

ParkFlow

By ParkFlow LLC

Legal Documents — Terms of Service & Privacy Policy

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TERMS OF SERVICE

These Terms of Service ("Terms") govern your access to and use of the ParkFlow mobile application, platform, and related services (collectively, the "Services") provided by ParkFlow LLC ("ParkFlow", "UseParkFlow", "we," "us," or "our"). Please read these Terms carefully before using the Services.

1. ACCEPTANCE OF TERMS

By downloading, accessing, or using ParkFlow, you agree to be bound by these Terms and all applicable laws and regulations. If you do not agree with any part of these Terms, you may not use the Services.

Age Requirement: You must be at least 16 years of age to use ParkFlow. If you are between the ages of 16 and 18, you represent that your parent or legal guardian has reviewed and consented to these Terms on your behalf.

Accurate Information: You agree to provide accurate, current, and complete information when creating an account and to keep that information updated.

Legal Compliance: You agree to comply with all applicable local, provincial, state, and federal laws, including parking regulations, traffic laws, and road safety rules, when using the Services.

2. DESCRIPTION OF SERVICES

ParkFlow is a technology platform and marketplace that connects parking spot seekers ("Users") with parking spot providers ("Vendors"). ParkFlow does not own, operate, or control any parking facilities. ParkFlow acts solely as an intermediary marketplace and technology provider.

The Services include:

- **Parking Discovery:** Browse and search for available parking spots near your destination.
- **Parking Reservations:** Reserve parking spots through the platform.
- **Parking Payments:** Pay for reservations securely through integrated payment processing.
- **Real-Time Availability:** View real-time parking space availability where provided by Vendors.
- **Last-Mile Navigation:** Route optimization including walking, transit, and connections to third-party mobility options.
- **Transit Information:** Suggested transit route and arrival time data are integrated from Google Directions API. Real-time data may differ due to delays or other factors. Cost estimates are general estimates and do not reflect the final amount paid for the transit service. These cost-estimates are for one-way only – navigating the last-mile from the parking spot to the final destination.
- **Bike and Scooter Information:** Display of nearby shared bikes and scooters from operators such as Lime, Spin, Bird and City Operators which may include Bay Wheels, Divvy, Bluebikes, Capital Bikeshare, Citi Bike, BIXI, Toronto Bike Share and others via GBFS feeds. Availability of these vehicles is not guaranteed and may change at any time. ParkFlow is not

responsible if vehicles displayed are no longer available upon your arrival. Cost estimates are general estimates and do not reflect the final amount paid on the third-party platform. These cost-estimates are for one-way only – navigating the last-mile from the parking spot to the final destination.

- Rideshare Integration: Deep links to Uber and Lyft apps for user convenience. ParkFlow does not facilitate rideshare transactions and is not affiliated with or responsible for those services. Cost estimates are general estimates and do not reflect the final amount paid on the third-party platform. These cost-estimates are for one-way only – navigating the last-mile from the parking spot to the final destination.
- EV Charging Station Discovery: Display of parking spots with EV charging capabilities. EV charging is a separate cost and is not included in your parking reservation. Charging compatibility and availability are the sole responsibility of the user and the charging operator.
- Route Options: Tools to assist with planning the most efficient route to and from your parking spot. Estimated arrival time, duration, and cost are displayed when available. A “-” indicates data is still loading or unavailable.

ParkFlow is a marketplace platform only. We do not guarantee the accuracy, quality, safety, or legality of any parking spot listed by Vendors, and we are not a party to any agreement between Users and Vendors.

3. USER ACCOUNTS

To access most features of ParkFlow, you must create an account.

Account Creation

You agree to provide accurate, current, and complete information during registration, including your full name, email address, phone number, and any other required details. You are responsible for maintaining the confidentiality of your account credentials.

Account Security

You are responsible for all activity that occurs under your account. You agree to notify us immediately at admin@useparkflow.com if you suspect unauthorized access to your account. ParkFlow is not liable for any loss or damage arising from unauthorized account use.

Prohibited Account Use

You may not create an account using false information, impersonate another person, create multiple accounts to circumvent a suspension, or use the platform for any fraudulent purpose.

Suspension and Termination

ParkFlow reserves the right to suspend or terminate your account at any time for violations of these Terms, fraudulent activity, illegal conduct, or any behavior that harms the platform, other users, or Vendors.

4. PAYMENTS AND REFUNDS

Payment Processing

All payments are processed securely through Stripe, Inc. By making a payment through ParkFlow, you agree to Stripe's Terms of Service and Privacy Policy. ParkFlow does not store your full card number or CVV. We retain only the card brand, last four digits, and expiry date returned by Stripe for display purposes.

