

Privacy Policy

Effective August 13, 2026

1. Overview

This Privacy Policy describes how 2UPark ("2UPark," "we," "us," or "our") collects, uses, shares, and retains personal data when you use the 2UPark mobile application and related services (the "Services"), and the choices available to you regarding that data. This Policy applies to Hosts and Drivers alike, and to anyone else who creates a 2UPark account. It should be read together with our Terms of Service.

2UPark operates primarily in the United States and processes data on servers located in the United States. If you have questions about this Policy or 2UPark's data practices that are not answered here, contact us using the information in Section 12.

2. Information We Collect

2.1 Information You Provide

Account information. When you create or update your account, we collect your name, email address, phone number, and profile photo (if provided).

Identity verification information. To enable Host cashouts, we collect the information needed to verify your identity, which is processed by our third-party provider, Stripe Identity. This may include a government-issued identification document and a live selfie for comparison. 2UPark does not store the raw images of your identification documents or biometric comparison data — these are retained by Stripe Identity, and 2UPark receives only a verification status (verified, pending, or failed).

Payment and payout information. We collect the payment method information necessary to process purchases, which is transmitted directly to and stored by Stripe; 2UPark does not store full card numbers on its own servers. For Host cashouts, we collect the payout destination you provide, such as a linked bank account (via Stripe Connect), PayPal email, or Venmo handle.

Vehicle information. If you add a vehicle to your account, we collect its make, model, color, and license plate, which may be shown to your counterpart during an active handoff.

Report and dispute content. If you file a report about a handoff, we collect the category you select and any description you provide.

Customer support communications. If you contact us for support, we collect the content of that communication and any information you provide to resolve your inquiry.

2.2 Information Collected Automatically

Location data. Because 2UPark's core function involves coordinating a physical handoff, we collect precise GPS location at several distinct points, including: when you create a Broadcast; when you claim a Broadcast; periodically while a handoff is active, to enable live location sharing with your counterpart; when a Driver marks arrival at a spot; and when a Driver releases a spot at the end of a handoff, to calculate a fair pull-out window. A Host's precise location is stored separately from the approximate location shown to nearby Drivers before a spot is claimed, and is only revealed to the Host themselves or to a Driver who has claimed that spot.

General location, while the app is open. Separately from handoff-specific location above, 2UPark also uses your current, general location while the app is open (not in the background) to show nearby demand and improve pricing accuracy for other users in your area. This is distinct from, and does not require, an active Broadcast or handoff.

Device and usage data. We collect information about the device you use to access 2UPark, including device model, operating system and version, unique device or advertising identifiers, IP address, and general usage data such as which screens you view and how you interact with the app.

Push notification tokens. If you enable push notifications, we collect the token needed to deliver them.

Server and diagnostic logs. We collect logs generated by our servers and application, including error and crash reports, which help us identify and fix problems.

Automated decision records. When a report is resolved using the automated or AI-assisted systems described in Section 4, we generate and retain a record of the outcome and the reasoning behind it, associated with the claim and the accounts involved.

Location-integrity signals. To help detect GPS spoofing or location falsification (prohibited under our Terms of Service), we analyze whether reported locations are physically plausible given elapsed time, and whether a device is reporting location through your operating system's mock-location developer setting. We may also retain a limited, de-identified record of certain device or network signals (such as an IP address or device identifier) independent of your account, specifically to detect abuse patterns that might otherwise evade detection by creating a new account.

2.3 Information From Third Parties

We may receive information from: Google Sign-In and Apple Sign-In, if you use these to create or access your account (basic profile information such as name and email, and, for Apple Sign-In, a token we use solely to allow you to revoke 2UPark's access to your Apple ID if you delete your account); Stripe, regarding the status of a payment, payout, or identity verification; Mapbox, in the form of traffic and routing data associated with the coordinates 2UPark sends it in connection with your use of the Services; and Sentry, in the form of crash and error reports generated by the application.

3. How We Use Your Information

We use the information described in Section 2 to:

- (a) create, maintain, and secure your account, and verify your identity where required;
- (b) operate core features of the Services, including creating and displaying Broadcasts, matching Drivers with available spots, calculating suggested pricing and traffic or timing estimates, and facilitating live handoffs;
- (c) process payments, payouts, and refunds, and maintain records required for financial and tax compliance;
- (d) send you transactional communications, such as handoff confirmations, receipts, and account notices, and, where you have opted in, promotional communications;
- (e) detect, investigate, and prevent fraud, abuse of the platform, and violations of our Terms of Service, including through the location-integrity signals described in Section 2.2;
- (f) resolve reports and disputes between users, including through the automated and AI-assisted processes described in Section 4;

- (g) maintain and improve the safety, security, and reliability of the Services, including through the account-standing measures described in Section 4;
- (h) provide customer support and respond to your inquiries;
- (i) analyze aggregated or de-identified usage and performance data to improve our pricing, matching, and traffic-estimation models and to develop new features; and
- (j) comply with applicable law, respond to legal process, and enforce our Terms of Service.

