



## 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:

*Client or you* means you, your company, and/or any client or other entity whom you are representing.

*Lightning Taxi or we or us* means Lightning Transport Systems Ltd. dba Lightning Taxi and its employees, representatives, executives, shareholders, drivers, contractors, suppliers, or contracted service providers.

*Personal Information* means information about an identifiable *individual*. Examples of personal information collected by *Lightning Taxi* includes:

- 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

*Privacy Officer* means the individual designated responsibility for ensuring that *Lightning Taxi* complies with this policy and the *PIPA*. The Privacy Officer may be contacted:

- By email at [info@lightningtaxi.ca](mailto:info@lightningtaxi.ca)

*PIPA* means British Columbia's *Personal Information Protection Act*.

### 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



(250)-629-2222



[lightningtaxi.ca](http://lightningtaxi.ca)  
[info@lightningtaxi.ca](mailto:info@lightningtaxi.ca)

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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 measures 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 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.