Reservation Fees

ParkFlow charges a reservation fee of 20% of the parking cost, which covers platform operations, marketing, and payment processing fees (including Stripe fees). This fee is displayed prior to confirming your reservation.

Pricing

Parking prices are set by Vendors and are subject to change. ParkFlow does not guarantee the availability of any specific price. The total cost, including any applicable taxes and fees, will be displayed before you confirm your reservation.

Cancellations and Refunds

You may cancel a reservation and receive a full refund within 10 minutes of making the reservation. Cancellations made after this 10-minute window are non-refundable unless the parking spot is unavailable due to circumstances beyond your control.

If you arrive at a reserved parking spot and it is occupied or otherwise unavailable for any reason, please contact ParkFlow support at admin@useparkflow.com. You will be required to provide photographic proof of the unavailability. Upon verification, you will receive a full refund.

Refunds are processed through Stripe and may take 5–10 business days to appear depending on your bank or card issuer.

Parking Availability

Reservation of a parking spot through ParkFlow does not guarantee that the spot will be physically available upon arrival. ParkFlow is a marketplace platform and cannot control the actions of Vendors or third parties.

5. RESERVATIONS

When you make a reservation through ParkFlow, you are entering into an agreement directly with the Vendor. ParkFlow facilitates that transaction but is not a party to it.

- Reservation details including location, date, time, and cost will be displayed before confirmation.
- You are responsible for arriving within your reserved time window.
- Extensions to reservations are subject to Vendor availability and additional charges.

- ParkFlow may cancel reservations in cases of suspected fraud, policy violations, or system errors.
- Vendors may list parking spots with specific rules and restrictions. You are responsible for reading and complying with any such conditions.

6. LOCATION SERVICES

ParkFlow uses your device's location to provide core features of the Services, including finding nearby parking, calculating routes, and delivering real-time navigation.

Permissions

By using ParkFlow, you consent to the collection of your precise GPS location while using the app. The app may also request background location access to support active trips and journey monitoring. You may disable location services at any time through your device settings; however, doing so will significantly limit or entirely prevent use of the Services.

Location Data Sharing

Your location data may be shared with Google (via Google Maps SDK, Geocoding, and Directions APIs) as part of map display and route calculation. GBFS bike and scooter operators receive your location to provide nearby vehicle information. Please review the privacy policies of those third parties.

Camera and Photo Access

Vendors may use camera and photo library access to upload images of their parking spots. Users may also use camera access to submit photographic proof if their reserved parking spot is found to be unavailable, which may be required for refund eligibility. Disabling camera access will limit these features.

Push Notifications

ParkFlow may send push notifications for extension requests when valid, booking status updates, journey alerts, or refund confirmations. You may manage notification preferences in app settings or your device settings.

7. PARKING AND VEHICLE DISCLAIMER

ParkFlow is a technology marketplace and is not responsible for the physical condition, safety, or security of any parking facility listed on the platform.

ParkFlow is not liable for:

- Parking tickets, fines, or citations
- Towing of your vehicle
- Theft of your vehicle or its contents
- Damage to your vehicle

- Vandalism, break-ins, or malicious damage to your vehicle or its contents while parked at any location discovered or reserved through ParkFlow. ParkFlow is not responsible for the physical security of any parking facility listed on the platform and makes no guarantees regarding lighting, surveillance, fencing, or other security measures at any parking location.
- Delays or missed transportation connections
- Actions or omissions of Vendors or third-party parking operators
- Spot unavailability due to double-booking or Vendor error

Users are responsible for reading and complying with all posted parking signage, regulations, and time restrictions at any parking location, regardless of what is displayed in the app.

8. LAST-MILE TRANSPORTATION RISKS

ParkFlow may display information about nearby bikes, scooters, transit options, and rideshare services as part of its last-mile navigation features. By using any third-party transportation option:

- You assume all risks associated with that mode of transportation.
- You agree to comply with all applicable traffic laws, helmet laws, and road safety regulations.
- You are responsible for wearing appropriate safety gear.
- ParkFlow does not guarantee the availability, condition, or safety of any third-party transportation vehicle.
- If a parking spot is selected based on nearby bike or scooter availability, ParkFlow is not liable if those vehicles (nearby bike or scooter) are no longer available upon your arrival. ParkFlow provides informational data only and does not reserve or control third-party mobility assets.

9. ESTIMATED DATA AND THIRD-PARTY AVAILABILITY

Where real-time data from bike, scooter, or transit operators is unavailable, ParkFlow may display estimated travel times, costs, and distances based on typical operator pricing and average travel speeds. These estimates are provided for planning purposes only and may not reflect actual conditions, pricing (standard or peak pricing), or availability at the time of travel.

