

METRO MICRO

Privacy Notice of In-Vehicle Audio & Video Recording for California Riders

This notice provides California residents with information about the use of in-vehicle recording technology in the Metro Micro on-demand, rideshare service, in accordance with applicable privacy laws, including but not limited to the California Consumer Privacy Act (CCPA). This notice should be reviewed in addition to [Via's primary Privacy Notice](#).

To ensure the safety and security of all riders and drivers, Metro Micro vehicles are equipped with devices that record audio and video inside and outside the vehicle.

Purpose of Recording

We use in-vehicle recordings for specific business purposes, including:

- **Promoting Safety and Security:** Recordings help us deter fraudulent or illegal activity and investigate unsafe behaviors.
- **Assisting in Incident Response:** In the event of an incident or dispute, recordings may be used to investigate and address the matter.
- **Improving Our Service:** Reviewing events helps us monitor and improve our customer support and overall service quality. All personnel with access are trained on privacy and confidentiality obligations.

Access to Recordings

Access to recordings is strictly limited. We may disclose this data for business purposes to the following parties:

- **Service Providers:** Including our customer support and security vendors.
- **Third Parties as Required by Law:** Such as government agencies and insurers, in response to lawful requests or to establish or defend legal claims.
- **Via and Metro Micro:** Authorized staff may review footage for the purposes listed above.

How Long Are Recordings Saved?

We retain recordings for as long as necessary to provide our services, fulfill the purposes described above, or as long as required to meet our legal obligations. Once a recording is no longer needed for these purposes, it is deleted.

Your Rights and Choices as a California Rider

Your consent and your rights are important. Physical signs are posted in and outside vehicles to notify you that a recording device is present.

- **Your Right to Opt-Out of a Recorded Trip**

By boarding a vehicle, you consent to be recorded. **If you do not wish to be recorded, please do not board the vehicle or cancel your trip.** You may cancel your trip at any time before the ride begins by contacting customer support.

- Your California Privacy Rights

Under the CCPA, you have specific rights regarding your personal information. These rights include the Right to Know what specific information we have collected and the Right to Request Deletion of your personal information, subject to certain exceptions. You also have a Right of Non-Discrimination for exercising your privacy rights.

You may exercise your rights by contacting us at:

- **Email:** support@ridewithvia.com with the subject line "Attn: Legal, California Rights Request".
- **Phone:** Call us at 1-833-917-0697.

Please note that we will need to verify your identity before processing your request.