



Privacy Policy

Updated December 12, 2025

Lightning Taxi is committed to responsible personal information management for the protection of your privacy. This Privacy Policy describes how *Lightning Taxi* collects, uses, stores, and/or shares your personal information when you use *Lightning Taxi*'s services, visiting *Lightning Taxi*'s website (lightningtaxi.ca), or communicate with *Lightning Taxi*'s dispatch center. By using *Lightning Taxi*'s services, visiting *Lightning Taxi*'s website, or contacting our dispatch center, you consent to terms of this Privacy Policy.

1. Interpretation

In this Policy:

<i>Client or you</i>	means you, your company, and/or any client or other entity whom you are representing.
<i>Lightning Taxi or we or us</i>	means Lightning Transport Systems Ltd. dba Lightning Taxi and its employees, representatives, executives, shareholders, drivers, contractors, suppliers, or contracted service providers.
<i>Personal Information</i>	means information about an identifiable <i>individual</i> . Examples of personal information collected by <i>Lightning Taxi</i> includes: <ul style="list-style-type: none">• Customer name, phone number, home address• Customer travel history, services requests, trip details• Interaction notes and records of customer communication via phone, email, text, or other platforms• Interactions with our website and dispatch system
<i>Privacy Officer</i>	means the individual designated responsibility for ensuring that <i>Lightning Taxi</i> complies with this policy and the <i>PIPA</i> . The Privacy Officer may be contacted: <ul style="list-style-type: none">• By email at info@lightningtaxi.ca
<i>PIPA</i>	means British Columbia's <i>Personal Information Protection Act</i> .

2. Collection of Personal Information

2.1. Except where the purpose for collecting *Personal Information* is obvious and the *Client* voluntarily provides *Personal Information* for that purpose, *Lightning Taxi* will communicate the purpose for which the *Personal Information* is being collected before or at the time of collection.

2.2. We collect *Client Personal Information* that is necessary to fulfil the following purposes:

- To deliver requested transportation services and manage bookings
- To identify and save *Client* preferences and frequent destinations
- To send confirmations, receipts, and service updates
- To improve our website, dispatch system, and customer service procedures
- To process payments and record transactions



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- To ensure a high standard of service, safety, and security for our *Clients*
- To investigate incidents, complaints, or safety concerns
- To meet regulatory requirements
- To analyze overall usage data and trends to improve our service offerings

2.3. Some of *Lightning Taxi's* vehicles and office locations are equipped with security cameras for the safety of *Lightning Taxi's* personnel and passengers. Audio is not recorded inside *Lightning Taxi's* vehicles. Video footage is not viewed, distributed, duplicated, or otherwise used except where required by law or for internal investigations. *Clients* are not permitted to access video footage unless required by law.

3. Using or Disclosing Personal Information

- 3.1. *Lightning Taxi* will only use or disclose *Client Personal Information* where necessary to fulfil the purposes identified at the time of collection or where required by law.
- 3.2. *Lightning Taxi* will not use or disclose *Client Personal Information* for any additional purpose unless *Lightning Taxi* obtains consent from the *Client* to do so.
- 3.3. *Lightning Taxi* does not sell client lists or *Personal Information* to other parties.
- 3.4. Aggregate, non-identifiable information may be used to analyze usage data or to support transportation research without compromising *Client* privacy.
- 3.5. *Lightning Taxi* uses some third-party services or suppliers who may store or have access to limited *Personal Information* through the normal course of business

4. Consent

- 4.1. Where required, *Lightning Taxi* will obtain *Client* consent to collect, use, or disclose *Personal Information*.
- 4.2. Consent may be provided orally, in writing, or electronically, or it may be implied where the purpose for the collection, use, or disclosure of the *Personal Information* would be considered obvious or where the *Client* voluntarily provides the *Personal Information*.
- 4.3. Subject to certain exceptions, such as where the *Personal Information* is necessary to provide a service, *Clients* can withhold or withdraw consent for *Lightning Taxi* to use their *Personal Information* in certain ways or request that *Lightning Taxi* delete the *Client's Personal Information*. A *Client's* decision to withdraw or withhold their consent may restrict *Lightning Taxi's* ability to provide certain services. In some cases, *Lightning Taxi* may anonymize the *Client's Personal Information* by removing identifiable information such as the *Client's* name instead of deleting records.
- 4.4. *Lightning Taxi* may collect, use, or disclose *Personal Information* without the *Client's* consent or knowledge in the following limited circumstances:

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- When the collection, use, or disclosure of *Personal Information* is permitted or required by law
- In an emergency that threatens an individual's life, health, or personal security
- When the information is available from a public source such as a telephone directory
- When we require legal advice from a lawyer
- For the purposes of collecting a debt
- To protect ourselves from fraud
- To investigate an anticipated breach of an agreement or a contravention of law

5. Third-Party Services

5.1. *Lightning Taxi*, through the normal course of business to facilitate operations, works with select third-party suppliers who handle some user data according to their own policies:

- **Intuit:** *Client* accounts, invoices, payments, and reporting. [Privacy Policy](#)
- **Moneris:** payment processing. [Privacy Policy](#)
- **SignNow:** digital agreements and signatures. [Privacy Policy](#)
- **3CX:** phone, text message, and online chat communications. [Privacy Policy](#)
- **Meta:** online chat communications and marketing. [Privacy Policy](#)
- **Google:** voicemail transcription and marketing. [Privacy Policy](#)
- **Microsoft:** document storage, website and dispatch system hosting, and email communications. [Privacy Policy](#)

5.2. *Lightning Taxi* is not responsible for the data security practices of third-party suppliers.

6. Accuracy of Personal Information

6.1. *Lightning Taxi* will make reasonable efforts to ensure that *Client Personal Information* is accurate and complete where it may be used to make a decision about the *Client* or disclosed to another organization.

6.2. *Clients* may request correction to their *Personal Information* in order to ensure its accuracy and completeness. Such a request must be made in writing and forwarded to the *Privacy Officer* and provide sufficient detail to identify the personal information and the correction being sought.

6.3. If the *Personal Information* is demonstrated to be inaccurate or incomplete, we will correct the information as required and send the corrected information to any organization to which we disclosed the *Personal Information* in the previous year. If the correction request could not be made, we will note the correction request in the *Client's* file.

7. Securing Personal Information

7.1. *Lightning Taxi* is committed to ensuring the security of *Client Personal Information* to protect it from unauthorized access, collection, use, disclosure, duplication, modification, disposal, or similar risks.

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7.2. *Lightning Taxi* will follow several security measures to ensure that *Client Personal Information* is appropriately protected, such as:

- Physically securing offices where *Personal Information* is held
- Using user IDs and passwords to restrict access to *Personal Information*
- Restricting employee access to *Personal Information* as appropriate
- Contractually requiring any subcontractors to provide comparable security measures.

7.3. *Lightning Taxi* will use appropriate security measure when destroying *Client Personal Information* such as document shredding or destruction and deleting electronically stored *Personal Information*.

7.4. As technology changes, *Lightning Taxi* will continually review and update our security policies and controls to ensure ongoing *Personal Information* security.

8. Access to Personal Information

8.1. *Clients* have a right to access their *Personal Information*, subject to limited exceptions:

- Disclosure that would reveal *Personal Information* about another individual
- Disclosure that would reveal internal company documents or trade secrets
- Disclosure leads to health and safety concerns

8.2. A request to access *Personal Information* must be made in writing and forwarded to the *Privacy Officer* and provide sufficient detail to identify the *Personal Information* being sought.

8.3. Upon request, *Lightning Taxi* will tell *Clients* how we use their *Personal Information* and to whom it has been disclosed (if applicable).

8.4. We will make the requested information available within 30 business days, or provide written notice of an extension where additional time is required to fulfil the request.

8.5. If a request is refused in full or in part, *Lightning Taxi* will notify the *Client* in writing, providing the reason(s) for refusal and the recourse available to the *Client*.

9. Questions and Complaints

9.1. The *Privacy Officer* is responsible for ensuring *Lightning Taxi's* compliance with this policy and the *PIPA*.

9.2. *Clients* should direct and complaints, concerns, or questions regarding *Lightning Taxi's* compliance with this policy in writing to the *Privacy Officer*. If the *Privacy Officer* is unable to resolve the concern, the *Client* may also write to the Information and Privacy Commissioner of British Columbia.