The right to speak your mind

Responsibilities as a member of the co-operative:

- Support the mission, vision, and goals of the co-operative.
- Purchase a Membership Interest in the Cooperative by agreeing to pay the membership fee of \$300 as a one-time fee or through installments.
- Participate in the governance of the co-operative through attendance of general meetings, voting on decisions, and participating on boards and committees.
- Adhere to the policies and procedures of the co-operative set out in the organizational documents and created by the Board.
- Comply at all times with Colorado TNC regulations.
- Maintain good standing as a Driver member.

Obligations of the cooperative to members

As a member of the co-operative, you understand that the cooperative is obligated to:

- Provide notice of meetings and information on ways that you can participate in the co-operative governance.
- Maintain a transparent and efficient system of decision-making that is inclusive of the membership and supportive of the mission and vision of the co-operative.
- Conduct business, through staff, that is in the best interest of the co-operative and its members.
- Use financial contributions effectively and responsibly.

Driver Requirements and Criteria for Onboarding

In order to be onboarded and obtain ownership rights of and fulfill responsibilities for the Drivers Cooperative Colorado, all drivers must:

- Be at least 21 years old.
- Have at least 1 year of licensed driving in the US (3 years if you are under 25 years old).
- Provide proof of Colorado driver's license.
- Have attended one orientation with the Drivers Cooperative Colorado prior to driving for the cooperative.
- Be able to pass a background check.
- Be medically fit to drive.
- Have a dash camera in their car when driving for the cooperative.
- Adhere to the 7 principles of worker cooperatives:
 - Open membership
 - Equitable Economic Participation
 - Democratic Control
 - Autonomy and Independence
 - Cooperation among cooperatives
 - Education and training
 - Concern for community
- Pay the membership fee of \$300.
- Have signed a Membership Agreement and Independent Contractor Form with the Drivers Cooperative Colorado.

To become driver-owners and actively perform rides, vehicles requirements include:

- 16-year-old (2008) vehicle or newer.
- Vehicle must have 4 doors.
- No more than 200k miles
- 5-8 seats, including the driver's.
- Valid Colorado license plate.

All drivers must provide the following documentation to begin and complete the onboarding as worker owners:

- Proof of valid Colorado driver license
- Proof of vehicle insurance
- Proof of valid Colorado vehicle registration
- Proof of Colorado vehicle inspection
- Driver profile photo

No driver will be onboarded if they have a major violation on their record in the last 7 years including:

- Operating a vehicle under the influence.
- Driving with a suspended or invalid license.
- Reckless driving.
- Racing.
- Using a vehicle to commit a felony.
- Hit and run.
- Fleeing from law enforcement.
- Vehicular manslaughter or assault with a vehicle.

No driver will be hired if they have more than 3 moving violations in the past 3 years. All drivers that exceed the minimum Motor Vehicle Record (MVR) criteria are prevented from driving on the platform. MVR and background checks will be conducted regularly, at least once a year, to ensure continuous and consistent respect of the established guidelines.

All drivers will have to upload proof of current insurance coverage using the COOP Drivers app, full coverage or minimum coverage of \$2000 deductible. Drivers are required to maintain updated documentation and insurance at all times when affiliated with DCC.

A data system will keep track of insurance deadlines for each driver. Through this system, the Drivers Cooperative - Colorado will be reminding driver-owners to upload their new insurance card or come into the office to confirm proof of valid insurance.

DCC Vehicle Requirements and Maintenance Policy

At the Drivers Cooperative - Colorado, we are committed to ensuring the safety of drivers, riders through ensuring our vehicles are in proper working order.

The following guidelines allow us to ensure vehicles are up to date and well maintained.

To become driver-owners and actively perform rides, vehicle requirements include:

- 16-year-old (2008) vehicle or newer
- Vehicle must have 4 doors
- 5-8 seats, including the driver's
- No more than 200k miles
- Valid Colorado license plate

As a driver of the cooperative, you are required to pass an inspection once a year regardless of the vehicle's age and your assumptions about its status. As well as ensuring your vehicle's brakes, seat belts and tires are in good operating condition, you also need to conduct regular maintenance checks according to your vehicle's manufacturing recommendations.

The cooperative will be responsible for storing copies of inspection and other maintenance reports that are uploaded through the app in accordance with Colorado's regulations.

It is the drivers' responsibility to:

- Check the vehicle regularly to ensure that it is roadworthy.
- Check for leaks or engine issues
- Ensure all mirrors are fitted and in good condition
- Check breaks
- Check that all lights are functional and working
- Check if the seatbelt is functional (for riders and drivers)
- Check for any dashboard warning lights

Inspection and Maintenance

Once a year DCC staff will vet vehicle inspections documents. All vehicles must pass Colorado inspections and be confirmed as safe to drive. The driver is required to self-report if their vehicle is found on an open safety recall "do not drive" list.

Vehicle inspections in Denver

Drivers will be asked to complete their annual inspection requirement by getting an inspection from any certified mechanic in the Denver-metro area.

Drivers will need to ask their mechanic to complete the Colorado Public Utilities Commission TNC Annual Inspection Report.

Drivers are required to cover the inspection cost.

The completed form must be uploaded on the COOP Drivers app.

Background Check Policy

1. Purpose

The purpose of this policy is to outline the background check requirements for individuals seeking to become drivers on the Drivers Cooperative Colorado platform. A thorough background check is necessary to ensure the safety, reliability, and trustworthiness of drivers, and to maintain a high standard of service for our riders.

2. Background Check Requirement

All prospective drivers must undergo a background check as part of the application process to be considered for membership in the Drivers Cooperative. This includes, but is not limited to, checks for criminal history, driving violations, and other factors that may affect the safety or legal compliance of the driver.

3. Mandatory Passing Requirement

Applicants must pass the background check to be approved as a driver-member of Drivers Cooperative Colorado. Failure to pass the background check will result in denial of driver membership.

4. Background Check Validity

Once an applicant passes the background check, the approval is valid for one year. Drivers must undergo a new background check annually to maintain active status on the platform. This may change in compliance with state laws.

5. Background Check Fee

A non-refundable fee of \$50 is required from all applicants to cover the cost of the background check. The fee must be paid at the time of application and is non-refundable, regardless of whether the applicant is approved or denied for membership.

Refunds will not be issued under any circumstances, including:

- payment was made but the background check was not completed yet and the drivers wishes to stop the application
- payment was made but the driver was not approved
- payment was made but the driver was later suspended
- payment was made but the driver decides to leave the coop
- payment was made but the driver doesn't satisfy basic vehicle/driver requirements

6. Types of Checks Performed

The background check will include, at a minimum:

Criminal history check (local, state, and federal)

Driving record check (including any prior DUI or reckless driving offenses)

Verification of identity and eligibility to work in the United States

Any other relevant checks deemed necessary for safety and compliance

7. Decision Based on Background Check

Applicants with certain criminal convictions, driving violations, or other disqualifying issues may be denied approval to drive for the platform. Disqualifying factors may include:

- Felony convictions (including but not limited to violent crimes, sexual offenses, or drug-related offenses)
- Major driving violations, such as DUIs, reckless driving, or a history of frequent accidents
- Any other findings that may present a risk to the safety of riders or the public

More specifically, no driver will be onboarded if they have a major violation on their record in the last 7 years including:

- Operating a vehicle under the influence.
- Driving with a suspended or invalid license.
- Reckless driving.
- Racing.
- Using a vehicle to commit a felony.
- Hit and run.
- Fleeing from law enforcement.
- Vehicular manslaughter or assault with a vehicle.

No driver will be hired if they have more than 3 moving violations in the past 3 years.

All drivers that exceed the minimum Motor Vehicle Record (MVR) criteria are prevented from driving on the platform. MVR and background checks will be conducted regularly, at least once a year, to ensure continuous and consistent respect of the established guidelines.

8. Confidentiality

All information obtained during the background check process will be kept confidential and will only be used for the purpose of determining eligibility for the platform. Drivers' personal information will not be shared outside of the necessary background check process.

9. Dispute Resolution

If an applicant believes that the results of the background check are incorrect, they may request a review or dispute the findings directly with the background check provider.

Applicants are encouraged to address any discrepancies before reapplying.

10. Compliance with Law

Drivers Cooperative Colorado complies with all applicable local, state, and federal laws, including the Fair Credit Reporting Act (FCRA), in conducting background checks. All applicants have the right to obtain a copy of the background check results upon request.

11. Policy Updates

This policy may be updated or amended as necessary to remain compliant with any changes in applicable laws or regulations.

By applying to become a driver on the Drivers Cooperative Colorado platform, you acknowledge and accept the terms outlined in this Background Check Policy.

Emergency Contact Information

What is an emergency contact?

An emergency contact is someone you designate who may be notified if there is a serious emergency during a trip and Drivers Cooperative Colorado is unable to reach you directly.

When will Drivers Cooperative Colorado contact this person?

We will always attempt to contact you first if an emergency is reported during a trip. If we are unable to reach you, we may contact your emergency contact in situations such as:

- A person has suffered a serious injury
- A person has been transported by ambulance
- A person has been hospitalized
- A person has died

We may contact your emergency contact for the following reasons:

- To notify them that an emergency may have occurred
- To gather important information regarding the situation

You may add multiple emergency contacts, but we will prioritize the two most recently added. If we successfully reach your first emergency contact, we will not contact the second.

Privacy and Data Protection

Drivers Cooperative Colorado is committed to protecting your privacy. Your emergency contacts will only be called in the event of a serious emergency. If you remove an emergency contact from your account, their information will be deleted immediately.

How to Update Emergency Contact Information

You can update your emergency contacts at any time in the app. Simply go to "Account," then "Settings," and select "Emergency Contacts" to add or remove someone.

Insurance Policy

What rideshare drivers should know about coverage

When you earn with a transportation network company (TNC), referred to here as ridesharing, Colorado requires a TNC to have general commercial insurance.

Drivers Cooperative - CO maintains general commercial insurance as required by Colorado law. What's covered depends on factors such as who was at fault; whether you were offline, online, en route, or on-trip; and your personal insurance policy. Learn more about the coverage Drivers Cooperative - CO maintains on your behalf below.

Coverage when you're offline

- Your personal auto insurance covers you while you're offline. You must maintain personal automobile insurance at mandatory minimum state limits and provide proof of your insurance to drive a vehicle with Drivers Cooperative - CO.
- Coverage to repair your car when you're offline is contingent on your personal insurance including comprehensive and collision coverage.

Coverage when you're online and available for a trip

- Accidents happen. Suppose you're at fault and another person gets hurt or their vehicle gets damaged. In that case, our third-party liability insurance covers the cost of injuries or damage in at least the following amounts:
 - \$50,000 per person and \$100,000 per accident for injuries
 - \$30,000 in property damage per accident

Coverage when you're en route or on a trip

- Drivers Cooperative - CO maintains some of the most comprehensive insurance for ridesharing, including:
 - Insurance that covers at least \$1,000,000 for property damage and injuries to riders and third parties involved in an accident where you're at fault
 - Coverage for you and your riders for injuries in a hit-and-run or an accident caused by an uninsured or underinsured driver

As required by law, you must maintain personal automobile insurance at mandatory minimum state limits and provide proof of your insurance to drive with Drivers Cooperative - CO. Drivers Cooperative - CO maintains commercial auto insurance on your behalf for ridesharing activities when you're driving on our platform. When you're not driving with Drivers Cooperative - CO, you maintain your own personal auto insurance. Coverage to repair your

car when you're en route or on a trip is contingent on your personal insurance including comprehensive and collision coverage.

Many personal auto insurers offer additional insurance for rideshare drivers. This is highly encouraged but not required for you to sign up to drive with Drivers Cooperative - CO. Contact your insurance agent, broker, or company for details.

Commercial Automobile & Physical Damage	
Coverage & Limits (\$)	
Automobile Liability - Period 1*	
Death and Bodily Injury – Per Person	50,000
Death and Bodily Injury – Per Accident	100,000
Property Damage	30,000
Automobile Liability & Physical Damage – Periods 2 & 3	
Commercial Automobile Liability	1,000,000
Uninsured/Underinsured Motorists Coverage	200,000 / 400,000 Bodily Injury Only
Personal Injury Protection	N/A
Commercial Automobile Physical Damage+	ACV up to \$50,000
Deductibles	
Period 1	N/A
Periods 2 & 3	N/A
Automobile Physical Damage	2,500

*Contingent excess liability over driver's personal auto coverage.

+APD available only to drivers who hold the coverage on their personal policy.

What to do in an accident

We're committed to everyone's safety. If you're involved in an accident, follow these steps:

Step 1

Ensure that everyone involved is OK. If there are injuries or damage, contact the police and paramedics. Be sure to save the police report number if there is one.

Step 2

Take photos of any damage to the vehicles involved, including your own, and get the contact and insurance information of other involved drivers and riders. We recommend taking photos of the accident location, too, if it's safe to do so.