Calorie estimates are displayed for walking, cycling, e-bike, e-scooter, and transit legs of a journey only. Driving segments are excluded as they require no significant physical effort. Transit calorie estimates reflect walking portions to and from stops only. All calorie figures are approximations based on general averages and are not personalized health or fitness advice. Actual calorie expenditure will vary based on individual factors including weight, age, fitness level, and terrain conditions. ParkFlow makes no health or fitness claims based on these estimates.

10. ACCEPTABLE USE

You agree not to:

- Use ParkFlow for any unlawful purpose or in violation of any regulations
- Attempt to hack, disrupt, or gain unauthorized access to ParkFlow systems or data
- Scrape, crawl, or systematically extract data from the platform
- Reverse engineer, decompile, or attempt to extract the source code of the app
- Make fake, fraudulent, or test reservations
- Abuse, harass, or threaten other users or Vendors
- Submit false or misleading information, including fraudulent refund claims
- Interfere with the proper functioning of the platform or its infrastructure
- Use bots, scripts, or automated tools to interact with the Services

11. INTELLECTUAL PROPERTY

All content, features, and functionality of ParkFlow — including but not limited to the application source code, branding, logos, website images, map overlays, UI designs, and written content — are owned by or licensed to ParkFlow LLC and are protected by applicable intellectual property laws.

You are granted a limited, non-exclusive, non-transferable, revocable license to use the Services for personal, non-commercial purposes. You may not reproduce, distribute, modify, or create derivative works from any part of the Services without express written permission from ParkFlow LLC.

12. THIRD-PARTY SERVICES

ParkFlow integrates with or links to the following third-party services, among others:

- Google Maps, Geocoding, and Directions APIs — map display, address lookup, and route calculation. Your location and destination data is shared with Google on every map or directions interaction.
- Mapbox Directions API — route calculation and navigation. Your location and destination data may be shared with Mapbox to provide these services.
- Stripe — payment processing. Your payment information is transmitted directly to Stripe and is never stored on ParkFlow servers.
- GBFS bike and scooter operators (Lime, Bird, Spin and City Operators including Bay Wheels, Divvy, Bluebikes, Capital Bikeshare, Citi Bike, Toronto Bike Share and others) — ParkFlow displays the approximate location of nearby bikes and scooters from operators via GBFS feeds. To do this, your approximate location is shared with these operators to retrieve nearby vehicle availability.

If you tap to open the Lime app, ParkFlow passes the parking spot's location (latitude/longitude) to Lime to help you locate the nearest vehicle. Bird and Spin deep links open their app directly without passing any location data.

No other personal information — such as your name, email, or account details — is shared with these operators. Each operator's use of data is governed by their own privacy policy.

- Uber and Lyft (deep link integrations only) — ParkFlow provides deep links to the Uber and Lyft apps to help you complete your journey. When you tap these links, ParkFlow passes your pickup location (your parking spot) and destination to the Uber or Lyft app to pre-fill your trip details. ParkFlow does not share any other personal information — such as your name, email, account details, or payment information — with Uber or Lyft. Once the third-party app opens, any further data collection and use is governed solely by their own privacy policies.
- Firebase (Google) — backend infrastructure, cloud storage, authentication, push notifications, analytics, and crash reporting (Crashlytics).
- Apple and Google biometric authentication frameworks — biometric data is processed entirely on your device and is never transmitted to ParkFlow, Apple, or Google.

ParkFlow is not responsible for the availability, accuracy, privacy practices, or conduct of any third-party service. Any issues arising from third-party services must be addressed directly with that third party. Your use of third-party services is subject to their respective terms of service and privacy policies, including:

- Google: policies.google.com/privacy
- Mapbox: mapbox.com/legal/privacy
- Stripe: stripe.com/privacy
- Firebase: firebase.google.com/support/privacy
- Lime: li.me/privacy-policy
- Uber: uber.com/legal/en/document/?name=privacy-notice
- Lyft: lyft.com/privacy
- Bird: bird.co/privacy
- Spin: spin.app/privacy-policy
- For city bike and scooter operators accessible through ParkFlow, please refer to the privacy policy of the respective operator. A list of operators and their privacy policies is available at mobilitdata.org/gbfs.

We encourage you to review the privacy policies of all third-party services used within ParkFlow.

13. LIMITATION OF LIABILITY

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, PARKFLOW PROVIDES THE SERVICES "AS IS" AND "AS AVAILABLE" WITHOUT WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT.

