

COOKIES POLICY

1. General information

This Cookies Policy is an integral part of the website www.rideyego.com (hereinafter, the "Website"). Accessing and browsing the Website, or using its services, implies acceptance of the terms and conditions set out in the Terms and Conditions of Services and the Privacy Policy.

In order to facilitate your browsing of the Website, owned by **YEGO URBAN MOBILITY, S.L.**, (hereinafter, "YEGO"), you are informed that cookies or other files with similar functionality are used (hereinafter, "Cookies").

In any case, we inform you that YEGO is responsible for the Cookies and the processing of data obtained through its first- or third-party Cookies, deciding on the purpose, content and use of the processing of the information collected.

2. What is a cookie?

Cookies are files containing small amounts of information that are downloaded to the user's device when visiting a web page. Their main purpose is to recognise the user each time he/she accesses the Website, also allowing to improve the quality and offer a better use of the Website.

Cookies are essential for the functioning of the Website; they cannot damage the user's equipment/device and, if they are activated in the configuration of your browser, they help to identify and resolve possible errors in the functioning of the Website.

This Website uses cookies and/or similar technologies that collect and store information as you browse. In general, these technologies can be used for many different purposes such as, for example, to recognise you as a user, to obtain information about your browsing habits or to personalise the way in which content is displayed. The specific uses we make of these technologies are described below.

3. What types of cookies does this website use?

On this Website YEGO uses several types of cookies:

3.1. First-party cookies

First-party cookies are cookies that are sent to the user's computer from a device or domain managed by YEGO and from which the service requested by the user is provided.

YEGO does not use its own cookies on the Website, but only third-party cookies.

3.2. Third-party cookies

Third-party cookies are cookies sent to the user's terminal equipment from a device or domain not managed by YEGO, but by another entity that processes the data obtained through the cookies. Please note that if you accept third-party cookies, you must delete them from your browser options or from the system offered by the third party itself.

We use the following third-party cookies:

NECESSARY OR TECHNICAL COOKIES

They help make a website usable by enabling basic functions, such as page navigation and access to secure areas of the website. The Website cannot function properly without these cookies.

Service provider	Information and duration	Configure / Disable
Intercom	<i>intercom-device-id-[id]</i> Identification cookie to differentiate between humans and bots. 9 months. <i>intercom-id-[id]</i> Anonymous visitor identification cookie. 9 months. <i>intercom-session-[session-id]</i> Session cookie to identify each unique session, updated each time you successfully log in. 1 week.	Compulsory and exempted cookies as it is a service expressly requested by the user. They are only activated when accessing the "FAQ" section (Intercom) and for the purchase of gift cards (Stripe).
Stripe	<i>_stripe_mid</i> <i>_stripe_sid</i> Cookies used to generate secure connections to Stripe card payment platform. Session cookies, expire at the end of the session.	

ANALYTICAL OR STATISTICAL COOKIES

These cookies allow the party responsible for them to monitor and analyse the behaviour of users of the websites to which they are linked, including the quantification of the impact of advertisements. The information collected through this type of cookie is used to measure the activity of the website, application or platform, in order to make improvements based on the analysis of the data on the use made by users of the service.

Service provider	Information and duration	Configure / Disable
Google	https://policies.google.com/technologies/cookies?hl=es#types-of-cookies	You can disable these cookies via the YEGO cookie settings tool
Google Analytics	<i>_ga</i> : 2 years <i>_gat</i> : 1 minute <i>_gid</i> : 24 hours <i>_ga <container-id></i> : 2 years https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage?hl=es-419	

MARKETING OR ADVERTISING COOKIES

These cookies are those that are used to track visitors on websites and display relevant and attractive advertisements to the individual user.

Service provider	Information and duration	Configure / Disable
Meta	<p><u>_fbp</u></p> <p>It contains a randomly generated user ID and the time of your first visit. This ID allows Meta to recognise returning users and combine data from previous visits. 3 months.</p>	You can disable these cookies via the YEGO cookie settings tool.