Step 3

Contact us. Contact info@coloradodrivers.coop or call us at **720.618.5961**

We will reach out to confirm everyone's safety and gather any other required information.

DCC Safety Guidelines

At the Drivers Cooperative - Colorado, we are committed to ensuring the safety of drivers, riders, and our community in a positive, secure, and non-discriminatory environment.

The following guidelines allow us to determine and combat actions and behaviors that are prohibited for the safety of users and providers.

Respecting other people's rights

Physical Contact:

While using the COOP Rideshare/COOP Drivers, refrain from touching strangers unless they request or require assistance. Deliberately causing harm to anyone is strictly prohibited.

Sexual assault and misconduct:

Prohibited behaviors include, but are not limited to:

- Commenting on someone's appearance
- Asking about relationship status
- Sexual assault and sexual misconduct of any kind.
- Sexual assault and misconduct refer to sexual contact or behavior without explicit consent of the other person.
- Making explicit comments or gestures
- Flirting
- Sharing indecent material

Threats and Aggression

Aggressive behaviors of any kind are prohibited while driving or riding with us. Any disrespectful, discriminatory, threatening, or inappropriate action is forbidden.

Post-trip Prohibited Actions

Unless the need to return lost items should occur, contact between drivers and riders should end when the trip comes to an end. Contact without mutual consent can represent harassment. Such behaviors include:

- Texting
- Calling
- social media contact
- Visiting or trying to visit someone's address/location after completing a trip.

Discrimination

Any form of discrimination against users and drivers based on race, religion, national origin, disability, sexual orientation, sex, marital status, gender identity, age or any other characteristic protected under applicable law is prohibited at the Drivers Cooperative - Colorado. Refusing to provide or accept services based on any of these characteristics, and any other violation of this policy, will result in losing access to COOP Rideshare and Coop-Driver.

Forbidden discriminatory behaviors include, but are not limited to:

- We do not tolerate refusing to provide or receive services based on characteristics such as race, ethnicity, skin color, age, disability, gender identity, marital status, national origin, religion, sex, sexual orientation, language, geographical location, or any other characteristic protected by applicable law.
- Discriminating on the basis of a rider's destination, such as specific neighborhoods, based on discriminatory beliefs about the characteristics of residents.
- Any form of discriminatory language, remarks, or vilification is prohibited.
- Asking personal questions regarding national origin, race, ethnicity, or any other trait previously mentioned.
- Making racial comments or using slurs.

Damage:

DCC prohibits any type of property damage. Examples of such damages include:

- Damaging the car
- Breaking technological devices, like phones or tablets
- Spilling food or drinks
- Smoking
- Vomiting

Those responsible for damaging vehicles will be subjected to cleaning and repairing fees. DCC reserves the right to remove individuals from its platforms following instances of intentional damaging of vehicles.

Ensuring Safety

Account Sharing:

Sharing accounts infringes DCC's Terms of Service. To provide or use our services, each driver or rider will have to start and maintain a personal account. In addition, individuals should never share personal account information.

Minors

DCC's riders and account users must be 18 or older to have an account.

Riders may create an account for a minor aged 16 or 17 years old if they are their parent or legal guardian, and in doing so give permission and consent on the minor's behalf. The rider account holder assumes all responsibility and liability for the minor's behavior while riding.

Permitted Riders:

Only the driver, rider, and rider's guests are allowed onboard DCC's verified vehicles during rides.

The account holder is responsible for the behavior of their entire party at the risk of facing deactivation for instances of inappropriate, damaging, or forbidden actions.

Seat Belts:

Drivers and passengers, including those seated in the back, must wear seat belts throughout the entire journey. Riders should select a vehicle that has adequate seat belts for all members of their group. Drivers have the right to refuse a ride if their vehicle does not have enough seat belts for all passengers.

Dash Camera:

Driver-owners are required to use a dash camera in their vehicle. Colorado allows the use of dash cameras and using footage in case of accidents. However:

- Dash cameras should be positioned appropriately to avoid impairing the driver's view and increasing the risk of unsafe driving.
- Sharing or streaming a person's image, audio, or video recording on social media or other digital or physical public locations violates our guidelines.

Additional Requirements:

Drivers must maintain a good driving record at all times when driving for the cooperative. Drivers are responsible for guaranteeing safety for all the parties involved.

Emergency:

In case of an emergency or immediate danger, riders and drivers should contact 911 and alert local authorities immediately before notifying DCC.

Complying with the Law

Violating any state or federal laws is strictly prohibited for all parties involved.

Drivers are required to know and obey all applicable laws, especially the rules of the road, such as:

- Speed limits
- Traffic laws
- Street signs and signals
- Allowed turns
- Parking regulations
- Pedestrian rules

Documents:

Drivers are responsible for ensuring that all licenses, permits, and any other legal documents are up to date. The cooperative reserves the right to notify drivers about the need to update such documents or initiate deactivation in case of continuous failure to comply with the law.

Car Seats:

Drivers and riders should comply with applicable laws when traveling with infants and small children. Regulations include:

- Riders must provide and properly install an appropriate car seat for infants and small children.
- Children aged 12 and under should ride in the back seat.
- If a child does not meet the height and weight safety standards for the car seat, or if the driver feels the child cannot be safely transported, the driver may cancel the ride.

Drug Use and Alcohol:

Drugs and alcohol consumption are never allowed when using DCC.

Drivers have the right to refuse the trip if a rider is excessively intoxicated or disruptive, prioritizing their own safety. If a rider becomes too rowdy during a trip and is inhibiting the driver's ability to complete the ride, the driver must end the trip early in a safe location and is required to contact a police officer.

As a rider, if you suspect your driver may be under the influence of drugs or alcohol, request the driver to end the trip immediately. Exit the vehicle and call 911. Afterward, please report your experience to DCC once you are safely out of the vehicle.

No-Smoking

Smoking in DCC vehicles is prohibited under our community guidelines. Some passengers may have respiratory conditions or be sensitive to smoke odors. Out of respect for all members of our community, we request that you abstain from smoking inside DCC cars.

Weapons

Carrying and using firearms of any kind is banned for riders, riders' guests, and drivers, when using DCC.

DCC enforces a strict "No Weapons" policy across all its premises, including DCC Hubs and service centers.

This policy is in effect whenever you are representing DCC, whether you are driving for the company or visiting a DCC Hub.

Even in regions where carrying a weapon is legal, we request that you refrain from bringing any weapons onto DCC property.

We implement this policy with the community's well-being in mind. It's challenging to predict what might make others uncomfortable, and the mere presence of a weapon can cause distress and concern for personal safety among community members.

A "weapon" is broadly defined and includes firearms, such as handguns, as well as other items like stun guns, explosives, knives, slingshots, and tasers. DCC retains the sole discretion to determine what constitutes a weapon. If you have any doubts about whether an item might be considered a weapon under this policy, please reach out to DCC Support before bringing it onto DCC property.

Please note that this general policy does not apply to authorized security personnel contracted or employed by DCC, nor does it apply to law enforcement personnel.

If you observe someone in possession of a weapon in a DCC vehicle, please inform us by tapping 'Contact Support' below.

Fraud:

Fraudulent activities are strictly forbidden within DCC. This encompasses, but is not limited to:

- Intentionally extending the time or distance of a trip
- Accepting trips with no intention of completing them
- Falsely claiming fees or charges
- Making unfounded reports against drivers
- Providing false documentation or records
- Attempting to manipulate or modify COOP Drivers/COOP Rideshare functions
- Misusing promotions
- Disputing charges for fraudulent or illegitimate reasons
- Creating fraudulent accounts

Ending a Trip Early

Both drivers and riders have the right to end a trip if they feel unsafe or uncomfortable. A trip may be terminated early if either party exhibits the following behaviors:

- Rudeness
- Discriminatory or offensive behavior
- Rowdiness
- Intent to cause damage
- Engaging in illegal activities
- Threatening or Aggressive behavior
- Signs of physical or verbal aggression
- Excessive loudness
- Inappropriate behaviors
- Being under the influence
- Mental crisis
- Any violation of the cooperative's code of conduct and safety rules
- Acting in any way that could endanger the other party

If a driver chooses to end a trip early due to a rider's behavior, the driver must:

1. **Ensure Safety:** Find a safe place to pull over and inform the rider that the trip is being terminated.
2. **Explain Briefly:** Provide a brief explanation to the rider about why the trip is being ended.
3. **Contact DCC Support:** Report the incident to DCC through the app or other available channels, detailing the rider's behavior and the reasons for ending the trip.
4. **Contact Authorities if Necessary:** If the situation escalates or if there is a threat to personal safety, contact local law enforcement.

Dangerous Driving Policy

Every driver-owner of the Drivers Cooperative-Colorado using the COOP Drivers/COOP Rideshare platform is responsible for driving responsibly and adhering to all traffic laws and regulations. If the cooperative receives serious or repeated reports of dangerous driving or legal violations, the driver may lose access to their account and ownership rights.

What qualifies as dangerous driving?

Distracted driving

- Distraction can take many forms. These behaviors can dangerously distract drivers and endanger both them and the rider.
- Drowsy driving is a form of distracted driving occurring when a driver manifests symptoms of tiredness, which include:
 - Appearing tired, exhausted, or sleepy
 - Frequent blinking
 - Frequent yawning
 - Nodding off
 - Failure to respect safety distance and speed limits
 - Inability to keep vehicle in the lane.

Not following traffic laws

All driver-owners using the COOP Rideshare/COOP Drivers platform are required to follow local traffic laws and regulations. That includes:

- Respecting signs, traffic lights, speed limits, and signals
- Turning only where permitted
- Signaling before turning or changing lanes
- Yielding the right of way to pedestrian
- Not driving or stopping in a bike lane or crosswalk

Aggressive driving

Aggressive driving includes:

- Speeding
- Sudden braking
- Tailgating
- Abruptly accelerating or stopping
- Swerving, including into pedestrian walkways or bike lanes
- Shouting or cursing at other drivers or pedestrians

Driving under the influence

- Using or being under the influence of alcohol or other drugs when using the COOP Drivers
- The Drivers Cooperative - Colorado has zero tolerance on driving under the influence. Drivers will immediately be removed from the platform if found guilty of driving under the influence.

Extreme Weather Protocols

To reduce pressure on the driver, riders will be informed that the higher demand for rides and road conditions could lead to longer wait times.

Driver-owners will retain their freedom to determine if they are comfortable driving in extreme weather conditions.

It is the responsibility of the driver to maintain an awareness of local and surrounding weather conditions. If the driver determines they will cancel or reroute due to poor weather conditions, they must drop the rider in a safe location.

How does the coop proactively prevent dangerous driving?

Measure to prevent distracted and dangerous driving include:

- A dash camera is required for all drivers when driving for DCC
- All drivers must prove they are medically fit to drive.
- No in-hand phones when driving. Only phone holders.
- No texting/calling without earphones while driving.
- All drivers must, at all times when driving for the cooperative:
 - Be well rested before hitting the road.
 - Schedule frequent breaks on long trips.
 - Do not drink alcohol before or while driving.
 - Do not rely on caffeine to stay awake.
- Drivers may not:
 - Spend more than 12 consecutive hours in driver mode within one day (24-hour period). A driver may go off duty at any time during the 12-hour period, but the 12-hour shift will only reset after a consecutive 12-hour off-duty period.
 - Alternatively, in accordance with the PUC 15-hour rule, a driver must stop driving no later than 15 hours after coming on duty and must then take a minimum of eight consecutive hours off. While drivers may take breaks at any time during the 15-hour period, the clock will only reset

after a full, uninterrupted eight-hour off-duty period. A Driver shall not exceed ten hours Driving Time within the 15 hours provided by the 15 hour rule.

- Spend more than 70 total hours in driver mode in one week. Upon reaching the 70 hours weekly limit, a driver shall not drive for a minimum of eight hours.
- Complaints about dangerous or distracted driving could result in a temporary suspension from the platform. Repeated and serious verified instances of dangerous driving will result in removal from the platform of the driver-owner and permanent revocation of ownership rights.

Riders Complains and Notifications to Drivers:

Riders have a right to contact customer support to report dangerous driving during or after a ride with COOP Rideshare. Unsafe driving reports encompass any complaint citing a specific issue with how the driver operates the vehicle, leading to a perceived unsafe, high-risk, or dangerous ride.

If a driver receives repeated reports of dangerous driving, we'll let them know that their account is at risk of investigation if the reports continue. DCC will also let them know that serious or repeated claims of unsafe driving can result in their loss of access to COOP Drivers and ownership rights.

Dash Camera Policy

To ensure the safety of our drivers and riders, all drivers are required to equip their vehicles with a functional dash camera at all times when driving for the Drivers Cooperative - Colorado.

The customer service committee may ask a driver-owner to provide footage of a particular ride in response to a report of potential policy violations. This is to verify the accuracy of the report and prevent unjust deactivation of drivers due to false claims. The mandatory dash camera serves as a tool to uphold our code of conduct.