4. Automated and AI-Assisted Decision-Making

2UPark relies on automated systems to operate core parts of the platform. This section explains how those systems work, what data they use, and how to reach us with questions.

4.1 Pricing and Availability

When you broadcast or browse spots, 2UPark calculates suggested pricing using factors including your location, current demand in the area, and time of day. When a Driver sets a future arrival time, 2UPark uses live traffic data from Mapbox to estimate whether a given spot is realistically reachable in time, and may filter out or visually de-emphasize spots it determines are not, based on that estimate. When a Driver releases a spot at the end of a handoff, 2UPark calculates a pull-out window using live traffic conditions in the immediate vicinity of that spot.

4.2 Automated Dispute Resolution

If a report is filed during a handoff, 2UPark may resolve it using an automated fault-determination system that applies a consistent policy based on the reason selected, which party filed the report, and objective data associated with the handoff, such as GPS and timestamp records, including the location-integrity signals described in Section 2.2.

4.3 AI-Assisted Dispute Resolution

Where the system described in Section 4.2 cannot confidently determine an outcome, 2UPark may use an artificial intelligence system, provided by Anthropic, to review the available evidence and determine a resolution, including the amount, if any, refunded or paid to each party. The evidence reviewed may include the description provided by the reporting party, GPS and timestamp data from the handoff, and both parties' rating and report history. 2UPark does not send payment card numbers or identity verification documents to this system. AI-assisted decisions under this section can result in funds moving without a 2UPark employee reviewing that specific decision before it takes effect. 2UPark retains a written record of the reasoning behind each such decision and periodically reviews these records for quality and consistency. If you have questions about a decision affecting your account, contact us using the information in Section 12.

4.4 Fraud, Abuse, and Account-Standing Signals

2UPark monitors account-level patterns, including how frequently an account files reports, how frequently reports are filed against an account, rating and handoff history, and the location-integrity signals described in Section 2.2, to detect potential abuse of the reporting system and to protect users from repeat problematic conduct. Depending on these patterns, an account's future disputes may be automatically routed to closer review, or the account may be temporarily restricted from broadcasting or claiming spots, as described in our Terms of Service.

4.5 Human Review

The systems described in this section are periodically reviewed by 2UPark personnel for accuracy and fairness, and can be adjusted or disabled by 2UPark at any time. If you believe an automated or AI-assisted decision affecting your account was made in error, you may contact us using the information in Section 12 to request that it be reviewed.

5. Cookies and Similar Technologies

2UPark's mobile application does not use browser cookies. Our website may use similar technologies, such as device identifiers and analytics tools, to understand how visitors use the site and to support core site functionality. The mobile application uses device-level identifiers (such as advertising or push notification identifiers) as described in Section 2.2; you can manage certain of these through your device's operating system settings.

6. How We Share Your Information

6.1 With Other Users

During an active handoff, your display name, rating, vehicle information (if provided), and real-time location are shared with your counterpart for the duration of that handoff only. If you file a report, information relevant to the report — such as GPS and timestamp records, and, where necessary to resolve the dispute, a summary of your description — may be shared with the other party to that handoff.

6.2 With Service Providers

We share information with the following categories of service providers, each of which is authorized to use your information only as necessary to provide services to 2UPark:

- Stripe — payment processing, payouts, and identity verification.
- Supabase — database hosting and account authentication.
- Google — mapping and Google Sign-In.
- Apple — Apple Sign-In and app distribution.
- Mapbox — routing, traffic, and navigation data.
- Anthropic — the AI-assisted dispute review described in Section 4.3.
- Sentry — error and crash monitoring.
- Resend — transactional email delivery.
- Push notification providers (Apple and Google) — delivery of push notifications.

6.3 For Legal Reasons, Safety, and Disputes

We may disclose information: where required by law, subpoena, or other legal process; to protect the rights, property, or safety of 2UPark, our users, or the public; to investigate suspected fraud, security incidents, or violations of our Terms of Service; to payment processors or card networks in connection with a chargeback; and to law enforcement in connection with a report of a crime or emergency, including information reasonably necessary to identify the parties to a specific handoff.

6.4 Business Transfers

If 2UPark is involved in a merger, acquisition, financing, reorganization, bankruptcy, or sale of all or a portion of its assets, your information may be transferred as part of that transaction. We will notify you, through the app or by other reasonable means, of any such change in ownership or control of your personal information, and of any choices you may have regarding it.

