



## PRIVACY POLICY

We recognize that your privacy is important. This document outlines the types of personal information we receive when you use the web page of Elderly Transportation Services LLC / TransCita ([www.transcita.com](http://www.transcita.com)), as well as some of the measures we take to protect the information.

The website of Elderly Transportation Services LLC / TransCita ([www.transcita.com](http://www.transcita.com)) strives to maintain the highest standards of morality, justice, and integrity in all our operations. Likewise, we are dedicated to the protection of our visitors online.

### Personal information

The website of Elderly Transportation Services LLC / TransCita ([www.transcita.com](http://www.transcita.com)) collects personal information from visitors to our web page which they submit on a voluntary basis, to provide them with a better service. Some of our services require visitors to register with us. When they do, the collected personal information can include the visitor name, your postal address, e-mail, the name of the company they represent and their contact phone number.

This information is collected if you request information from us or request any service. The information submitted is used to improve the content of our website, notify updates and answer questions from our visitors.

Once we review the information, the same is stored in our files. The personal information received from any visitor will be used only for internal purposes and will not be sold or given to third parties. Such information will only be shared or disclosed to third parties and affiliates, consultants or to suppliers of services that require such information to carry out work on our behalf, send communications to users, and for statistical and accounting purposes. We may disclose statistical information collected, as well as the content of the emails exchanged with users when information is:

1. Required by any state or federal agency, by the Legislature of Puerto Rico or the Congress of the United States or by any state or federal court which so requires in accordance with their legal authority.
2. Considered in the public domain in accordance with applicable laws.

### Use of "Cookies" and "Web Beacons"

We may use "cookies" to help you personalize your online experience. They are identifiers that are transferred to your computer's hard drive through your Web browser to enable our systems to recognize your browser. The purpose of a "cookie" is to tell the web server that you have returned to a specific page.

You have the ability to accept or decline "cookies" by modifying your Web browser, however, you may not be able to fully experience the interactive features of the website if you choose to reject them.

A "web beacon" is a transparent image file used to monitor your browsing specific to a web page or collection of pages. They are also mentioned as "web bugs" and are used by entities that hire third-party services to monitor the traffic. They can be used in association with 'cookies' to understand how users interact with the pages and content on a web page. We can include advertising for third parties who use "cookies" and "web beacons" in the course of the advertisements that could appear on our website to determine the number of times that an advertisement has been seen. No information of personal identification that you provide is used by these third-parties, so it cannot identify it personally to you. Browsers can be configured to accept or reject "cookies" or notify you when send you a "cookie". Privacy

(privacy software) applications can be used to cancel "web beacons". Any of these actions may not cause a problem with the operation of our web site.

### **Protection of the Privacy of Minors**

This web site is directed for use by people over the age of 21. In compliance with the laws and regulations of the Commonwealth of Puerto Rico, we do not collect information from minors according to established laws and applicable regulations.

### **Non-Personal Information**

In some cases, we may collect information that does not personally identify users, to analyze trends, to administer the page, to keep track of the users for the entire page and gather demographic information added about our users. The information collected is used for internal review only and not shared with others organizations for commercial purposes.

### **Disclosure of Information**

If the website of Elderly Transportation Services LLC / TransCita ([www.transcita.com](http://www.transcita.com)) is sold, the information we have obtained from you through your voluntary participation in our website can be transferred to the new owner as part of the sale, in order that the service which is provided to you continues.

### **Update Information**

We provide this Privacy Policy as a statement that you can count on our commitment to protect your personal information. If you have submitted personal information through our web site and wish to update it in our database, please call 787-771-6900.

### **Updates and Effective Date**

We reserve the right to replace or modify the contents of the privacy policy without any notification, however, any review that we deem material, at our sole discretion, may be notified with thirty (30) days prior to its effective date. We urge you to periodically review this page.

### **Acceptance**

The use of this website indicates your acceptance of this Privacy Policy. If you do not agree, please do not use this website or any of the services offered by this website.

### **Terms and Conditions**

Elderly Transportation Services LLC / TransCita ([www.transcita.com](http://www.transcita.com)) offers this website as a service.

We do not guarantee the accuracy of any information provided and reserve the right to change or update the information and correct errors, inaccuracies or omissions at any time without prior notice.

The website is provided as it is available (AS-IS / AS AVAILABLE) and without warranties of any kind, express or implied, including, but not limited to, warranties of merchantability or fitness for a particular purpose.

The materials contained in this website are provided for general information purposes only and do not constitute legal or professional advice on any subject. The information provided on this website is intended to help you know the information of the products and services of the company and how to apply them.

At any time, Elderly Transportation Services, LLC /TransCita ([www.trasncita.com](http://www.trasncita.com)), or its directors, employees, shareholders, agents, suppliers, subsidiaries, or affiliates, shall be made responsible or liable for any direct or indirect, special, punitive or consequential damages, including without limitation, loss of

profits or information, 'goodwill', or any other intangible losses, resulting from (i) access or use, or inability to access the website, (ii) any conduct or content of any third party on the website, (iii) any content retrieved from the website, (iv) access, use, or unauthorized alteration of your transmissions or content.

It is permitted to download and temporary store the forms contained on the website. The content of this website is protected by copyright and, in addition to the indicated authorization, reproduction, permanent storage or retransmission of the contents of this website is prohibited without the prior consent in writing of Elderly Transportation Services LLC / TransCita ([www.transcita.com](http://www.transcita.com)).

Links could be included in this website that may lead to other websites, including those operated and maintained by third parties. The website of Elderly Transportation Services LLC / TransCita ([www.transcita.com](http://www.transcita.com)) includes these links solely for your convenience and the presence of such link does not imply a responsibility for the same, the information contained in this website or their operator.

We do not guarantee the absence of virus or other hidden content elements that may cause alterations or damage to your computer system (software and hardware) or to documents and electronic files stored in it, and is not liable for damages that may cause. We are not responsible for failures in the system resulting from force majeure. The measures of security in Internet are vulnerable, networks used on the Internet are not secure and any communication in this medium can be intercepted or modified by persons not authorized by what does not accept responsibility for security in operational areas.

If you have any questions about our Privacy Policy or if you notice any irregularity, error or inaccuracy which you notice during the use of this page, please contact us at the following e-mail address: [info@transcita.com](mailto:info@transcita.com), or call us at the following telephone number: 787-771-6900 or 1-866-769-2482 (free of charge from the island).

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