In the event of a negative outcome, the footage obtained from the dash camera will be used to guide the decisions of the customer service committee. Depending on the severity of the code violation, potential actions against the driver may include suspension or removal from the platform, all in the interest of passenger safety.

Expectations for dash camera use include:

- All driver-owners must demonstrate that the vehicle used to offer rides with DCC is equipped with a dash camera.
- The cost of purchasing a dash camera must be covered by the driver. The cost of the dash camera will not be reimbursed nor deducted from the membership fee.
- The dash camera must be activated at all times while driving for DCC and providing services through COOP Drivers/COOP Rideshare.
- DCC does not specify a particular camera brand, but approved dash cameras must meet specific requirements. These include certain features for approval, such as:
 - Dual view (front and rear)
 - Must have good image resolution, at least 1080p
 - Audio recording must be enabled
- The recording of each ride must be stored for a minimum of 24 hours after the ride was completed to guarantee access to the feed if needed.
- Drivers who already have a dash camera that meets the requirements mentioned above will not need to purchase a new one to join DCC as driver-owners and offer rides.
- Sharing or streaming a person's image, audio, or video recording on social media or in other public locations without their consent is strictly prohibited. This behavior may prompt further investigation by our safety team to ensure the protection of our users.

Deactivation Policy

DCC is devoted to providing excellent customer service, and safe transportation for drivers and passengers. All drivers performing poorly will receive warnings before an investigation or removal procedure begins.

Assuming the negative outcome, a driver may receive an immediate suspension or immediate removal from the platform depending on the severity of the violation/s. Infractions of guidelines will fall under three categories: **Type A, Type B, Type C**

Infractions Categories

Type of Violation	Examples of violation claimed by rider	Number of warnings before investigation begins	Committee's Potential Action
Type A	Minor customer-service related complaints including: • Rude driver • Cleanliness of car • Loud music • Etc.	Up to 5 complaints in one year	Case reviewed by investigation committee. Recommendations issued to drivers. Up to three suspensions before removal is confirmed.
Type B	Failure to respect road rules like: • Speed limits violation • Aggressive driving • Illegal turns • Dangerous overtaking of a lane	Up to 3 complaints in one year.	Case reviewed by investigation committee. A driver can get suspended for a week. Up to three suspensions before removal is confirmed.

			3 warnings before removal
Type C	Severe violation of safety of safety guidelines and laws, including: • physical violence • sexual assault • Sexual harassment • Driving under the influence • Fraudulent actions harming the coop and the rider (fake incidents; falsely claiming a trip as completed)	Investigation begins immediately after first complaint	Case reviewed by investigation committee. Immediate removal after investigation if found guilty of Type C violation

DCC will provide an opportunity for a fair hearing process. There will be a suspension until the driver is given a fair hearing in case of complaints involving allegations of dangerous behaviors, including but not limited to:

- Operating a vehicle under the influence
- Driving with a suspended or invalid license
- Reckless driving
- Racing
- Using a vehicle to commit a felony
- Hit and run
- Fleeing from law enforcement
- Vehicular manslaughter or assault with a vehicle
- Assault
- Sexual assault
- Using a vehicle other than the one approved by DCC

The process to prevent unfair removals based on false reports includes, but is not limited to:

- Setting up the customer relations committee to review complaints.
- The committee will review the Dash Camera feed when possible.
- Committee to make recommendations to the driver.

- Driver has a right to appeal to the Board of Directors in case of dissatisfaction with the committee's decision.

In case of serious allegations under Type C, the cooperative will report information to local authorities as required by law.

Appealing for removal from the DCC COOP Drivers platform

You can appeal your removal from the platform if you meet the following criteria:

- You have been permanently removed.
- You have not previously requested an appeal for the same removal.
- Note: If available, please provide any additional information related to the removal (such as dash cam footage, photos, police reports, etc.).

Appeal process

Submit an appeal form with the following details: Subject, your email address, phone number, description of appeal and any attachments. After you submit the appeal form, DCC will review your case to decide whether to uphold or reverse the removal. DCC will consider any additional evidence you provide (like dash cam footage, photos, police reports, etc.). You will be notified of DCC's decision via the email address associated with your account.

Multiple Appeals

If your account was removed for several reasons, DCC will review all reasons as part of a single appeal request. You can only request one appeal per deactivation decision. If the removal is upheld, no further appeals will be considered for that account unless new information is provided.

Complaints Review Policy

Purpose

This policy aims to ensure that all complaints from riders and drivers are addressed promptly, fairly, and consistently. It details the process for reviewing and resolving complaints to uphold high standards of service and safety.

Scope

This policy covers all complaints from riders, drivers, and third parties concerning the company's services. This includes, but is not limited to, issues related to safety, driver conduct, ride quality, billing, and app functionality.

Complaint Submission

Complaints can be submitted through the COOP Drivers app/COOP Rideshare app, DCC website, email, or customer service hotline on our website. They should include relevant details such as the date, time, location, ride ID, and a description of the issue. Supporting evidence, such as screenshots, photos, or videos, is encouraged.

Acknowledgment of Complaints

All complaints will be acknowledged within 48 hours of receipt. An acknowledgment message will be sent to the complainant via email or in-app notification, confirming receipt and that the complaint is under review.

Review Process

Initial Review: Within three working days, the complaints review committee will conduct an initial review to assess the complaint's validity and severity.

Investigation: If the complaint is valid, a thorough investigation will follow, which may involve reviewing trip data, interviewing involved parties, and examining submitted evidence.

Resolution Determination: Based on the investigation, the complaints review committee will decide on an appropriate resolution, such as driver coaching, temporary suspension, permanent deactivation, fare adjustments, or other remedial actions.

Communication of Resolution: The complainant will be informed of the resolution within 10 business days of submitting the complaint. If more time is needed for the investigation, the complainant will be notified of the delay and given a new expected resolution date. All communications will be recorded in the company's complaint management system.

Appeals Process

If the complainant is unsatisfied with the resolution, they may request an appeal within 7 days of receiving the resolution notice. Appeals must be submitted in writing, detailing the reasons for dissatisfaction and any new evidence. An independent appeals team will review the case and provide a final decision within 14 days of the appeal submission.

Confidentiality

All complaints and investigations will be handled with strict confidentiality. Personal information of the complainant and involved parties will be protected in line with the company's privacy policy.

Continuous Improvement

Complaint data will be regularly reviewed to identify trends and areas for improvement. DCC will implement changes to policies, procedures, and training programs based on the insights gained from complaint reviews.

Non-Discrimination Policy

Any form of discrimination against users and drivers based on race, religion, national origin, disability, sexual orientation, sex, marital status, gender identity, age or any other characteristic protected under applicable law is prohibited at the Drivers Cooperative - Colorado. Refusing to provide or accept services based on any of these characteristics, and any other violation of this policy, will result in losing access to COOP Rideshare and Coop Driver.

Drivers Cooperative Colorado Policy on Inactive Drivers and Declining Rides

DCC aims to enhance operational efficiency, ensure that our rideshare platform remains effective and reliable for both drivers and passengers. This policy aims to manage and limit inactive miles (Period 1 Insurance Miles) for drivers, ensuring efficient use of resources and promoting driver engagement.

Policy:

Automatic Logout After Declined Rides:

- Drivers who decline 4 ride requests within a given time frame will be automatically logged out of the system.
- This measure ensures that only active and willing drivers are available for ride requests, thereby reducing unnecessary Insurance Period 1 miles.

Automatic Logout After No Accepted Rides:

- Drivers who do not accept any rides within a specified period of 30 minutes will be automatically logged out of the system.
- This helps to manage and reduce idle time, encouraging drivers to be more responsive or to log out when they are not available to accept rides.

Push Notification to Inactive Drivers:

- Drivers who have not accepted any rides for 30 minutes will receive a push notification suggesting that they log out if they are not currently available or willing to accept ride requests.
- The notification aims to prompt drivers to make a conscious decision about their availability, thereby reducing unnecessary insurance miles and optimizing the availability of active drivers.

Incentive Program for High Acceptance Rates:

- Implement an incentive program to reward drivers with high acceptance rates. Drivers who consistently accept ride requests will receive bonuses or other incentives.
- This encourages drivers to remain active and engaged, reducing the likelihood of declined rides and idle periods.

Regular Activity Reminders:

- Send regular activity reminders to drivers who are logged in but have been inactive for extended periods, even if less than 30 minutes. These reminders will encourage drivers to stay alert and ready to accept ride requests.
- This measure helps keep drivers engaged and reduces the potential for extended periods of inactivity.

Implementation Guidelines:

System Configuration:

- The DCC drivers' application system will be configured to automatically track and log the number of declined ride requests and the duration of inactivity for each driver.
- Specific thresholds for automatic logout (e.g., 4 declined rides and 30 minutes of inactivity) will be set based on system data and operational efficiency.

Notifications:

- Push notifications will be sent through the ride share app to drivers who have been inactive for 30 minutes, reminding them to log out if they are not available.
- Additional reminders will be sent to drivers who have been logged in but inactive for shorter periods, ensuring they remain engaged.

Driver Communication:

- Clear communication will be provided to all drivers regarding this policy, including training on how the automatic logout, notification system, and incentive program work.
- Drivers will be informed about the importance of reducing Insurance Period 1 miles and how their active participation can contribute to overall efficiency.

Monitoring and Adjustment:

- The system's effectiveness in managing Insurance Period 1 miles will be continuously monitored.
- Adjustments to thresholds and procedures will be made as necessary based on data and feedback to ensure optimal performance and driver satisfaction.

Cancellation Policy

Cancellation fees might apply when canceling a pre-scheduled or on-demand ride with the Drivers Cooperative - Colorado.

On-Demand

You can cancel or edit a trip anytime via the Coop Rideshare app. However, if you cancel after being matched with a driver, a cancellation fee may apply.

This fee compensates drivers for their time and effort in reaching your location.

You should request a ride only when you are ready and near the pickup location to avoid risks of cancellation from either or both parts.

Rider-initiated cancels

Cancellation fees may be charged to riders if they cancel the trip 3 or more minutes after requesting their ride. The amount you pay will depend on where you cancel during the trip. You will be charged either a minimum fee of \$5 or a fee based on the actual time and distance covered by the driver.

If you cancel a trip within 3 minutes after you request the ride, no cancellation fee will be applied.

You will be charged a cancellation fee if:

- You cancel the ride after a driver has been matched.
- More than 30 seconds after the driver accepts your ride.
- The driver is on their way to pick you up.
- The driver is scheduled to arrive within the designated pickup time.
- After your driver arrives.
- You are in the car and you decide to end the trip while en route
- You cancel 3 or more rides in a 15-minute timeframe.
- If a rider requests a ride for someone else, they will be charged any cancel or no-show fees for that ride.

You may be charged a no-show fee if you don't show up when your driver:

- Arrives to pick you up.
- Waits the allotted time or longer.

- Attempts to contact you, or you contacted your driver but you still don't show up.
- The no show fee is \$3.50 charged on the rider

Driver-initiated cancels

A driver member reserves the right to cancel a trip after they've been waiting at your pickup location for a total of 5 minutes.

A cancellation fee at the expense of the rider will be applied; a minimum fee of \$5 or a fee based on the actual time and distance covered by the driver may apply.

Drivers reserve the right to end a trip while en route if the rider behaves in any manner that infringes our safety guidelines and code of conduct. The rider will have to be dropped off at a safe location and the driver must contact the authorities if needed.

Pre-scheduled Rides

When you request a pre-scheduled ride, the trip price you see will be an estimate which may be subject to change depending on the location of the pickup address and/or the day and time of your trip. This fee is paid by riders for their driver's additional wait time and time/distance spent traveling to the pickup location.

The Drivers Cooperative - CO doesn't guarantee that a driver will accept your ride request. Your ride is confirmed once you receive your driver details.

Wait time varies. You can cancel for free up to 60 minutes before your scheduled pickup time. If you cancel within 60 minutes of your pick-up time, a cancellation fee equal to 30% of the fare may apply.

No cancellation fee will be charged if no driver has confirmed your trip.

A reservation can be canceled without charge if the driver is 5 or more minutes late at the time of dispatch and has not communicated with the rider.

The fee will be waived if your Driver hasn't made any progress toward your location or if your Driver is driving further away from the pick-up location. In that case, the cancellation fee will be waived for the rider and drivers won't receive the cancellation fee. You will receive a notification once your driver is en route.

Dispute a fee

If you think you were wrongly charged a cancel or no-show fee, you can dispute the charge by reaching out to info@coloradodrivers.coop

Referral Policy

Occasionally, the Drivers Cooperative - Colorado may invite riders and drivers to participate in referral programs to expand the customer base and membership of the cooperative.

Participating in a referral program (either by referring your friends or family or signing up with a referral link or code) can be a great way for riders and drivers to receive rewards, discounts, or earn extra incentives that benefit the cooperative as well.

By accepting and sharing your referral link or code or by signing up with a referral link or code, you are immediately responsible to comply with this policy. Any violation of this policy will not only prevent you from participating in any referral program, but could also lead to the suspension or deactivation of your account.