PARKFLOW DOES NOT WARRANT THAT THE SERVICES WILL BE UNINTERRUPTED, ERROR-FREE, SECURE, OR FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, PARKFLOW AND ITS OFFICERS, DIRECTORS, EMPLOYEES, AND AGENTS SHALL NOT BE LIABLE FOR:

- Indirect, incidental, special, consequential, or punitive damages
- Loss of profits, revenue, data, or business opportunities
- Travel disruptions or missed transportation connections
- Parking fines, towing fees, or citations
- Vehicle damage, theft, or loss
- Inaccurate parking availability or occupancy data
- Actions or omissions of Vendors, parking operators, or third-party service providers

IN JURISDICTIONS WHERE LIMITATION OF LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES IS NOT PERMITTED, OUR LIABILITY IS LIMITED TO THE GREATEST EXTENT ALLOWED BY LAW. IN ALL CASES, PARKFLOW'S TOTAL LIABILITY TO YOU FOR ANY CLAIM SHALL NOT EXCEED THE AMOUNT YOU PAID TO PARKFLOW IN THE 30 DAYS PRECEDING THE CLAIM.

14. INDEMNIFICATION

You agree to defend, indemnify, and hold harmless ParkFlow LLC, its affiliates, officers, directors, employees, and agents from and against any claims, liabilities, damages, judgments, awards, losses, costs, expenses, and fees (including reasonable legal fees) arising out of or relating to:

- Your use of or access to the Services
- Your violation of these Terms
- Your violation of any applicable law, regulation, or third-party right
- Any content, reservation, or transaction you submit through the platform
- Any dispute between you and a Vendor or third-party service provider

15. DISPUTE RESOLUTION AND ARBITRATION

Informal Resolution

Before initiating formal proceedings, you agree to contact ParkFlow at admin@useparkflow.com and attempt to resolve the dispute informally within 30 days.

Binding Arbitration

If a dispute cannot be resolved informally, you and ParkFlow agree that any dispute, claim, or controversy arising out of or relating to these Terms or the Services shall be resolved by binding individual arbitration, rather than in court, except as set out below.

Class Action Waiver

YOU AND PARKFLOW AGREE THAT EACH MAY BRING CLAIMS AGAINST THE OTHER ONLY IN YOUR OR ITS INDIVIDUAL CAPACITY AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS OR REPRESENTATIVE ACTION.

Exceptions

Either party may bring an individual claim in small claims court. Nothing in this section limits either party's right to seek injunctive or equitable relief for intellectual property violations.

Governing Law and Jurisdiction

These Terms are governed by and construed in accordance with the laws of the State of Delaware, USA, without regard to its conflict of law principles. For users in Canada, applicable provincial laws may also apply.

ParkFlow operates in and plans to expand across all U.S. states and Canadian provinces. Where required by applicable local law — including California consumer protection laws (CCPA/CPRA) — those laws will apply to residents of those jurisdictions.

16. TERMINATION

ParkFlow reserves the right to suspend or permanently terminate your account and access to the Services at any time, with or without notice, for reasons including but not limited to:

- Violation of these Terms
- Fraudulent activity or misrepresentation
- Illegal use of the platform
- Abusive behavior toward other users, Vendors, or ParkFlow staff
- Submission of false refund claims or fraudulent proof

ParkFlow also reserves the right to remove or delist any Vendor parking spot that users have reported as inaccurate, misleading, or fraudulent, pending review.

Upon termination, your right to use the Services ceases immediately. Provisions of these Terms that by their nature should survive termination will remain in effect.

17. CHANGES TO TERMS

ParkFlow reserves the right to modify these Terms at any time. When we make material changes, we will notify you by email at the address associated with your account and update the effective date above. Your continued use of the Services after the effective date of revised Terms constitutes your acceptance of the changes. If you do not agree to the updated Terms, you must stop using the Services.

18. CONTACT INFORMATION

If you have questions or concerns about these Terms, please contact us:

ParkFlow LLC

10685-B Hazelhurst Dr. # 43209, Houston, TX 77043, USA
admin@useparkflow.com

PRIVACY POLICY

This Privacy Policy ("Policy") explains how ParkFlow LLC ("ParkFlow", "UseParkFlow", "we" "us," or "our") collects, uses, shares, and protects your personal information when you use the ParkFlow mobile application and related services (collectively, the "Services"). By using the Services, you agree to the practices described in this Policy.