4. Acceptance, refusal, revocation of consent or deletion of cookies

4.1. Giving consent

Please note that by clicking on the "Accept" button in the Cookies banner, you consent to the use of the aforementioned cookies on your device.

4.2. Revocation of consent

For each of the cookies listed above, the User can allow, block or delete the cookies installed on their computer by configuring the cookies through the Settings Panel.

Likewise, by clicking on the "Confirm my preferences" button in the Cookies Banner, you can directly refuse the use of the Cookies you wish and have not selected, which are not strictly necessary.

4.3. User settings for cookie avoidance

In the Cookies Settings Panel you can enable and disable the use of those cookies that are not strictly necessary for the operation of the website.

Alternatively, if you are browsing the internet, you can disable the use of cookies in your browser at any time and delete the cookies stored after each session. The following information is provided in compliance with the current regulatory framework, so that you can configure the privacy and security settings of your Internet browser(s) with respect to Cookies. To this end, we provide links to the official support websites of the main browsers, so that you can choose whether or not to accept the use of Cookies:

- [Microsoft Internet Explorer.](#)
- [Mozilla Firefox.](#)
- [Google Chrome.](#)
- [Opera.](#)
- [Safari.](#)

You can also activate "private browsing", whereby the browser stops saving browsing history, website passwords, cookies and other information about the websites visited by the Web User. You can check this in the "Help" section of your browser.

5. Transfers of data to third countries

If your Personal Data is transferred outside the EEA (European Economic Area), to other YEGO group companies or service providers, we will take steps to ensure that your Personal Data receives the same level of protection as if it had remained within the EEA, by entering into the confidentiality and data processing contracts required by the regulations for providers located in Third Countries, applying the necessary safeguards and guarantees to preserve your privacy.

YEGO shall base international transfers on the Standard Contractual Clauses approved by the EU Commission which may be updated or revised, and may also base them on other transfer mechanisms such as adequacy decisions, where applicable, Binding Corporate Rules or Agreements approved by the European Data Protection Authorities. For transfers to other YEGO group entities located outside the EEA, we have established an Intra-EEA Data Transfer Agreement based on the European Commission's Standard Contractual Clauses which may be updated or revised, which protects Personal Data transferred between YEGO entities.

You may be informed of such transfers to third parties as may be carried out by the third parties identified herein in their respective cookie policies (see the links provided in the "Third-Party Cookies" section of their Cookie Policy).

You may request more information about international data transfers or the secure transfer mechanisms under which your Personal Data is communicated outside the EEA by sending an email to: privacy@rideyego.com

6. Profiling which involves automated decision-making with legal implications for the user or which significantly affects the user

The aforementioned cookies are not used for profiling purposes that involve automated decision-making with legal implications or that significantly affect users.

7. Conservation period

Personal data obtained through the use of cookies will be stored for the period indicated in the Cookie tables and, after this period has elapsed or if not expressly indicated, for the applicable legal limitation period depending on the purpose.

8. Your rights

Please refer to the [Privacy Policy](#) for information about your rights and how you can exercise them.

9. Confidentiality and security in the processing of user data and electronic communications

YEGO undertakes to treat the User's personal data confidentially, adopting the necessary technical and organisational security measures to guarantee the security of the personal data and prevent its alteration, loss, unauthorised processing and/or access, taking into account the state of the technology, the nature of the data stored and the risks to which they are exposed, in accordance with the provisions of the data protection regulations. YEGO ensures, as far as possible and in accordance with the current state of the art, the confidentiality and integrity of the data and information provided by the Users in order to comply with the aforementioned purposes.

10. Updates and changes to the Cookie Policy

YEGO may modify this Cookies Policy according to legislative or regulatory changes, or in order to adapt this Cookie Policy to instructions or guidelines issued by the Spanish Data Protection Agency or equivalent data protection authority, as well as for technical reasons.



When significant changes are made to this Cookies Policy, the User will be informed either by means of an informative notice or, where appropriate, by e-mail.

If, as a User, you would like more information about the use of cookies, you can send us an email to privacy@rideyego.com