Please note that these Rules are in addition to the Terms of Service as updated from time to time governing your use of COOP Rideshare and COOP Drivers as well as any agreement between drivers, riders, and the platform.

Eligibility to be a referrer/inviter.

Anyone may be a referrer/inviter who:

- is of legal age
- has an account in good standing.

Referrers/inviters can only have one account per person on COOP Rideshare and COOP Drivers. Accounts cannot be shared among multiple users for the purposes of increasing personal benefits or other actions that could harm the safety of riders/drivers, the credibility of the cooperative, or the overall good standing of the Drivers Cooperative - Colorado.

Eligibility to be a referee/invitee

Friends, family members, and other people you know or meet, except yourself, may be eligible to be referees/invitees. Eligibility requirements entail:

For Referring Service Users:

To receive rewards for referring someone who orders services through the apps, your referee/invitee must:

- Be a new user of that service or a user who has not used the service within a certain period of time.
- Must be eligible to use the app.

- Complete the actions required by the specific referral program.

For Referring Service Providers:

To receive a Referral Reward for referring someone who provides services through the apps, your refereee/invitee must:

- Meet the eligibility criteria noted in the referral program
- Must be a new driver setting up an account with the cooperative.
- Meet all the eligibility conditions to become a driver for the cooperative.
- Use your referral link or code when they sign up to drive for the cooperative.
- Follow the instructions outlined by the referral program.

General Guidelines:

Your refereees/invitees can only be referred once. If someone else has referred them and they have accepted that invitation, they cannot accept yours.

You will not earn rewards through the use of fake accounts/referrals. Such behavior might trigger a suspension or termination based on the severity of the infringement.

Referrers/inviters cannot request themselves as riders, create duplicate/multiple accounts, accept trips without the intent to complete them, claim false fees or charges, manipulate trip details, or engage in any other prohibited activities. See specific offer for additional referrer/inviter restrictions.

If you provide the cooperative with the contact information for your refereees/invitees, you are responsible for securing the right to provide that information.

Invitees/refereeas who use a referral link or code or activate a referral offer must agree to share their progress toward the required number of trips or deliveries noted in the offer with the inviter. Once the invitee/referee completes the requirements specified in the offer or when the referral program expires, whichever is earlier, such sharing will cease.

The use of referral links or codes

The Drivers Cooperative - Colorado reserves the right to limit the number of times you may use or share your referral link or code based on the specific referral program you are participating in. To check if your link or code has a limit, refer to the terms of the specific referral program.

You agree that you will not:

- Duplicate, sell, or transfer your referral link or code, or share it publicly.
- Attempt to acquire referees/invitees through spamming, bulk emailing, or sending unsolicited emails. You should only email people you personally know.
- Use, display, or manipulate the cooperative's intellectual property, except to identify yourself as a user, referrer/inviter, or referee/invitee.
- Use scripts or automated methods to send invites or share your referral link or code.
- Make false or misleading statements to persuade someone to use your link or code.
- Use your referral link or code in any way that violates the law or the rights of others.

How to earn Referral Reward as a referrer/inviter

Rewards are disbursed once the cooperative acknowledges the compliance with the guidelines.

Referral rewards are discretionary and the amount of a referral reward and the requirements to get it can vary based on the rewards offered periodically by the co-op and that are in the best interest of the business and its members.

The coop reserves the right to set a limit on the number of times you may use your referral link or code. Rewards are not transferable, have no cash value, and may expire.

How to earn a Referral Reward as a referee/invitee

Referees/invitees may receive periodic discounts on rides as determined by the cooperative. The specific amount and type of discount will be communicated directly by the cooperative. To qualify for the reward, the invitee must have an activated account. Details regarding these offers will be outlined in their invitation.

Termination and changes

The Drivers Cooperative - Colorado retains the authority to modify, terminate, or temporarily suspend any part or entirety of its referral program, including the participation and reward eligibility of referrers/inviters and referees/invitees, at its discretion and for any reason. This includes instances of policy violation or breaches of agreements between you, the cooperative, and the platform. In the event of program termination, any unused or unredeemed rewards may be forfeited, with a notification period of 14 days provided for you to utilize or redeem your rewards.

The Drivers Cooperative - Colorado reserves the right to adjust its reward program policy as deemed necessary for the cooperative's, its members', and its riders' benefit.

Cleaning Policy

To maintain vehicle cleanliness and respect our drivers' working environment, The Drivers Cooperative-CO (DCC) proposes implementing a cleaning fee policy for riders who leave vehicles excessively dirty. Fees are categorized based on the severity and type of mess, with the goal of fairly compensating drivers for time lost and cleaning expenses.

Tier 1: Minor Debris – \$5

Food wrappers, small crumbs, paper scraps, or dirt from shoes on seats

No staining or liquid involved

Quick and simple clean-up (less than 10 minutes)

Tier 2: Moderate Mess – \$10

Spilled drinks (non-staining), sticky residue, or noticeable food messes on seats or floor

May require cleaning supplies and additional time (10–20 minutes)

Tier 3: Major Spill – \$30

Large liquid spills (e.g., coffee, soda, etc.) that soak into upholstery

May require vacuuming, stain treatment, or professional detailing

Tier 4: Bodily Fluids (Non-Hazardous) – \$40

Vomit, urine, paints or other bodily fluids contained on removable surfaces

Requires deep cleaning and use of protective equipment or professional cleaning services

Tier 5: Hazardous Biohazard/Extensive Damage – \$180

Extensive vomiting, or hazardous materials that result in vehicle downtime

Requires full vehicle sanitization and potentially off-road time for the driver

Process

A driver will report an incident by filling out DCC's cleaning incident report form, which will be available on our website. A driver needs to report an incident within 48 hours.

A driver must upload a picture before cleaning.

DCC will determine if the additional cleaning fee will be charged to a rider and inform a driver of DCC's decision on cleaning fee.

DCC will inform the rider of an additional charge fee, and the additional charge will be made within 7 days of incident.

A driver will get 100% of the cleaning fee.

Lost and Found Policy

Passengers must always check their seats before exiting the vehicle at the end of a trip with the Drivers Cooperative - CO. Neither the cooperative nor drivers are responsible for any item left in the car after the ride ends, regardless of their type or value. We cannot guarantee that a driver has your lost item nor that we will be able to retrieve it.

If your item is returned, a \$18 return fee will be charged to the rider's account. The entire amount of the return fee will go to drivers to compensate them for their time.

For Drivers: What to do if you find something in your car?

As a driver, you are not responsible for any object you find in your vehicle. If you find something in your car, you can take the following actions at your discretion:

- Reach out to the rider directly to let them know you found the item they lost on their last trip with you
- Return the item to a lost and found box the at DCC headquarters
- Wait for the rider or the cooperative to reach out to you before taking any other action
- Dispose of the item if no claim has been received within a reasonable amount of time

If you coordinate with the rider about returning the item, expect a \$18 return fee to be deposited to your account.

For Rider: What to do if you lose something in the car?

As a rider, you are responsible for any loss of personal belongings. If you lose something during your ride with DCC, you can take the following actions at your discretion:

- Reach out to the person who drove you to your destination to check if they have it. If so, you can arrange with them about the best way to retrieve your item. You cannot demand a driver to deliver the lost item to you.
- Be ready to pay a \$18 return fee if the driver accepts to drive to return the item
- Visit the office to check if the item was returned to our headquarters

We will do our best to help you if you misplace anything on one of our rides, but as previously stated, please note that neither the cooperative nor the driver-members are responsible for lost items.

Service Animals Policy

Denying a ride to a rider because of their service animal and guide or assistive device is prohibited by law. To comply with regulations against discrimination and ableism, riders are permitted to travel with service animals and guide dogs and assistive devices.

Definitions

- **Service Animal:** A dog (or, in some cases, a miniature horse) that has been trained to perform tasks or work for an individual with a disability. The work or tasks performed by the animal must be directly related to the person's disability.
- **Guide Dog:** A specific type of service animal trained to assist individuals with visual impairments or blindness by guiding them safely around obstacles.

Policy

1. Mandatory Acceptance of Service Animals

All DCC drivers are required to accept service animals and guide dogs accompanying passengers with disabilities, regardless of personal preferences, allergies, or fear of animals.

- Drivers cannot refuse to transport a service animal, even if the animal is large or sheds fur.
- No additional fees, surcharges, or conditions may be imposed for transporting a service animal.

2. Service Animal Identification

- Drivers may only ask passengers the following two questions to verify the status of a service animal:
 1. Is the dog a service animal required because of a disability?
 2. What work or task has the dog been trained to perform?
- Drivers cannot ask for documentation, require the animal to demonstrate its tasks, or inquire about the nature of the passenger's disability.

3. Passenger Responsibilities

- Passengers with service animals are responsible for ensuring that their animal is well-behaved and under control during the ride.
- The service animal should sit on the floor of the vehicle. It should not be placed on the seats unless permitted by the driver.

4. Driver Responsibilities

- Drivers must not pet, feed, or otherwise distract the service animal during the ride.
- If a driver has an allergy or fear of dogs, they must take necessary precautions (e.g., wearing a mask for allergies) but may not refuse the ride.

- In cases where the service animal is out of control and poses a direct threat to the driver or other passengers, the driver may refuse or terminate the ride, but must immediately report the situation to DCC.

5. Handling Issues

- If a dispute arises regarding the transportation of a service animal, drivers and passengers should contact DCC's customer support team for resolution.
- Any refusal of service or complaints regarding service animals will be taken seriously and may result in driver suspension or other corrective actions.

Enforcement and Disciplinary Action

Failure to comply with this policy may result in disciplinary action, including suspension or termination from DCC.

Drivers Cooperative-CO (DCC) Decal Policy

As per Colorado regulations, drivers must display a Drivers Cooperative - CO decal at all times while active on the COOP Drivers app with the cooperative. A decal must be placed on the front passenger windshield facing outward.

Drivers can remove a decal when not driving for the cooperative. A decal is designed to be easily removed and reattached on the inside of the windshield. A driver should ensure that the glass is cleaned before applying the decal for the best results.

Approved driver members will receive their decals within 14 days of membership approval. Drivers can pick up their decal at the DCC office or can request to receive it via mail.

If drivers don't have a decal or need a new one, they can print a temporary one while waiting for the official one to arrive.

When giving a non-DCC ride at airports in Colorado, drivers must remove the decal before entering the airport property.

Only active and approved drivers are authorized to use the DCC decal.

Here is the acceptable decal for the display.



Drivers Cooperative-CO Trademark and Brand Use Policy

What is a trademark?

A trademark is a form of intellectual property used to distinguish one goods or services supplier from another. It consists of all the aspects of the brand that set one producer/company apart from the others. It includes logos, slogans, signs, symbols, and their combination and more.

What are our trademarks?

The trademarks used by DCC include:

1. Our DCC Logo



2. "Fair fares. Higher-wages. Driver-owned" slogan
3. COOP Rideshare and COOP Drivers app designs



4. Drivers Cooperative - Colorado and DCC names
5. Our website designs.
6. Any variations of the logo

DRIVERS COOPERATIVE - COLORADO MOBILE APP

TERMS OF USE

Last updated July 16, 2025

BINDING CONTRACTUAL TERMS

These Terms of Use (“**Terms**”) constitute a legally binding agreement between Drivers Cooperative - Colorado, LCA, a Colorado limited cooperative association (“**DCC**”, “**we**”, “**us**”, “**our**”) and the person, whether as Rider, Driver, or other individual user (“**User**” or “**you**”), downloading DCC’s mobile application for rideshare services (the “**DCC App**”). By downloading or using the DCC App, including all Content (as defined below), available through Apple’s App Store, iTunes Store or the Google Play Marketplace and/or by accessing the Service (as defined below), you signify (a) that you have read and understood these Terms, and (b) that these Terms have the same force and effect as a signed agreement.

ATTENTION: PLEASE READ THESE TERMS AND OUR PRIVACY POLICY, WHICH IS PART OF THESE TERMS, CAREFULLY BEFORE USING THE SERVICE. ACCESSING, DOWNLOADING OR USING ANY PART OF THE SERVICE INDICATES THAT YOU ACCEPT AND AGREE TO BE BOUND BY THESE TERMS AND PRIVACY POLICY IN FULL. IF YOU DO NOT ACCEPT THESE TERMS AND PRIVACY POLICY, YOU SHOULD NOT USE OR OTHERWISE ACCESS THE SERVICE AND SHALL DELETE ANY DOWNLOADED APPLICATIONS AND MATERIALS IMMEDIATELY.

ARBITRATION NOTICE: THESE TERMS CONTAIN AN ARBITRATION CLAUSE IN SECTION 19. EXCEPT FOR CERTAIN TYPES OF DISPUTES MENTIONED IN SECTION 19, YOU AND WE AGREE THAT DISPUTES BETWEEN US WILL BE RESOLVED BY MANDATORY BINDING ARBITRATION, AND YOU AND WE WAIVE ANY RIGHT TO PARTICIPATE IN A CLASS-ACTION LAWSUIT OR CLASS-WIDE ARBITRATION.