Effective Date: [Jun.11.2026]

1. INFORMATION WE COLLECT

a. Identity and Account Information

When you create an account, we collect:

- Full name
- Email address
- Phone number (in +1 format)
- Profile photo (from your camera or photo library)
- Password credentials (stored in encrypted form)

b. Booking and Activity Data

- Parking spot reservations (location, date, time, cost, status)
- Saved and favorited parking spots
- Chat messages with Vendors/Users (linked to bookings)

c. Vehicle Information

- Vehicle name, brand, model, year, State/Province and license plate (user-defined).

d. Payment and Financial Information

Payment processing is handled by Stripe, Inc. ParkFlow does not store your full card number or CVV. We retain only:

- Card brand, last four digits, and expiry date (returned by Stripe for display)
- Booking cost history, applicable taxes, and refund records
- For Vendors: bank account last four digits (for payout purposes)

e. Location Data

- Real-time GPS position (collected continuously with a 10-meter movement threshold during active use)
- Destination search addresses
- Parking spot coordinates (latitude and longitude)
- Background location may be collected during active trips

f. Device and Preference Data

- Notification preferences (granular in-app settings)
- Currency preferences
- Biometric enrollment status (Face ID / fingerprint — enrollment handled locally on your device)
- "Stay logged in" session preference
- IP address, operating system, app version, and device identifiers

g. Photos and User-Generated Content

Photos:

- Parking spot photos submitted by Vendors (via camera or gallery)
- Access and entry photos submitted by Vendors
- Proof photos submitted by Users for refund claims

User-Generated Content:

- Parking spot name
- Parking spot type (Driveway, Condo, Garage, EV Charging)
- Descriptions and directions to access, find and leave the parking spot
- Gate code if found (stored in encrypted form)

h. Usage Data

- Search queries and parking history
- Routes and navigation interactions
- App interactions, feature usage, and session data

2. HOW WE USE YOUR INFORMATION

We use your information to:

- Provide and operate the Services, including parking discovery, reservation, and payment
- Display your real-time location on the map and calculate routes
- Display estimated travel times, costs, and calorie information where real-time third-party data is unavailable. These estimates are approximations only and are not guaranteed to reflect actual conditions.
- Process and manage bookings, payments, and refunds
- Communicate with you regarding reservations, refund statuses, and account updates
- Send push notifications for extension requests if valid, journey alerts, and booking changes
- Verify user identity and prevent fraud and abuse
- Provide customer support and investigate disputes
- Improve the platform through analytics and usage data
- Remember your saved spots and preferences
- Comply with legal obligations and enforce our Terms of Service

3. HOW WE SHARE YOUR INFORMATION

We do not sell your personal information. We may share your information with:

Service Providers

We share data with trusted third-party service providers that assist in operating the Services, including:

1. Stripe — payment processing
2. Google (Maps, Geocoding, Directions APIs) — mapping and navigation
3. Mapbox (Directions API) — route calculation and navigation
4. GBFS operators (Lime, Bird, Spin and City Operators including Bay Wheels, Divvy, Bluebikes, Capital Bikeshare, Citi Bike, Toronto Bike Share and others) — your approximate location is shared to fetch nearby bike and scooter availability
5. Firebase (Google) — backend infrastructure, cloud storage, authentication, push notifications, analytics, and crash reporting (Crashlytics)
6. Apple and Google biometric authentication frameworks — biometric data is processed entirely on your device and is never transmitted to ParkFlow, Apple, or Google.

Each of these providers processes your data under their own privacy policies:

- Google (Maps, Geocoding, Directions, Firebase): policies.google.com/privacy
- Mapbox (Directions API): mapbox.com/legal/privacy
- Stripe (Payment Processing): stripe.com/privacy
- Firebase/Crashlytics: firebase.google.com/support/privacy

Your location and destination data is shared with Google on every map or directions interaction. Your location is shared with Mapbox for route calculation. Your payment information is transmitted directly to Stripe and is never stored on ParkFlow servers. Biometric data never

Uber and Lyft

ParkFlow provides deep links to the Uber and Lyft apps to help you complete your journey. When you tap these links, ParkFlow passes your pickup location (your parking spot) and destination to the Uber or Lyft app to pre-fill your trip details. ParkFlow does not share any other personal information — such as your name, email, account details, or payment information — with Uber or Lyft. Once the third-party app opens, any further data collection and use is governed solely by their own privacy policies:

- Uber: uber.com/legal/en/document/?name=privacy-notice
- Lyft: lyft.com/privacy

Lime, Bird, Spin and City Bike/Scooter Operators

ParkFlow displays the approximate location of nearby bikes and scooters from operators including Lime, Bird, Spin, and city-specific operators (Bay Wheels, Divvy, Bluebikes, Capital Bikeshare, Citi Bike, Toronto Bike Share and others) via GBFS feeds. To do this, your approximate location is shared with these operators to retrieve nearby vehicle availability.