6.5 With Your Consent

We may share your information for any other purpose disclosed to you at the time of collection, or with your consent.

6.6 We Do Not Sell Your Data

We do not sell, rent, or trade your personal information to third parties for their own independent marketing purposes.

7. Location Data

Precise, handoff-scoped location data is collected while you are actively broadcasting a spot or participating in an active handoff, as described in Section 2.2; general location while the app is open, also described in Section 2.2, is used for the separate purpose described there. 2UPark does not track your location in the background when the app is closed. Because a single handoff involves several stages, your location may be recorded more than once during that handoff. Location data associated with a specific, identifiable handoff is retained in identifiable form for as long as reasonably necessary to resolve any dispute connected to that handoff (see Section 8), after which it is retained in de-identified, aggregated form for up to 90 days for purposes such as improving our traffic and pricing models.

8. Data Retention

We retain personal data for as long as reasonably necessary for the purposes described in this Policy. In general:

- Account information is retained for as long as your account remains active.
- Transaction, dispute, and chargeback records are retained for at least 7 years to meet financial recordkeeping, tax, and anti-fraud obligations.
- Location data is retained as described in Section 7.
- Identity verification status (not the underlying documents, which are held by Stripe Identity) is retained for as long as your account remains active.
- Crash and diagnostic logs are retained for 30 days.

Account deletion. If you request deletion of your account through the app, deletion begins immediately and automatically. Your ability to sign back in is removed at that same moment. Data with no ongoing relevance to another user — including your wallet balance, saved vehicles, saved places, push tokens, and general location history — is permanently deleted at that time. Records that are shared with another user, such as a completed handoff, a review, or a broadcast, are retained so that the other party's own transaction and reputation history is not affected by your deletion, but your own name, contact information, and other directly identifying fields on those shared records are removed at the same time; a resulting record showing a "deleted user" reflects this. This applies except where we are permitted or required to retain your information — including to complete a transaction already in progress, to resolve an open dispute or chargeback you are a party to, to meet a legal or tax

retention requirement described above, or as described immediately below.

Restricted accounts. If your account is subject to an active restriction under our Terms of Service — for example, due to a fraud investigation or a pattern of safety-related reports filed against it — we may retain the data reasonably necessary to maintain that restriction and to prevent a new account from being created to evade it, even after you submit an account deletion request. We retain this data only for accounts under an active restriction and only for as long as necessary for that purpose.

9. Your Rights and Choices

9.1 Access, Correction, and Portability

You can access and update most of your account information — including your name, phone number, email, profile photo, and vehicle information — directly in the app. You may request a copy of your personal data by contacting us using the information in Section 12.

9.2 Deletion

You may request deletion of your account and associated data at any time through the app, subject to the retention practices described in Section 8. If you use 2UPark on Android, you may also request deletion through a web-based form at 2upark.com/delete-account, without needing the app installed.

9.3 Marketing Communications

You may opt out of promotional communications at any time through your notification settings in the app or by following the unsubscribe instructions in the communication itself. You cannot opt out of transactional communications, such as one-time sign-in codes, receipts, and safety-related notices, while continuing to use the Services.

9.4 Device Permissions

You can control location, camera, and notification permissions through your device's operating system settings. Declining certain permissions may limit your ability to use features that depend on them, such as broadcasting or claiming a spot.

9.5 Automated Decisions

As described in Section 4, you may contact us to ask about or request review of an automated or AI-assisted decision affecting your account.

9.6 State Privacy Rights

If you are a California resident, you have additional rights under the California Consumer Privacy Act, including the right to know what personal information we have collected about you, to request deletion, and to non-discrimination for exercising these rights. Residents of other states with comprehensive privacy laws may have similar rights under those states' laws. You may exercise these rights using the contact information in Section 12.

10. Security

We implement technical and organizational measures designed to protect your information, including TLS encryption in transit, access controls limiting who within 2UPark can access personal data, and regular security reviews. Payment card information is handled exclusively by Stripe and is never stored in full on 2UPark's own servers. No method of transmission or storage is completely secure, and we cannot guarantee the absolute security of your information. If we become aware of a security incident affecting your personal data, we will notify you as required by applicable law.

11. Children's Privacy

2UPark is not directed to, and may not be used by, individuals under 18. We do not knowingly collect personal information from anyone under 18. If we learn that we have collected personal information from someone under 18, we will take steps to delete it promptly. If you believe a child has provided us with personal information, please contact us using the information in Section 12.

12. Contact Us

If you have questions about this Privacy Policy, our data practices, or wish to exercise any of the rights described above, contact us at: legal@2upark.com

13. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes to our practices or for legal or operational reasons. If we make a material change, we will provide notice through the app, by email, or by other reasonable means before the change takes effect. The "Effective" date at the top of this Policy indicates when it was last revised.