In addition to mandatory arbitration and class action waivers, these Terms include a disclaimer of warranties, indemnification by you, and limitations of liability in Sections 14, 15, and 16. Please review those sections (and all of the other terms) carefully.

We reserve the right to modify or discontinue the Service (or any portion of the Service), temporarily or permanently, with or without notice to you, and are not obligated to support or update the Service. You agree that DCC shall not be liable to you or any third party in the event that we exercise our right to modify or discontinue the Service (or any portion of the Service).

We may change these Terms at any time. Please review these Terms each time you visit the Service. By using the Service, you agree to be bound by the most recent version of the Terms. If we materially change these Terms, we will let you know by placing a notice within the DCC App or through other reasonable methods.

SERVICES

The “**Service**” includes a technology platform that allows users of the DCC App to arrange and schedule transportation (“**Riders**”) with certain drivers under agreement with DCC (“**Drivers**”). DCC hereby grants you permission to use the Service as set forth in these Terms, provided that: (a) you will not copy, download or distribute any part of the Service in any form or medium without DCC’s prior written authorization; (b) you will not alter, modify, or make derivative works from any part of the Service without DCC’s prior

written authorization; and (c) you will comply with these Terms. The Services are made available solely for a User's individual, personal and noncommercial use and any decision by a User to accept the Services is a decision made in such User's sole discretion.

You acknowledge that DCC does not provide transportation as a transportation carrier and that all such transportation services are provided by Drivers who are not employed by DCC or any of its affiliates.

ELIGIBILITY

You represent that you are at least eighteen (18) years old or older. The Service is not available for use by persons under the age of 18. You may not authorize third parties to use your account, and you may not allow persons under the age of 18 to receive transportation services from Drivers unless they are accompanied by you.

PRIVACY POLICY

Our Privacy Policy describes the information DCC collects when you and others use the Service. It also describes how DCC may use or disclose any information about you collected while using the Service, including any personal information about you that you share with DCC. Our Privacy Policy is part of these Terms. By agreeing to these Terms, you are also consenting to our collection, use, or disclosure of personal information about you in accordance with our Privacy Policy. If there is a conflict between these Terms and the Privacy Policy, the Privacy Policy shall have precedence with respect to the subject matter covered by it, and otherwise these Terms shall have precedence. Please click here [<https://drive.google.com/drive/folders/0ADDHVRBDao7oUk9PVA>] to review our Privacy Policy.

CHARGES AND PAYMENT

Charges and Tips. Riders understand that requests or use of Services may result in charges to Rider. Riders acknowledge that fees for Services provided to Rider include fares and other applicable fees, tolls, surcharges, taxes, and other fees as set forth in these Terms (collectively, "**Charges**"), plus any tips to the Drivers that Riders elect to pay. Riders agree to pay the Charges in exchange for the provision of Services.

Following a ride, Riders may elect to tip their Driver in cash or through the DCC App. Riders may also elect to set a default tip amount or percentage through the DCC App. Any tips will be paid in its entirety to the applicable Driver.

DCC has the authority and reserves the right to determine and modify pricing by posting applicable pricing terms. Pricing may vary based on the type of Service that Riders request. Riders shall be responsible for all Charges incurred under Rider's DCC App account regardless of Rider's awareness of such charges or the amounts thereof.

Coupons. Riders may receive coupons, credits, discounts, or other promotions (collectively, "**Coupons**") from time to time that Riders may apply toward payment of certain Charges. Coupons are valid only for use on the DCC App and are not transferable or redeemable for cash, except as required by applicable law. Coupons cannot be combined unless expressly provided otherwise. If the cost of Rider's Charges exceeds the applicable Coupon value, DCC may charge Rider's payment method on file for the Charges that exceed the Coupon amount. DCC may deduct amounts attributable to the service fee, tolls, or other charges before application of the Coupon. Additional restrictions on Coupons may apply as communicated

to Riders in a relevant promotion or by clicking on the relevant Coupon within the “rewards” section of the DCC App.

Fees.

Cancellation Fees: If Rider’s final destination is not the same as the destination in Rider’s Service request, the time or distance of Rider’s Services differs substantially from Rider’s quoted fare, or if Rider violates the terms and conditions of these Terms, DCC may, at DCC’s sole discretion and determination, update the fare to reflect time and distance traveled and/or cancel the fare quote and/or charge Rider a cancellation fee, as applicable. DCC may also charge a fee if Rider fails to utilize Services after making a request within the DCC App.

Repairs or Cleaning: You shall be responsible for the cost of repair for damage to, or necessary cleaning of, Driver vehicles and property resulting from use of the Services under your account in excess of normal “wear and tear” damages and necessary cleaning (“**Repair or Cleaning**”). In the event that a Driver reports the need for Repair or Cleaning, and such Repair or Cleaning request is verified by DCC in DCC’s reasonable discretion, DCC reserves the right to facilitate payment for the reasonable cost of such Repair or Cleaning on behalf of the Driver using your payment method designated in your DCC App account. Such amounts will be transferred by DCC to the applicable Driver and are non-refundable.

Damage Fee: If a Driver reports that Rider has materially damaged the Driver’s vehicle, DCC may charge Rider a “Damage Fee” of up to \$250, depending on the extent of the damage, as determined by DCC in its sole discretion, applied towards vehicle repair. DCC may verify or otherwise require documentation of damages prior to processing the Damage Fee, and Driver agrees to use reasonable efforts to provide DCC with such requested documentation.

Abuse Fee: If DCC receives a credible report that Rider has utilized the DCC App in a manner inconsistent with these Terms, DCC may charge Rider an “Abuse Fee” of up to \$250, as determined by DCC in its sole discretion. DCC may verify or otherwise require documentation of abuse prior to processing the Abuse Fee.

Other Fees: Other fees and surcharges may apply to Rider’s Services, including, but not limited to, actual or anticipated airport fees, state fees, local fees, event fees, fuel surcharges, wait time fees, or distance surcharges as determined by DCC or its marketing partners. In addition, where required by applicable law, DCC will collect applicable taxes.

Refunds. If a Driver cancels an accepted Service, Rider will be refunded applicable Charges for Services not rendered. If Rider cancels an ordered Service, all Charges are non-refundable except to the extent required by applicable law. This policy shall apply at all times regardless of the reasoning behind Rider’s decision to terminate usage of the DCC App or any disruption to the DCC App, the Services, or third-party services, except for events contemplated by Section 22 of this Agreement.

Payment. Payment processing services for the DCC App is provided by Stripe and are subject to the [Stripe Connected Account Agreement](#), which includes the [Stripe Terms of Service](#) (collectively, the “**Stripe Services Agreement**”). By agreeing to these terms or continuing to operate as a user on the DCC App, you agree to be bound by the Stripe Services Agreement, as the same may be modified by Stripe from time to time. As a condition of the DCC App enabling payment processing services through Stripe, you agree to provide DCC accurate and complete information about you and your business, and you authorize DCC to share the information, including transaction information, related to your use of the payment processing services provided by Stripe.

Upon addition of a new payment method or each request for Services, DCC may seek the authorization of Rider's selected payment method to verify such payment method and ensure sufficient funds to cover applicable Charges. The authorization is not a Charge, however, it may reduce Rider's available credit by the authorization amount until Rider's bank's next processing cycle. Should the amount of such authorization exceed the total funds on deposit in Rider's account, Rider may be subject to overdraft or NSF charges by the bank issuing Rider's debit or prepaid card. DCC shall not be responsible for overdraft of NSF charges, and DCC is unable to assist Rider in recovering such from Rider's issuing bank.

CONTACTING YOU

By using the Service, you expressly consent and agree that DCC may place calls and send text messages to any cellular (or non-cellular) telephone number provided to DCC by you, or anyone purporting to act on your behalf, for any purpose related in any way to your use of the Service, including without limitation, for purposes of confirming rideshare bookings, trip notifications, promotional emails, and additional communications related to your use of the Services. This provision is a material term of the agreement between you and DCC and cannot be unilaterally modified, revoked, or withdrawn by you. **You may opt out of receiving text messages and/or emails from DCC at any time by filling out a claim at info@coloradodriversonline.com. You acknowledge that opting out of receiving text messages and/or emails may impact use of the Services.**

DCC is not responsible for any fees assessed by your cellular (or non-cellular) telephone provider for receipt of text messages or calls.

You agree that DCC may record or monitor any or all conversations that you have with DCC, without any further notification and for any reason.

TERM

The Service will be provided from the date on which you download the DCC App or otherwise use the Service and accept these Terms and will continue until terminated.

YOUR INFORMATION

Your “**Information**” is any information you provide, publish, or post, and any information provided on your behalf, to or through the DCC App (including any profile information you provide) or send to other users. You consent to us using your Information to create a user account that will allow you to use the Services. Our collection and use of personal information in connection with the Services is as provided in DCC's Privacy Policy.

You agree to provide and maintain accurate, current and complete Information and shall be solely responsible for your Information and the consequences of posting or publishing them. DCC does not claim ownership of any of your Information. However, by submitting the your Information to DCC, you hereby grant DCC and its successors, assigns, and affiliates a worldwide, non-exclusive, royalty-free, perpetual, irrevocable, sublicenseable (through multiple tiers) and transferable license to use, reproduce, distribute, prepare derivative works of, display, publish, broadcast, perform, make, use, import, offer to sell, sell, and otherwise transfer and exploit all copyrights, inventions, and other intellectual property rights in your Information in connection with the Service.

In connection with your Information, you represent and warrant that you will not: (a) transmit, submit, or post material that is copyrighted, protected by trade secret or otherwise subject to third party proprietary rights, including privacy and publicity rights, unless you are the owner of such rights or have permission from their rightful owner to transmit, submit, or post the material and to grant DCC all of the license rights granted herein; (b) publish falsehoods or misrepresentations, any information that, out of context, is misleading or any other information that could damage DCC or any third party; (c) transmit, submit, or post material that involves gambling, gaming, sweepstakes, and/or any other activity with an entry fee and a prize, or (d) transmit, submit, or post material that is otherwise offensive or inappropriate. DCC DOES NOT ENDORSE ANY INFORMATION OR ANY OPINION, RECOMMENDATION, OR ADVICE EXPRESSED THEREIN, AND THE DCC PARTIES, APPLE, AND GOOGLE EXPRESSLY DISCLAIM ANY AND ALL LIABILITY IN CONNECTION WITH YOUR INFORMATION. DCC does not permit

copyright infringing activities, infringement of rights of publicity, or infringement of other intellectual property rights on its Service, and DCC will remove all Information if properly notified that such Information infringe on another's rights. DCC will not necessarily monitor all Information. However, DCC reserves the right to monitor, alter, edit, or remove your Information and block users without prior notice and for any reason. DCC also reserves sole discretion to decide whether your Information is appropriate and complies with these Terms.

RESTRICTIONS ON USE OF THE SERVICE

DCC reserves all rights in the Service not granted in these Terms. Without limiting the foregoing, by using the Service you agree not to:

- use the Service for any purpose other than for using the features we intentionally make available to you;
- translate, modify or create derivative works of the Service;
- upload, download, recreate, display, perform, post, reproduce or copy the Service, except with the written consent of DCC;
- resell or attempt to license, sublicense, sell, resell, transfer, assign, distribute, or otherwise commercially exploit or make available to any third party, all or any part of the rights granted to you under these Terms, the Service or any Content, in whole or in part;
- modify, copy, distribute, download, scrape or transmit in any form or by any means any Content from the Service other than your content which you legally post on, through or in connection with the Service;
- attempt to derive the source code, source files or structure of the software contained in the Service by reverse engineering, disassembly, decompilation or any other means;
- use the Service to create a service bureau or for any other use involving processing of data for other persons or entities;
- use the Service except in accordance with all applicable law;
- introduce into the Service any “malware,” such as, but not limited to, viruses, worms, and Trojan Horses;

- use deep-links, page or screen scrapes, web crawlers, web robots, spiders, wanderers, web scutters, ants, automatic indexers, bots, worms, or other such devices, or programs, algorithms or methodologies which do the same things in connection with the Service, or use other automated processes to access or use the Service;
- provide false personal information or create an account for anyone other than yourself without our permission;
- create another account without our permission, if we have disabled your account;
- share your password, let anyone else access your account, or do anything else that might jeopardize the security of your account;
- assign or transfer your account or login information to anyone;
- attempt to access the accounts of any user of the Service other than your own account;
- allow any other person to use the Service;
- impersonate any other person;
- post, transmit or link from any unlawful, infringing, misleading, deceptive, threatening, libelous, defamatory, plagiarized, fraudulent, harassing, obscene, discriminatory, inflammatory, pornographic or profane material, spam or any material that could constitute or encourage conduct that would be considered a criminal offense, give rise to civil liability, or would otherwise violate applicable law;
- use the Service in any manner that could damage, disable, undermine, overburden or impair the Service or the servers on which it runs or interfere with any other party's use of the Service;
- upload, download, post, email or otherwise transmit any material that may infringe copyright, patent, trademark, trade secret, or other intellectual property or proprietary rights of any party;
- obtain or attempt to obtain any content through any means not intentionally made available or provided for through the Service; or
- use any of the logos, trademarks, service marks or other indicators of origin appearing on the Service.