If you tap to open the Lime app, ParkFlow also passes the parking spot's location (latitude/longitude) to Lime to help you locate the nearest vehicle. Bird and Spin deep links open their app directly without passing any location data.

No other personal information — such as your name, email, or account details — is shared with these operators. Each operator's use of data is governed by their own privacy policy:

- Lime: li.me/privacy-policy
- Bird: bird.co/privacy
- Spin: spin.app/privacy-policy
- For city operators (Bay Wheels, Divvy, Bluebikes, Capital Bikeshare, Citi Bike, Toronto Bike Share and others), please refer to the privacy policy of the respective operator, available on their website or app.

Vendors

Relevant booking details — such as your name, vehicle information (name, brand, model, year, state/province, and license plate), and reservation time — may be shared with the parking Vendor associated with your reservation.

Legal and Regulatory Authorities

We may disclose your information when required by law, court order, or governmental authority, or when we believe disclosure is necessary to protect the rights, safety, or property of ParkFlow, our users, or others.

Business Transfers

If ParkFlow is involved in a merger, acquisition, or asset sale, your information may be transferred as part of that transaction. We will notify you before your data is transferred and becomes subject to a different privacy policy.

4. LOCATION DATA

Location data is central to the Services ParkFlow provides. We collect your precise GPS location when the app is in use, and may collect background location during active trips.

How Location Is Used

- To show nearby available parking spots
- To calculate routes and journey times
- To detect proximity to reserved spots and last-mile transportation modes
- To support fraud prevention and verify refund claims

Location Data Sharing

Your location is shared with Google and Mapbox APIs on every map or directions interaction, to calculate routes and journey times. Your approximate location is shared with GBFS operators (Lime, Bird, Spin, and city operators) to fetch nearby bike and scooter availability. If you tap a Lime deep link, your parking spot's coordinates are also shared with Lime to help locate the nearest vehicle. If you tap an Uber or Lyft deep link, your pickup location (parking spot) and destination are shared with that app to pre-fill your trip.

Disabling Location

You can disable location access through your device settings at any time. However, disabling location services will prevent ParkFlow from functioning as intended, as location is essential to the core features of the app.

Data Retention

Precise GPS data is retained for a limited period to support navigation, parking history, fraud prevention, and service improvements. After this period, location data may be deleted, anonymized, or aggregated for analytics purposes.

5. TRACKING TECHNOLOGIES

ParkFlow may use the following tracking and data collection technologies:

- Device identifiers (e.g., installation IDs) for analytics and app performance monitoring
- App analytics SDKs (including Firebase Analytics) to understand how users interact with the app
- Crashlytics, which collects device identifiers and crash stack traces, including device model, OS version, and app state at the time of a crash, to help us identify and fix bugs
- Session and usage logs to diagnose errors and improve performance

ParkFlow does not currently use advertising cookies or cross-site tracking. If this changes, we will update this Policy and notify you accordingly.

6. DATA RETENTION

We retain your personal information for as long as necessary to provide the Services, comply with legal obligations, resolve disputes, enforce agreements, and protect against fraud or misuse.

Data Type	Retention Period
Account information	While account is active
Parking reservations	7 years (legal and audit purposes)
Payment transaction records	7 years (tax and accounting compliance)
GPS / location session data	Used on-device for map display and directions only. ParkFlow does not store your precise GPS coordinates. Google Maps processes location data subject to Google's Privacy Policy.
Trip history	Until user deletion request or 24 months of inactivity
Support tickets	1–3 years
Device and analytics logs	Up to 14 months
License plate information	Only as long as operationally necessary
Marketing preferences	Until opt-out or account deletion

Inactive Accounts

Accounts that remain inactive for 24 months or more may be deleted or anonymized in accordance with our internal retention policies. We will attempt to notify you before taking this action.

Deletion Requests

Upon your request, we will delete or anonymize your personal information unless retention is required for legal, security, fraud prevention, or financial recordkeeping purposes. Some data — such as payment transaction records — may be retained beyond your deletion request to comply with applicable law.

7. SECURITY

ParkFlow implements reasonable and appropriate technical and organizational measures to protect your personal information, including:

- Encryption of data in transit (TLS/HTTPS)
- Secure payment processing through Stripe (PCI-DSS compliant)
- Access controls and authentication requirements for internal systems
- Biometric authentication processed entirely on-device — biometric data is never transmitted to ParkFlow servers

- Google Firebase's built-in enterprise-grade security infrastructure is relied on and we periodically review our access rules and dependencies for vulnerabilities.

No method of transmission over the internet or method of electronic storage is 100% secure. While we strive to protect your information, we cannot guarantee absolute security.

