

Privacy Policy

Last Updated: May 2, 2026

1. Introduction

Welcome to Parkeze Inc. ("Parkeze," "we," "our," or "us"). We are committed to protecting your privacy and ensuring the security of your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website, use our services, or interact with our parking infrastructure solutions.

By using our services, you consent to the data practices described in this policy.

2. Information We Collect

2.1 Personal Information

We may collect the following types of personal information:

- Name, email address, phone number, and company information when you contact us or request information
- Account credentials when you create an account on our platform
- Billing and payment information for service subscriptions
- Communication history and inquiries submitted through our contact forms

2.2 Usage Data

We automatically collect certain information when you use our services:

- IP address, browser type, and device information
- Pages visited, time spent on pages, and navigation patterns
- Referring website addresses
- Date and time stamps of your visits

2.3 Parking Data

Through our parking sensors and infrastructure:

- Parking space occupancy status and patterns
- Vehicle detection data (non-identifiable)
- Aggregate parking statistics and analytics
- Environmental sensor data (temperature, air quality where applicable)

2.4 Mobile Messaging Data (Payments and Reservations)

When you opt in to receive text messages from us, we may collect:

- Mobile phone number
- Opt-in and opt-out records, including date/time and message content related to consent
- Message delivery status and interaction data (for example, HELP and STOP requests)
- Reservation and payment reminder details needed to send transactional messages

3. How We Use Your Information

We use the collected information for the following purposes:

- To provide, operate, and maintain our services
- To improve, personalize, and expand our services
- To process your transactions and manage your account
- To communicate with you about updates, technical notices, and support
- To send transactional SMS messages related to parking payments, reservations, receipts, verification codes, parking session alerts, and support updates when you opt in
- To maintain records of your SMS consent, HELP requests, STOP requests, and other messaging preferences
- To respond to your inquiries and provide customer support
- To generate analytics and insights about parking patterns and usage
- To detect, prevent, and address technical issues or fraudulent activity
- To comply with legal obligations and enforce our terms

4. Information Sharing and Disclosure

We do not sell, rent, or share your personal information with third parties or affiliates for their marketing or promotional purposes. This includes your mobile phone number, SMS opt-in data, and text messaging consent records.

We may share your information only in the following circumstances:

4.1 Service Providers

We may share information with third-party service providers who perform services on our behalf, such as payment processing, data analysis, email delivery, text message delivery, hosting services, and customer service. These providers may use your information only to perform services for us and not for their own marketing purposes.

4.2 Business Transfers

If Parkeze Inc. is involved in a merger, acquisition, or sale of assets, your information may be transferred as part of that transaction.

4.3 Legal Requirements

We may disclose your information if required by law, subpoena, or other legal process, or if we believe disclosure is necessary to protect our rights, your safety, or the safety of others.

4.4 Aggregate Data

We may share aggregated, non-personally identifiable parking data and statistics with partners, clients, and the public.

4.5 Mobile Messaging Privacy Commitment

No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. Text messaging originator opt-in data, consent records, and phone numbers will not be shared with any third parties, except vendors that help us deliver text messages and only for that operational purpose.

5. Data Security

We implement appropriate technical and organizational security measures to protect your personal information against unauthorized access, alteration, disclosure, or destruction. These measures include:

- Encryption of data in transit and at rest
- Regular security assessments and updates
- Access controls and authentication mechanisms
- Employee training on data protection and privacy

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

6. Your Rights and Choices

You have certain rights regarding your personal information:

- **Access:** Request a copy of the personal information we hold about you
- **Correction:** Request correction of inaccurate or incomplete information
- **Deletion:** Request deletion of your personal information, subject to legal obligations
- **Opt-Out:** Unsubscribe from marketing communications at any time
- **Data Portability:** Request a copy of your data in a structured, machine-readable format
- **Object:** Object to certain processing of your personal information

To exercise these rights, please contact us at privacy@parkeze.com.

7. Cookies and Tracking Technologies

We use cookies and similar tracking technologies to track activity on our website and store certain information. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our services.

8. Data Retention

We retain your personal information only for as long as necessary to fulfill the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law. Parking sensor data may be retained in aggregate form for analytical and research purposes.

9. Children's Privacy

Our services are not directed to individuals under the age of 18. We do not knowingly collect personal information from children. If you become aware that a child has provided us with personal information, please contact us, and we will take steps to delete such information.

10. International Data Transfers

Your information may be transferred to and maintained on servers located outside of your state, province, country, or other governmental jurisdiction where data protection laws may differ. By using our services, you consent to such transfers.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page and updating the "Last Updated" date. You are advised to review this Privacy Policy periodically for any changes.

12. Contact Us

If you have any questions about this Privacy Policy or our data practices, please contact us:

Parkeze Inc.

Email: privacy@parkeze.com

General Inquiries: hello@parkeze.com

13. SMS and Text Message Communications

13.1 SMS Opt-In

When you provide your mobile phone number and opt in to receive SMS communications, we will send you transactional text messages under the Parkeze Payment and Reservation Messaging Program. Messages may relate to your parking sessions, account activity, payment receipts, reservation confirmations and reminders, verification codes, enforcement notifications, and support updates.

13.2 No Sharing of SMS Opt-In Data

Your mobile phone number, SMS opt-in consent data, and text messaging records will not be shared with third parties or affiliates for marketing or promotional purposes.

13.3 Message Frequency and Rates

Message frequency varies based on your account activity and parking sessions. Message and data rates may apply depending on your mobile carrier plan.

13.4 Opt-Out

You may opt out of SMS communications at any time by replying **STOP** to any message you receive from us. After opting out, you will receive a single confirmation message and no further SMS messages will be sent unless you opt in again. Opting out of SMS does not affect your ability to use Parkeze services.

13.5 Help

Reply **HELP** to any message for assistance, or contact us at support@parkeze.com.