DCC will fully cooperate with any law enforcement authorities or court order requesting or directing DCC to disclose the identity of anyone violating these Terms.

DCC believes in children's online safety and does not wish to receive information regarding children under 18 years old. Therefore, you may not post or submit any personally identifiable information of a child under 18 years old or information sufficient to locate such a child on or through the Service. If you are under 18 years of age, then please do not attempt to submit any information to or use the Service.

SECURITY MEASURES

DCC will apply reasonable measures designed to protect the security of the information uploaded by you when using the Service. It is your responsibility and obligation to protect the security of your log-in details and passwords. DCC strongly recommends that such access details not be shared with any person.

DCC will be entitled (but not required) to apply security measures to protect the Service and the Content, and will be entitled (but not required) to block users (or IP addresses) identified or suspected as being used to access the Service without authorization, for unlawful purposes or for purposes of disrupting or damaging the Service.

You will notify DCC of any activity on the Service suspected as being for unlawful purposes including any activity liable to disrupt, gain unauthorized access to, or cause any damage to the Service.

You will immediately notify DCC of any security breach involving the Service of which you become aware, including any loss of personal information and any incident where personal information (relating to You) becomes available to unauthorized persons through the Service.

Except as otherwise prohibited by law, DCC will be entitled to use non-personal information processed on the Service, without limitation, for any purpose, including to obtain technical, statistical, or other information (regardless of whether such resulting information relates to the Service). Any non-personal information which DCC may create from time to time out of the information on the Service, or on databases DCC uses in connection with maintaining the Service, will be part of the Content.

INTELLECTUAL PROPERTY

Everything you see, hear, or otherwise experience through this Service, including but not limited to the graphics, videos, text, software, photographs, scripts, interactive features and the like (collectively, “**Content**”) and the trademarks, service marks and logos contained therein (“**Marks**”), are owned by or licensed to DCC, subject to copyright and other intellectual property rights under United States and foreign laws and international conventions. DCC owns the copyright in the selection, coordination, arrangement and enhancement of the Content. Any unauthorized use of any materials on this Service may violate copyright, trademark, and other laws. Content on the Service is provided to you AS IS for your information and personal use only. For your personal use, you may view, copy, and print screenshots of the Service. Otherwise, the Service may not be copied, modified, reproduced, distributed, published, performed, streamed, transmitted, broadcasted, displayed, sold, licensed, or otherwise exploited for any other purposes whatsoever without the prior written consent of the respective owners. DCC reserves all rights not expressly granted in and to the Service and the Content. You agree not to use, copy, download, or distribute any of the Content other than as expressly permitted herein, including any use, copying, downloading, making derivative works from, or distribution of user submissions of third parties obtained through the Service for any commercial purposes. You may not incorporate the Content into, or stream or transmit the Content via any hardware or software application unless expressly permitted by DCC in writing. You may not create, recreate, advertise or distribute an index of a significant portion of the Content unless authorized in writing by DCC. You may not build a business using the Content, whether or not for profit. If You copy or print pages of the Content for personal use, you must retain all copyright and other proprietary notices contained therein. You agree not to circumvent, disable or otherwise interfere with security related features of the Service or features that prevent or restrict use or copying of any Content or enforce limitations on use of the Service or the Content therein, nor may you scrape or use any extraction methods to obtain any content or data from the Service.

DCC may, in its sole discretion, permit you from time to time to submit, upload or otherwise make available to DCC or any of its representatives or agents through the DCC App any suggestions, feedback or recommendations regarding the Service (“**Feedback**”). If you provide any such Feedback, you hereby grant to DCC a perpetual, non-exclusive, worldwide, royalty-free, fully paid-up, irrevocable, sublicensable and transferable license to use such Feedback for any purpose.

APPLE APP STORE AND GOOGLE PLAY MARKETPLACE TERMS

These Terms incorporate by reference the [Apple Licensed Application End User License Agreement](#) and the [Google Play Terms of Service](#). If you download the DCC App through the Apple App Store, iTunes or the Google Play Marketplace, you acknowledge that Apple, Inc. (“**Apple**”) or Google, LLC (“**Google**”), as applicable, are third-party beneficiaries of these Terms and each of Apple and Google shall have the right to enforce these Terms against you as a third-party beneficiary.

WARRANTIES

You warrant and represent to DCC as set out below:

The information provided to DCC in any registration or application screen, profile, email, postings, telephone call or through other means including all personal details, contact details and all other data provided to DCC is true in all respects, up-to-date and not misleading in any way.

You will not access the Service under false identity or pretext and will not use it to falsify your or any other person’s identity (however, this will not prevent you from using an adopted name or nickname provided the name is used lawfully and in good faith).

You will use the Service lawfully and in good faith.

You will keep your log-in details and password secure and will not share such information with third parties.

You either are the sole and exclusive owner of all of your Information or you have all rights, licenses, consents and releases necessary to grant DCC the license to your Information as set forth above; and (ii) neither your Information nor your submission, uploading, publishing or otherwise making available of such Information nor DCC’s use of the Information as permitted herein will infringe, misappropriate or violate a third party’s intellectual property or proprietary rights, or rights of publicity or privacy, or result in the violation of any applicable law or regulation.

DISCLAIMER OF WARRANTIES

YOU AGREE THAT YOUR USE OF THE SERVICE SHALL BE AT YOUR SOLE RISK. THE SERVICE IS PROVIDED TO YOU ON AN “AS IS” BASIS. DCC, ITS AFFILIATE COMPANIES, AND THEIR RESPECTIVE OFFICERS, DIRECTORS, EMPLOYEES, OWNERS, SHAREHOLDERS, AGENTS, LICENSEES, LICENSORS AND SUPPLIERS (COLLECTIVELY, THE “**DCC PARTIES**”)

GIVE NO WARRANTY NOR MAKE ANY REPRESENTATION IN RELATION TO THE SERVICE OR THE CONTENT. THE DCC PARTIES EXPRESSLY DISCLAIM TO THE FULLEST EXTENT PERMITTED BY LAW AND YOU WAIVE ANY REPRESENTATION OR WARRANTY ON THE PART OF THE DCC PARTIES RELATING TO THE SERVICE OR TO THE CONTENT, EXPRESS, IMPLIED, STATUTORY AND OTHERWISE IN CONNECTION WITH THE SERVICE, ANY SOFTWARE LICENSED OR PROVIDED TO YOU BY THE DCC PARTIES OR OTHER THIRD PARTIES, INCLUDING ANY IMPLIED WARRANTIES OF AVAILABILITY OF THE SERVICE, NON-DISRUPTION, SECURITY, ACCURACY, LOSS OF DATA OR CORRUPTION OF DATA, THE USE OF REASONABLE CARE AND SKILL, QUALITY, MERCHANTABILITY, TITLE OR ENTITLEMENT, FITNESS FOR A PARTICULAR PURPOSE, ABILITY TO ACHIEVE A PARTICULAR RESULT OR FUNCTIONALITY AND NON-INFRINGEMENT OF THIRD PARTY RIGHTS, AS WELL AS WARRANTIES ARISING BY USAGE OF TRADE, COURSE OF DEALING, AND COURSE OF PERFORMANCE. WITHOUT LIMITING THE FOREGOING, THE DCC PARTIES DO NOT REPRESENT OR WARRANT THAT THE INFORMATION ON THE SERVICE OR ON ANY WEBSITES OR APPS LINKED TO THE SERVICE IS ACCURATE, COMPLETE OR CURRENT; THAT THE SERVICE WILL OPERATE WITHOUT INTERRUPTION OR ERROR; OR THAT THE QUALITY, SAFETY OR LEGALITY OF ANY CONTENT, PRODUCTS, SERVICES, INFORMATION OR OTHER MATERIAL PURCHASED OR OBTAINED BY YOU THROUGH THE SERVICE OR DCC'S APP OR AGREEMENTS YOU ENTER WITH THIRD PARTIES SUCH AS ADVERTISERS WILL MEET YOUR EXPECTATIONS. THE DCC PARTIES ASSUME NO LIABILITY OR RESPONSIBILITY FOR ANY (a) ERRORS, MISTAKES, OR INACCURACIES OF CONTENT, (b) PERSONAL INJURY OR PROPERTY DAMAGE, OF ANY NATURE WHATSOEVER (INCLUDING, WITHOUT LIMITATION, DATA LOSS OR CORRUPTION), RESULTING FROM YOUR ACCESS TO AND USE OF THE SERVICE, (c) UNAUTHORIZED ACCESS TO OR USE OF OUR SERVERS AND/OR ANY AND ALL PERSONAL INFORMATION AND/OR INFORMATION STORED THEREIN, (d) INTERRUPTION OR CESSATION OF TRANSMISSION TO OR FROM THE SERVICE, (e) BUGS, VIRUSES, TROJAN HORSES, DESTRUCTIVE COMPUTER CODES, OR THE LIKE WHICH MAY BE TRANSMITTED TO OR THROUGH THE SERVICE BY ANY THIRD PARTY, AND/OR (f) LOSS OR DAMAGE OF ANY KIND INCURRED AS A RESULT OF THE USE OF ANY CONTENT POSTED, EMAILED, TRANSMITTED, OR OTHERWISE MADE AVAILABLE VIA THE SERVICE.

INDEMNITY

YOU WILL INDEMNIFY AND HOLD HARMLESS AND, AT DCC'S ELECTION, DEFEND THE DCC PARTIES FROM AND AGAINST ANY CLAIMS, ACTIONS, SUITS, LOSSES, COSTS, LIABILITIES AND EXPENSES (INCLUDING REASONABLE ATTORNEYS' FEES) RELATING TO OR ARISING OUT OF YOUR USE OF THE DCC APP AND SERVICES, INCLUDING: (A) YOUR BREACH OF THESE TERMS OR THE DOCUMENTS IT INCORPORATES BY REFERENCE; (B) YOUR VIOLATION OF ANY LAW OR THE RIGHTS OF A THIRD PARTY, INCLUDING, DRIVERS, RIDERS, OTHER MOTORISTS, AND PEDESTRIANS, AS A RESULT OF YOUR OWN INTERACTION WITH SUCH THIRD PARTY; (C) ANY ALLEGATION THAT ANY MATERIALS OR INFORMATION THAT YOU SUBMIT TO US OR TRANSMIT THROUGH THE DCC APP OR TO US INFRINGES, MISAPPROPRIATES, OR OTHERWISE VIOLATES THE COPYRIGHT, TRADEMARK, TRADE SECRET OR OTHER INTELLECTUAL PROPERTY OR OTHER RIGHTS OF ANY THIRD PARTY; (D) YOUR OWNERSHIP, USE OR OPERATION OF A MOTOR VEHICLE OR PASSENGER VEHICLE, INCLUDING YOUR PROVISION OF RIDESHARE SERVICES AS A DRIVER; AND/OR (E) ANY OTHER ACTIVITIES IN CONNECTION WITH THE DCC APP OR SERVICES. THIS INDEMNITY SHALL BE APPLICABLE WITHOUT REGARD TO THE NEGLIGENCE OF ANY PARTY, INCLUDING ANY INDEMNIFIED PERSON. YOU WILL NOT,

WITHOUT DCC'S PRIOR WRITTEN CONSENT, AGREE TO ANY SETTLEMENT ON BEHALF OF ANY DCC PARTY WHICH INCLUDES EITHER THE OBLIGATION TO PAY ANY MONETARY AMOUNTS, OR ANY ADMISSIONS OF LIABILITY, WHETHER CIVIL OR CRIMINAL, ON THE PART OF ANY DCC PARTY.