8. YOUR RIGHTS AND CHOICES

Depending on your jurisdiction, you may have the following rights regarding your personal information:

- Access: Request a copy of the personal data we hold about you
- Correction: Request correction of inaccurate or incomplete data
- Deletion: Request deletion of your personal data (subject to legal retention obligations)
- Data Portability: Request a copy of your data in a portable format
- Opt-Out of Marketing: Unsubscribe from marketing communications at any time
- Notification Preferences: Manage push notification settings in-app or through device settings.

California Residents (CCPA/CPRA)

If you are a California resident, you have additional rights under the California Consumer Privacy Act (CCPA) and California Privacy Rights Act (CPRA), including the right to know what personal information is collected, the right to delete, the right to correct, the right to opt out of sale or sharing of personal information, and the right to non-discrimination for exercising your rights. ParkFlow does not sell your personal information.

Washington Residents (Washington Privacy Act)

If you are a Washington resident, you have rights under the Washington Privacy Act (WPA), including the right to access, correct, delete, and obtain a copy of your personal data. You also have the right to opt out of the processing of your personal data for purposes of targeted advertising, the sale of personal data, or profiling.

Illinois Residents (Biometric Information Privacy Act — BIPA)

If you are an Illinois resident, you have rights under the Illinois Biometric Information Privacy Act (BIPA). ParkFlow uses biometric authentication (Face ID and fingerprint) solely for the purpose of securing your account. Biometric data is processed entirely on your device and is never transmitted to or stored on ParkFlow's servers. We do not collect, store, or profit from your biometric information. You may withdraw consent to biometric authentication at any time through your device settings.

Massachusetts Residents

If you are a Massachusetts resident, your personal information is protected under Massachusetts data security regulations (201 CMR 17.00). ParkFlow implements reasonable security measures to protect your personal information from unauthorized access, disclosure, or misuse.

Virginia, Colorado, Connecticut, and Texas Residents

If you are a resident of Virginia (VCDPA), Colorado (CPA), Connecticut (CTDPA), or Texas (TDPSA), you have rights regarding your personal information including the right to access,

correct, delete, obtain a copy of, and opt out of the sale or processing of your personal data for targeted advertising purposes.

All US Residents

To exercise any of your rights, contact us at admin@useparkflow.com. We will respond to all verified requests within 30 days, or within the timeframe required by your applicable state law. We will not discriminate against you for exercising any of your privacy rights.

Canadian Residents — Privacy Rights

Federal (PIPEDA) If you are a Canadian resident, your personal information is protected under Canada's *Personal Information Protection and Electronic Documents Act* (PIPEDA). You have the right to access and correct your personal information held by ParkFlow, and to withdraw consent to its collection or use, subject to legal or contractual restrictions.

British Columbia and Alberta (PIPA) If you are a resident of British Columbia or Alberta, your personal information is also protected under the *Personal Information Protection Act* (PIPA) of your respective province. In addition to your federal rights, you have the right to:

- Know why your personal information is being collected, used, or disclosed
- Expect that your information is collected only for reasonable purposes
- Request correction of inaccurate or incomplete personal information
- Make a complaint to the Office of the Information and Privacy Commissioner of British Columbia or Alberta if you believe your privacy rights have been violated.

Ontario Ontario residents are protected under PIPEDA at the federal level. Ontario's own provincial private-sector privacy legislation is pending. Your rights under PIPEDA apply in full, including the right to access, correct, and withdraw consent regarding your personal information.

Quebec Residents (Law 25) If you are a resident of Quebec, your personal information is protected under Quebec's Act Respecting the Protection of Personal Information in the Private Sector (Law 25). This applies regardless of where you use the Services. Your rights include:

- The right to access your personal information
- The right to correct inaccurate information
- The right to data portability — receive your information in a structured, commonly used format
- The right to deindexation — request that information be removed from public access where it causes you harm
- The right to be informed of any automated decision-making that significantly affects you
- The right to withdraw consent at any time

For privacy-related inquiries specific to Quebec, including requests under Law 25, contact us at admin@useparkflow.com.

All Canadian Residents Where ParkFlow transfers your personal information outside of Canada, , see "International Data Transfers" below for details on safeguards.

To exercise any of your rights, contact us at admin@useparkflow.com.

9. INTERNATIONAL DATA TRANSFERS

ParkFlow operates in the United States and Canada. Your information may be processed and stored on servers located in the United States or other countries where our service providers operate, including Google (Firebase, Maps), Stripe, and other cloud infrastructure providers.

