

UTA ON DEMAND POLICIES

No Weapons Policy

UTA On Demand has a strict “No Weapons” policy. This means that if any Driver Partner or rider possesses a weapon, regardless of whether possession of such a weapon is legal or whether they have a lawful permit for that weapon, they will be removed from the service. Note that we reserve sole judgment on what constitutes a “weapon.”

Help us make our shared community safer for all riders and Driver Partners by refraining from bringing weapons of any kind when you ride with Via. If you observed a weapon during your trip in the UTA On Demand service, please contact us at support-slc@ridewithvia.com or call us at the Live Support number, +1 (385) 217-8191.

Can children ride with UTA On Demand?

Children under the age of 13 must be accompanied by a parent or guardian in order to ride with UTA On Demand. We will not supply car seats, but riders traveling with children who require them may bring their own. Riders are responsible for securing any such car seat and for ensuring that it fits all legal requirements.

How old must children be to have their own account and ride without an adult?

Minors between the ages of 13 and 18 can have their own member accounts and ride with UTA On Demand unaccompanied, but they must have consent from their parent or guardian.

Can service animals or pets ride with me?

Service animals must always be welcome to ride without restriction. Driver Partners have a legal obligation to provide service to riders with service animals. If you are a rider traveling with a service animal and wish to report any issue you experience related to your service animal, please contact Via support.

Unfortunately, we do not allow pets that are not service animals on board at this time.

Zero Tolerance Policy

We have a strict Zero Tolerance policy. Driver Partners are prohibited from driving on the Via Platform while under the influence of alcohol or drugs, and riders are prohibited from consuming alcohol or drugs inside the vehicle. We do not tolerate inappropriate, threatening, or violent behavior by anyone using the Via Platform or towards any riders or Driver Partners.

If you are a rider and believe that your Driver Partner may be under the influence of drugs or alcohol, if your Driver Partner is behaving in a manner that you consider inappropriate or that makes you feel uncomfortable or unsafe, or if your Driver Partner engages in conduct which could be considered unlawful or illegal, please ask the Driver Partner to terminate the trip immediately. If you feel that you are in imminent danger, please contact the police directly by calling 911. After the ride has concluded, please provide feedback using the UTA On Demand app, email us at support-slc@ridewithvia.com to report the issue, or call us at the Live Support number, +1 (385) 217-8191.

Anti-Discrimination Policy

We do not tolerate discrimination of any kind against riders or Driver Partners on the basis of race, national origin, religion, gender, physical or mental disability, age, gender identity, sexual orientation, or any other characteristic protected under applicable law.

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Anti-Discrimination Policy Cont'd

Driver Partners may not discriminate against a rider on the basis of their points of departure or destination. Additionally, we do not tolerate discrimination of any kind against service animals. Riders or Driver Partners who violate these anti-discrimination policies may be restricted from accessing the service. If you believe that you have been subject to discrimination by a rider or Driver Partner, please provide feedback using the UTA On Demand app, email us at support-slc@ridewithvia.com to report the issue, or call us at the Live Support number, +1 (385) 217-8191.

UTA On Demand Privacy Policy

Last Updated Date: May 19, 2021

This Privacy Policy is incorporated by reference into the Via Terms of Use. The term "Via," "Company," "we," and "us" includes Via Transportation, Inc. and our affiliates and subsidiaries.

Via Transportation Inc. and its domestic subsidiaries, including Flatiron Transit LLC, Nomad Transit LLC, River North Transit LLC, Greenpoint Transit LLC, Tidewater Transit LLC and Via Mobility LLC comply with the EU-US Privacy Shield Framework as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of personal information from European Union member countries. Via has certified that it adheres to the Privacy Shield Principles of Notice, Choice, Accountability for Onward Transfer, Security, Data Integrity and Purpose Limitation, Access, and Recourse, Enforcement and Liability. If there is any conflict between the policies in this privacy policy and the Privacy Shield Principles, the Privacy Shield Principles shall govern. To learn more about the Privacy Shield program and to view our certification page, please visit <https://www.commerce.gov/page/eu-us-privacy-shield>.

This Privacy Policy explains how Via may:

- collect,
- use, and
- disclose information we obtain through the "Service."

For the complete privacy policy visit: <https://utaondemand.zendesk.com/hc/en-us/articles/4406476675597-UTA-On-Demand-Privacy-Policy>