LIMITATIONS ON LIABILITY

THE DCC PARTIES SHALL NOT BE LIABLE FOR INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE OR CONSEQUENTIAL DAMAGES, INCLUDING LOST PROFITS, LOST DATA, PERSONAL INJURY OR PROPERTY DAMAGE RELATED TO, IN CONNECTION WITH, OR OTHERWISE RESULTING FROM ANY USE OF THE DCC APP AND SERVICES, EVEN IF DCC HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE DCC PARTIES SHALL NOT BE LIABLE FOR ANY DAMAGES, LIABILITY OR LOSSES RESULTING FROM: (a) ANY SUSPENSION OR DISRUPTION OF THE SERVICE, INCLUDING WHERE SUCH SUSPENSION OR DISRUPTION RESULTS FROM THE DCC PARTIES' NEGLIGENCE, (b) ANY ERRORS, MISTAKES, OR INACCURACIES OF CONTENT, (c) PERSONAL INJURY OR PROPERTY DAMAGE, OF ANY NATURE WHATSOEVER, RESULTING FROM YOUR ACCESS TO AND USE OF THE SERVICE, (d) UNAUTHORIZED ACCESS TO OR USE OF DCC'S OR ITS AFFILIATES' SERVERS AND/OR ANY AND ALL INFORMATION STORED THEREIN, (e) INTERRUPTION OR CESSATION OF TRANSMISSION TO OR FROM THE SERVICE; (f) BUGS, VIRUSES, TROJAN HORSES, OR THE LIKE, WHICH MAY BE TRANSMITTED TO OR THROUGH THE SERVICE BY ANY THIRD PARTY, (g) INFORMATION, THIRD PARTY WEBSITES OR APPS, OR (h) ANY LOSS OR DAMAGE OF ANY KIND INCURRED AS A RESULT OF YOUR USE OF ANY CONTENT, YOUR BUSINESS TRANSACTIONS OR OTHER INTERACTIONS WITH ANY THIRD PARTIES, WHETHER BASED ON WARRANTY, CONTRACT, TORT, OR ANY OTHER LEGAL THEORY, AND WHETHER OR NOT DCC IS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE FOREGOING LIMITATIONS OF LIABILITY WILL APPLY TO THE FULLEST EXTENT PERMITTED BY LAW IN THE APPLICABLE JURISDICTION.

THE DCC PARTIES WILL HAVE NO LIABILITY WHATSOEVER FOR ANY DAMAGE, LIABILITY OR LOSS THAT YOU OR ANY OTHER PERSON MAY INCUR, OR FOR ANY OTHER UNDESIRABLE CONSEQUENCES, RESULTING FROM YOUR BREACH OF YOUR WARRANTIES OR OTHER OBLIGATIONS UNDER THESE TERMS OF USE INCLUDING, WITHOUT LIMITATION, THE OBLIGATION TO KEEP YOUR LOG-IN DETAILS AND PASSWORD SECURE OR FROM THE SHARING OF THESE DETAILS WITH ANY OTHER PERSON.

THE DCC PARTIES' MAXIMUM AGGREGATE LIABILITY FOR ANY SINGLE EVENT (OR A SERIES OF RELATED EVENTS) GIVING RISE TO A CLAIM IN CONNECTION WITH THESE TERMS OF USE OR IN RELATION TO THE SERVICE WILL BE LIMITED TO ONE HUNDRED DOLLARS (US \$100.00).

DCC'S SERVICES MAY BE USED BY YOU TO REQUEST AND SCHEDULE TRANSPORTATION, BUT YOU AGREE THAT DCC HAS NO RESPONSIBILITY OR LIABILITY TO YOU RELATED TO ANY TRANSPORTATION PROVIDED TO YOU BY THIRD PARTY PROVIDERS OTHER THAN AS EXPRESSLY SET FORTH IN THESE TERMS.

THE LIMITATIONS AND DISCLAIMER IN THIS SECTION 16 DO NOT PURPORT TO LIMIT LIABILITY OR ALTER YOUR RIGHTS AS A CONSUMER THAT CANNOT BE EXCLUDED UNDER APPLICABLE LAW.

LOST PROPERTY

You understand and agree that it is your responsibility to ensure that you remove your property from the vehicle of a Driver when disembarking. Should you leave your property in the vehicle of a Driver, the Driver may hand over your property to you or DCC, however, DCC shall not be liable in the event of a Driver not handing over your property as expected. Further, DCC will not be liable for the loss or damage to your property while it is in transit.

DCC will take reasonable steps to establish the owner of property left in a Driver's vehicle if returned to the offices of DCC. When your property is in DCC's possession, you understand and agree that: (a) DCC will only keep your property in its possession for a maximum period of three (3) months from the date on which the Driver handed your property to DCC; and (b) should you fail to collect your property from DCC before the expiration of the three (3) month period, DCC will be entitled to deal with your property as it deems fit and you shall have no claim whatsoever against DCC in respect of your unclaimed property.

TERMINATION OF THE SERVICE

DCC may terminate your access to and use of the Service without notice, in the event you (a) breach these Terms or (b) misuse or challenge DCC'S rights in the Content.

DCC may at any time discontinue the Service altogether or modify the Service and such modifications may adversely affect the use of the Service by users. You agree that DCC shall not be liable to you or to any third party for any modification, suspension or discontinuance of the Service. DCC will use reasonable efforts to notify users of the cessation of the Service or any changes that would impact on your use of the Service. DCC may give such notices through the Service or on its website or by email communications.

You may terminate your service by removing your DCC App.

If your access is terminated for any reason, your right to access and use the Service will also immediately terminate.

NOTICE AND PROCEDURE FOR MAKING CLAIMS OF INTELLECTUAL PROPERTY INFRINGEMENT

If you are an intellectual property owner or an agent thereof and believe that any Content or Information included in the DCC App infringes your intellectual property rights, you may submit a notification pursuant to the Digital Millennium Copyright Act ("DMCA") by providing us with the following information in writing (see 17 U.S.C. 512(c)(3) and 512(d) for further detail):

a physical or electronic signature of a person authorized to act on behalf of the owner of an exclusive right that is allegedly infringed;

identification of the copyrighted work claimed to have been infringed, or, if multiple copyrighted works on the Service are covered by a single notification, a representative list of such works on the Service;

identification of the material that is claimed to be infringing or to be the subject of infringing activity and that is to be removed or access to which is to be disabled, and information reasonably sufficient to permit us to locate the material (or in the case of referrals or links that are claimed to lead to infringing material or activity, identification of the reference or link that is to be removed or access to which is to be disabled, and information reasonably sufficient to permit us to locate that reference or link);

information reasonably sufficient to permit us to contact You, such as an address, telephone number, and, if available, an email address;

a statement that you have a good faith belief that use of the material in the manner complained of is not authorized by the copyright owner, its agent, or the law; and

a statement that the information in the notification is accurate, and under penalty of perjury, that You are authorized to act on behalf of the owner of an exclusive right that is allegedly infringed.

CHOICE OF LAW, DISPUTE RESOLUTION, MANDATORY ARBITRATION AND CLASS ACTION WAIVER, AND TIME LIMIT TO BRING CLAIMS

Choice of Law. These Terms and all matters arising from or related to the Services provided by DCC are governed by the laws of the United States and by the laws the State of Colorado, without regard to conflict of law provisions. The provisions of the United Nations Convention on Contracts for the International Sale of Goods (CISG) and the Uniform Computer Information Transactions Act (UCITA) are expressly excluded in their entirety from these Terms.

Arbitration of Claims and Class Action Waiver. UNLESS YOU OPT OUT BY FOLLOWING THE PROCEDURE BELOW, YOU AND WE AGREE TO GIVE UP ANY RIGHTS TO LITIGATE CLAIMS IN A COURT OR BEFORE A JURY, OR TO PARTICIPATE IN A CLASS ACTION OR REPRESENTATIVE ACTION WITH RESPECT TO A CLAIM. OTHER RIGHTS THAT YOU WOULD HAVE IF YOU WENT TO COURT MAY ALSO BE UNAVAILABLE OR MAY BE LIMITED IN ARBITRATION.

This includes all claims and disputes, including all statutory claims and disputes, breach of contract, intentional tort, injunctive and equitable claims, whether pre-existing, present or future, arising out of or in any way relating to (a) these Terms, (b) your access to, or use, or receipt of the Service, or (c) any other services or products provided, managed, operated, serviced, or fulfilled by DCC, in each case, regardless when that dispute, claim or controversy arose, and regardless of the relevant legal theory (“**Dispute**”) except that you and DCC are not required to arbitrate any dispute in which either party seeks equitable relief for alleged unlawful use of copyrights, trademarks, trade names, logos, trade secrets, or patents.

The following processes shall govern the arbitration process:

- Before commencing an arbitration, you agree to inform us of the nature of the claim and the relief you seek by sending an email to info@coloradodriversonline.com so stating.

- Within seven (7) business days, we will contact you and thereafter you and we will attempt to resolve the claim or issue in a satisfactory way.
- If, following these attempts at exploring a resolution, you intend to proceed with an arbitration, you and we will seek to reach an agreement on the selection of an arbitrator to hear and decide the dispute and how it will be heard, including whether to submit the dispute to the arbitrator only in written form or by proceedings conducted via video or in-person.
- In the event that you and we cannot agree on an arbitrator, you and we agree that a court will appoint a single arbitrator pursuant to the process set forth in your state's Uniform Arbitration Act or comparable provision enabling a court to select an arbitrator. The arbitration will then proceed and be under the jurisdiction of the arbitrator so selected. We will advance all arbitration fees.

The arbitrator will have exclusive authority to resolve any dispute relating to arbitrability and/or enforceability of this arbitration provision, including any unconscionability challenge or any other challenge that the arbitration provision or the Agreement is void, voidable or otherwise invalid. The arbitrator will be empowered to grant whatever relief would be available in court under law or in equity. Any award of the arbitrator will be final and binding on each of the parties and may be entered as a judgment in any court of competent jurisdiction.

If you have informed us of the nature of the claim and the relief you seek by email to info@coloradodriversonline.com, and we are unable to resolve the claim or issue in a satisfactory way, you may elect to pursue your claim in small claims court rather than arbitration if you provide us with written notice of your intention to do so no later than sixty (60) days from the date on which we receive your email informing us of the nature of the claim and the relief sought. Any arbitration or small claims court proceeding will be limited solely to your individual dispute or controversy.

If any provision of this arbitration agreement is found unenforceable, that provision will be severed and the remaining arbitration terms including class action waiver will be enforced.

This means that, except for the equitable relief described in the previous sentence, neither DCC nor you will sue in court before a judge or jury (unless you opt out of arbitration as provided below). DCC and you are also agreeing that no Dispute subject to the terms of this Section 20 will be resolved as a class or other collective action. Instead, one (1) neutral arbitrator will decide the Dispute, and the arbitrator's decision will be final except for a limited right of appeal under the Federal Arbitration Act. The arbitrator may award declaratory or injunctive relief only for the individual claims between DCC and you. Claims that will be subject to arbitration include any and all statutory, consumer protection, common law, tort, injunctive relief and equitable claims. This arbitration clause will survive any termination of these Terms of Use. The arbitrator, and not any federal, state or local court or agency, shall have exclusive authority to the extent permitted by law to resolve all Disputes arising out of or relating to the interpretation, applicability, enforceability or formation of these Terms, including, but not limited to any claim that all or any part of these Terms are void or voidable.

Arbitration Costs and Expenses. Each party shall bear its own costs and expenses of the arbitration and one-half (1/2) of the fees and costs for the arbitrator unless the arbitrator determines the fees and costs should be borne by one of the parties. Unless such a provision prohibited by applicable law, the arbitrator may not award or assess punitive damages against either party.

Other Collective Actions Precluded. YOU AND DCC EACH AGREES THAT ANY PROCEEDINGS TO RESOLVE ANY DISPUTE, INCLUDING ARBITRATION AND LITIGATION IN COURT, WILL BE CONDUCTED INDIVIDUALLY ONLY. DCC will not, and you will not, seek to have any dispute heard as a class action, a class-wide arbitration, a private attorney-general action, or any other proceeding in which you or DCC's act(s) or propose(s) to act as a representative for others. You and DCC also agree that no arbitration or other proceeding will be combined with another arbitration or proceeding without the written consent of DCC, you, and every other party to that arbitration or proceeding. Without the written consent of DCC, the arbitrator may not consolidate or join more than one (1) person or party's claims and may not otherwise preside over any form of a consolidated, representative or class proceeding.

Your Right to Opt Out. You may opt out of the arbitration and class actions waiver set forth above by sending a written notice of your decision to opt-out in accordance with this Section 20. If you elect to opt out, neither you nor DCC can force the other to arbitrate. To opt out, you must notify DCC in writing no later than thirty (30) days after first becoming subject to these Terms. Your notice must include your name and address, an email for notices and an unequivocal statement that you want to opt out of this arbitration. Send your notice to: info@coloradodriversonline.com, Attention: Executive Director. In the event of a dispute between you and DCC, to invoke your opt-out right, you must retain a copy of your opt-out notice, as well as proof of mailing of your opt-out notice within the prescribed period.

Time Limit to Bring Claims. ANY LEGAL ACTION BROUGHT BETWEEN YOU, ON THE ONE HAND, AND DCC OR ANY OF THE DCC PARTIES, ON THE OTHER HAND, MUST BE COMMENCED WITHIN ONE (1) YEAR OF THE DATE ON WHICH SUCH LEGAL CLAIMS WOULD ORDINARILY ACCRUE UNDER THE APPLICABLE STATUTE OF LIMITATIONS OR SIMILAR TEMPORAL DEADLINE FOR COMMENCING A LEGAL ACTION.

Amendment. This arbitration provision and class action waiver may be amended from time to time in accordance with Section 1 of these Terms. If you did not opt out of mandatory arbitration as provided above, you may reject any change we make to this Section 20 by sending us notice within thirty (30) days after first becoming subject to the amended Terms. Send your notice rejecting the changes to: info@coloradodriversonline.com, Attention: Executive Director. In the event of a dispute between you and DCC to invoke your right to apply an earlier version of this Section 20, you must retain a copy of your rejection notice, as well as proof of mailing of your rejection notice during the period of time in which you intend to pursue any claim. DCC reserves the right to make additional amendments to this Section 20. If you wish to reject additional changes to this Section 20, you must notify us in the manner indicated above for each change in accordance with the terms hereof.