By using the Services, you acknowledge that your data may be transferred to and processed in countries outside your country of residence, which may have different data protection laws. Where required by applicable law, we implement appropriate safeguards for such transfers. If you access the Services from outside the United States or Canada, you do so at your own initiative and are responsible for compliance with local laws.

10. CHILDREN'S PRIVACY

ParkFlow is intended for users who are 16 years of age or older. We do not knowingly collect personal information from children under the age of 13. If we become aware that we have collected personal information from a child under 13 without verifiable parental consent, we will take steps to delete that information promptly.

If you believe a child under 13 has provided us with personal information, please contact us at admin@useparkflow.com.

11. CHANGES TO THIS POLICY

We may update this Privacy Policy from time to time. When we make material changes, we will notify you by email at the address associated with your account and update the effective date at the top of this Policy. Your continued use of the Services after the updated Policy takes effect constitutes your acceptance of the changes.

12. CONTACT US

If you have questions, concerns, or requests regarding this Privacy Policy or your personal data, please contact us:

ParkFlow LLC

10685-B Hazelhurst Dr. # 43209
Houston, TX 77043, USA
admin@useparkflow.com

We will respond to privacy-related requests within 30 days.

DMCA POLICY

1. DIGITAL MILLENNIUM COPYRIGHT ACT (DMCA) NOTICE AND TAKEDOWN POLICY

Effective Date: [Jun.11.2026]

ParkFlow LLC ("ParkFlow", "UseParkFlow", "we," "us," or "our") respects the intellectual property rights of others and expects users of our platform to do the same. In accordance with the Digital Millennium Copyright Act (DMCA), 17 U.S.C. § 512, ParkFlow will respond promptly to claims of copyright infringement committed using the ParkFlow mobile application and platform.

2. WHO THIS APPLIES TO

ParkFlow allows users to upload content including:

- Parking spot photos submitted by Vendors
- Entry and access photos submitted by Vendors
- Proof photos submitted by Users for refund claims

If you believe any content uploaded to ParkFlow infringes your copyright, you may submit a DMCA takedown notice as described below.

3. HOW TO SUBMIT A DMCA TAKEDOWN NOTICE

To file a copyright infringement notice, please send a written notification containing all of the following to our designated Copyright Agent:

1. **Your full legal name and contact information**, including your address, telephone number, and email address
2. **Identification of the copyrighted work** you claim has been infringed. If multiple works are covered by a single notification, provide a representative list
3. **Identification of the infringing material** and information reasonably sufficient to allow ParkFlow to locate the material on our platform (such as a URL, screenshot, or description of where the content appears)
4. **A statement that you have a good faith belief** that the use of the material in the manner complained of is not authorized by the copyright owner, its agent, or the law
5. **A statement that the information** in the notification is accurate, and under penalty of perjury, that you are authorized to act on behalf of the owner of an exclusive right that is allegedly infringed
6. **Your physical or electronic signature**

4. WHERE TO SEND YOUR NOTICE

Send your completed DMCA notice to our designated Copyright Agent:

ParkFlow LLC Copyright Agent

10685-B Hazelhurst Dr. # 43209

Houston, TX 77043, USA

admin@useparkflow.com

5. COUNTER-NOTIFICATION

If you believe your content was removed in error, you may submit a counter-notification. Your counter-notification must include:

1. Your full legal name, address, telephone number, and email address
2. Identification of the material that was removed and the location where it appeared before removal
3. A statement under penalty of perjury that you have a good faith belief the material was removed as a result of mistake or misidentification
4. A statement that you consent to the jurisdiction of the federal court in your district, or if outside the United States, any judicial district in which ParkFlow may be found, and that you will accept service of process from the person who submitted the original DMCA notice
5. Your physical or electronic signature

Send counter-notifications to admin@useparkflow.com. Upon receipt of a valid counter-notification, ParkFlow will notify the original complainant and may restore the removed content within 10–14 business days unless the complainant files a court action.

6. REPEAT INFRINGER POLICY

ParkFlow reserves the right to terminate the accounts of users who are found to be repeat infringers of copyright in appropriate circumstances and at ParkFlow's sole discretion.

7. LIMITATIONS

This DMCA Policy applies only to copyright infringement claims. For other legal matters including trademark infringement, please contact us at admin@useparkflow.com.

ParkFlow is not responsible for content uploaded by third-party users but will act promptly upon receipt of valid DMCA notices in accordance with applicable law.

8. CONTACT US

If you have questions, concerns, or requests regarding this Privacy Policy or your personal data, please contact us:

ParkFlow LLC

10685-B Hazelhurst Dr. # 43209

Houston, TX 77043, USA

admin@useparkflow.com

We will respond to DMCA Policy-related requests within 30 days.