ASSIGNMENT

These Terms, and any rights and licenses granted hereunder, may be transferred or assigned by you only with DCC's prior written consent, but may be assigned by DCC without restriction and without notice to you.

FORCE MAJEURE

DCC will not be in breach of these Terms, nor liable for any failure or delay in performance of any of its obligations under these Terms where such failure or delay arises from or is attributable to acts, events, omissions or accidents beyond its reasonable control including an act of God, fire, flood, earthquake, windstorm or other natural disaster, explosion or accidental damage, war, threat of or preparation for war, armed conflict, imposition of sanctions, embargo, breaking off of diplomatic relations or similar actions, terrorist attack, civil war, civil commotion or riots, shortage of raw materials or supplies, industrial action

or strike, power outages, or electronic or communication network breakdowns (“**Force Majeure Events**”). If a Force Majeure Event affecting the provision of the Service by DCC occurs, DCC will use reasonable efforts to notify users through the Service or through its website or by email communication.

EXPORT CONTROL

Software and the transmission of applicable technical data, if any, in connection with the Service may be subject to export controls. You agree to comply with all applicable laws regarding software and the transmission of technical data exported from the U.S. or the country in which you reside.

THIRD PARTY BENEFICIARIES

YOU ACKNOWLEDGE THAT EACH OF THE DCC PARTIES IS AN INTENDED THIRD PARTY BENEFICIARY OF YOUR RELEASES, WAIVERS AND COVENANTS GIVEN IN THESE TERMS AND THAT APPLE AND GOOGLE ARE INTENDED THIRD PARTY BENEFICIARIES OF YOUR RELEASES, WAIVERS AND COVENANTS IN THE APPLE REQUIRED TERMS AND IN THE ADDITIONAL TERMS REQUIRED BY APPLE AND GOOGLE RESPECTIVELY. SUBJECT TO THE FOREGOING, NOTHING IN THIS AGREEMENT IS INTENDED TO CONFER ANY RIGHT, REMEDY, CAUSE OF ACTION OR LIABILITY ON ANY PERSON OTHER THAN DCC AND ITS SUCCESSORS AND ASSIGNS AND YOU.

GENERAL TERMS

These Terms constitute the entire agreement between the parties and supersede all other agreements, statements, and other arrangements between the parties in relation to the subject matter hereof. If any provision of these Terms are held by a court or other tribunal of competent jurisdiction, to be invalid, void, or unenforceable, such provision shall be limited or eliminated to the minimum extent necessary and replaced with a valid provision that best embodies the intent of these Terms, so that these Terms shall remain in full force and effect. Each party acknowledges that it has not relied on or been induced to enter these Terms by a representation other than those expressly set out in these Terms.

Except as expressly permitted under these Terms, no modification, alteration or waiver of any of the provisions of these Terms will be effective unless in writing and signed on behalf of each of the parties. No waiver of any of these Terms shall be deemed a further or continuing waiver of such term or any other term, and DCC’s failure to assert any right or provision under these Terms shall not constitute a waiver of such right or provision.

Nothing in these Terms will create, or be deemed to create, a partnership or joint venture and will not be construed as giving rise to the relationship of principal and agent between the parties

Privacy Policy

Drivers Cooperative -Colorado

Last Revised: June 1, 2025

Effective Date : July 16, 2025

We, Drivers Cooperative- Colorado, LCA, are committed to protecting the privacy and security of personal information and to transparency in how we collect and use information that relates to an identified or identifiable person. We refer to this kind of information as “personal information,” but in many jurisdictions, it is referred to as personal data. This Privacy Policy sets forth our policies and practices for collecting and using personal information, including through our website, mobile apps, and any other service or activity that links to this Privacy Policy (“Services”).

This Privacy Policy does not address our use of personal information outside the context of these Services, and, in particular, does not address our use of personal information in the context of employees, former employees, and applicants for employment.

We will update this Privacy Policy periodically, or as our privacy practices change, to ensure it accurately describes how we use your information. When we do so, we will update the dates above. We recommend that you review this Privacy Policy periodically for the latest information. If we change our practices in a material way, we will provide appropriate notice to you, usually through an e-mail message or through a notification within our Services.

If you have any questions regarding this Privacy Policy or our use of your information, please contact us using one of the methods detailed below.

1. How we use and share personal information

We limit the collection and processing of personal information to that which we need for our business purposes, as explained in the following table and the text that follows it.

Categories of individuals	Categories of personal information	Purposes	Methods of collection	Categories of third - party recipients (see below)
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Users of any of our website or online Services (“Users”)	• Device, usage, network, and activity information, including IP addresses and online identifiers • Non-precise location information • Demographic and market segment information	• Marketing • Service analysis, security, and administration	• Indirectly by observing user’s activities or behavior and from the user’s device	• Analytics providers • Session replay providers
Users who complete forms on our website to sign up for newsletters or to register for programs	• Contact information • Affiliation/ interest information	• To provide the requested newsletters or program registration	• Directly from individual	• None
Individuals who are referred to us as potential riders or drivers by our users	• Name • Contact information	• Marketing	• From users of the service	• None
Users who create an account for logging into the password-protected components of the Services	• Contact information, including full name, email address, phone numbers, and postal address • Birth date • Username and password • Profile picture • Optional profile information	• Personalization • Marketing • Service analysis, security, and administration	• Directly from individual • With respect to users that participate in enterprise programs, from the participating enterprise • With respect to users that participate in our concierge service	• None

			programs, from the program participant	
Riders	• Precise location information • Financial account information • Tax information • Pickup locations • Destination location • Driver ratings/ feedback • Membership in loyalty and promotional programs	• To enable the driver to provide the requested ride • To determine your location during your ride for safety and customer service purposes • To process payment for rides • Service analysis, security, and administration	• Directly from user • Indirectly from the user's device • From third party loyalty and promotional programs	• For payment account information, our payment processor • Drivers (excluding payment account information and identity of users providing ratings/ feedback) • For riders using our enterprise and concierge programs, the program participants

Drivers and driver applicants	• Government identification number • Vehicle information, including car insurance information • Banking information • Business license and permit information • Other information necessary to verify identity • Background check information • Ratings/ feedback (not including the identity of the source)	• To determine the applicant's eligibility and suitability to be a driver • To confirm the applicant's identity	• Directly from individual • From third party background check providers • From riders	• Background check providers • Other providers of services that facilitate verification of eligibility information • To share a user's location information with other users upon request
Drivers (while driving)	• Precise location information	• Safety and customer service purposes	• Indirectly from the user's device	• None
Riders and drivers (in the event of an incident associated with a ride)	• Incident information	• To investigate the incident and take appropriate action	• Directly from individual • From witnesses, media, insurance, and law enforcement	• Insurance • Law enforcement
Users who use the Services to communicate with other users	• Contents of communications	• To facilitate communication between users	• Directly from individual	• None

Individuals who send us feedback, requests for support, testimonials, or other correspondence	• Sender name and address or other sender identifiers • Contents of message, request, or other correspondence	• To review and respond to the feedback, request, or other correspondence • Service analysis, security, and administration • Marketing	• Directly from individual	• None
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In the above table, the term “Service analysis, security, and administration” includes the following:

- To facilitate account management. We process your information so you can create, use, and manage your account.
- For information security. We process personal information to protect the confidentiality, integrity, and availability of the Services and the

data available through the Services as well as to prevent and detect fraud and to ensure the safety of drivers and riders.

- To deliver and facilitate delivery of Services to Users. We process your information to provide you with the requested Services.
- To send administrative information to Users. We may process your information to send you information about the Services or our programs, changes to our terms and policies, and other similar information.
- To evaluate and improve our Services, products, marketing, and your experience may process your information to identify usage trends, determine the effectiveness of our promotional campaigns, and to evaluate and improve our Services, products, marketing, and your experience. We may also process your information in connection with the training of our personnel.
- To comply with our legal obligations, we may process your information to comply with our legal obligations, respond to legal requests, and exercise, establish, or defend our legal rights.
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Please be aware that we use tracking technologies that share information with third parties for analytics purposes, as described in the table above.

A. Disclosure and sharing

In addition to the sharing with the third parties listed in the table above, we may also share your personal information with:

- **Affiliates.** We may share your information with other organizations under common ownership or control with us.
- **Service providers** We share your personal information with third parties that provide services to us. We engage these kinds of third parties with contracts that require them to use your personal information only for the purpose of delivering the services for which we have engaged the third-party and as required by law. These kinds of third parties provide business, professional, administrative, or technical support functions for us, such as payment processing, billing, data storage, quality assurance, and marketing.
- **Legal compliance recipients.** We disclose personal information to the courts, the government, law enforcement agencies, litigants, and similar recipients when required by law, to comply with our legal obligations, or to advance or defend legal claims.

- Successors We may disclose personal information associated with a part of our organization to a buyer, potential buyer, or other successor to our business.

We also may disclose personal information with third parties with your consent or at your direction.

Because there is no consensus on how to process a web browser's "do not track" signal, we do not currently take any action in response to it. However, where required by applicable law, we honor the Global Privacy Control signal and other recognized universal opt-out mechanisms.

B. Security, quality, and retention of personal information

We use reasonable administrative, technical, and physical safeguards to protect personal information in our possession from misuse, interference, loss, unauthorized access, unauthorized modification, or unauthorized disclosure. While we make every reasonable effort to help ensure the integrity and security of our network and systems, please be aware that no data storage system or transmission of data over the internet or any other public network can be guaranteed to be completely secure, accurate, complete, or current.

We also take reasonable steps so that the personal information we collect is sufficiently accurate, up-to-date, and complete for the purposes for which we process or disclose the personal information.

We retain personal information for as long as is necessary for the purposes for which we use it, or for so long as required by law. What is necessary depends on the context and purpose of processing. We generally consider the following factors when we determine how long to retain personal information:

- retention periods established under applicable law;
- industry best practices;
- whether the purpose of processing is reasonably likely to justify further processing;
- risks to individual privacy in continued processing;
- applicable data protection impact assessment;
- information systems design considerations/ limitations; and
- the costs associated with continued processing, retention, and deletion.

We retain your profile information for as long as you maintain your account. We retain information about rides and payments for seven years for legal accountability reasons.

C. Cross-border Transfers

We process personal information only in the United States.

D. Children's privacy

We are very concerned about the safety of children using the Internet. Our products and our Services, including our website, are intended only for businesses and individuals over the age of 18. Accordingly, we do not knowingly collect any personal information from those under the age of 18. If we discover (or are informed) that we have collected personal information from a minor incapable of providing consent to our processing of the minor's personal information, we will take action to delete such information.

2. Your privacy rights

Depending on the laws of the jurisdiction where you live and their applicability to us, you may have certain rights regarding your personal information. To request to exercise your rights, please submit a request by contacting us through any of the means outlined in Section 3, at the bottom of this Privacy Policy.

Your rights may include the following:

- the right to confirm whether we process your personal information and to access a copy (from which we may, for security purposes, exclude certain personal information), including a copy that is in a portable data format;
- the right to the correction of inaccurate or incomplete personal information;
- the right to request the deletion of your personal information;
- the right to appeal the action we take in response to any request to exercise these rights;
- the right to learn how we obtained your personal information and how we have disclosed it;
- the right to opt-out of the use of personal information for targeted advertising, personal information sales, or profiling resulting in significant consequences;
- the right to be free of discrimination based on your exercise of your privacy rights; and

- the right to opt-out of certain uses of your sensitive personal information.

Only you, or someone legally authorized to act on your behalf, may make a request to exercise rights related to your personal information. We will verify that any requests from persons other than you have your legal authorization. You may also make a request on behalf of your child.

Your request must:

- Provide sufficient information that allows us to reasonably verify you are the person about whom we collected personal information or a legally authorized representative; and
- Describe your request with sufficient detail that allows us to properly understand, evaluate, and respond to it.

We will respond to your request in accordance with the timelines set forth in applicable law, or, if there is no applicable law, within 45 days.

You may also appeal the decision we make on your request by using the contact information below. When you contact us to appeal, please tell us why you believe we erred in responding to your request. We will respond to your appeal in accordance with the timelines set forth in applicable law. We do not discriminate against any person based on their requests to exercise their legal rights.

3. How you can contact us or exercise your privacy rights

You can exercise many of your rights, particularly your opt-out rights, by visiting our [Privacy Homepage](#).

To request to exercise your other rights or for other privacy-related inquiries, comments, or concerns, please contact us at:

- By e-mail: info@coloradodriversonline.com
- By phone: 720-618-5961
- By postal mail at: 1562 S. Parker Road, # 228, Denver, CO 80231



DRIVERS COOPERATIVE - COLORADO