

The Miami-Dade Transit Watch app is a non-emergency application that allows the user to provide transit watch information directly to the Miami-Dade Transit Office of Safety & Security. The app is not intended for emergency calls for help. The user should use 911 in case of emergency to contact local law enforcement.

This Privacy Policy (**Policy**) is intended to provide an understanding of how information collected in association with your use of the mobile software application known as Miami-Dade Transit Watch (**App**) is handled. Miami-Dade Transit uses The Brass Star Group, LLC (BSG) a company that specializes in public reporting app tools. References in this Policy to 'we' and 'us' are intended to cover both Miami-Dade Transit and BSG. We take the privacy of our App users very seriously. We ask that you read this Policy carefully as it contains important information about how your personal data will be used. This Policy also explains the types of personal information that is collected from users of the App and in what circumstances this personal information may be disclosed to a third party.

For more information about Miami-Dade Transit's privacy policy, please visit:

<https://www8.miamidade.gov/global/footer/privacy-and-security-notice.asp>

Collection and use of personal information

Information that you provide

We will obtain personal information only when you provide it. There is no requirement to provide personal information in order to download or use the App. If you choose to send us feedback, contact us for any reason by phone or email, or report a problem with the App, we will only obtain the information you provide either by email or phone call.

We may retain a record of any contact you make with us. Such personal information includes:

- The email address, phone number and/or any name you used to contact us either via the "Submit Incident" button or the feedback feature.
- Device information: We may also collect information about your device each time you use the App to send an Miami-Dade Transit Watch incident report. For example, we may collect information on the type of mobile device that you are using and the mobile operating system that you are using and the time zone setting.
- The location information we collect is only what is provided by the user such as location selections from within the App's "Select Location" button and/or the location information as provided by the device only when the user has actively "allowed" the gathering of the device location information through the Location Services feature in the operating system of the device. The location information gathered and stored are only for the incident that is being reported at the time it is reported and not gathered at any other time.

Consent

Your consent to Miami-Dade Transit and BSG's use of your personal information is implied by you downloading the App and using it. Please be aware that although we may request your consent for some disclosures described in this Policy, by downloading the App, using the App, you are deemed to have accepted and agreed to the sharing of your information collected by Miami-Dade Transit and BSG in the manner described in this Policy, and we will not be required to obtain your consent for any disclosure described in this Policy.

Anonymous Reports

When you choose to submit a Miami-Dade Transit Watch report anonymously, the App will still collect the device information and location information permitted by you as described above.

Use of your personal information

Miami-Dade Transit and BSG use your personal information for the following purposes:

1. To help us contact you as you requested; and to administer, maintain, and support the App;
2. To improve the App;
3. Research, statistical analysis and behavioral analysis;
4. To notify you of any changes to the App or to our services that may affect you;
5. Improving our services;
6. To request your feedback on the App and Miami-Dade Transit services; and
7. To comply with legal and regulatory requirements.

Disclosure of your personal information

We may disclose your personal data to:

- Miami-Dade Transit's security or law enforcement employees or contractors;
- Law enforcement and regulatory agencies in connection with any investigation or to help prevent unlawful activity or as otherwise required by applicable law.

Safeguards

We will use technical and organizational measures to safeguard your personal data, for example:

- Access to your App report information is controlled by a password and username.
- We store any information that you provide about your identity such as name, email and phone on secure servers.

While we will use all reasonable efforts to safeguard your personal data, you acknowledge that the use of the internet is not entirely secure, and for this reason we cannot guarantee the security or integrity of any personal data that are transferred from you or to you via the internet.

Changes to privacy policy

We reserve the right to modify and change this Policy at any time without notice. For any significant changes affecting your rights, we will post a more prominent notice of the change to our website. We encourage our customers to review this Policy periodically. You should check this policy frequently to ensure you are aware of the most recent version that will apply each time you use the App. The Miami-Dade Transit privacy policy can be located at: <https://www8.miamidade.gov/global/footer/privacy-and-security-notice.asp>

Questions and Comments

MDT is committed to adhering to this Policy and to protecting the privacy of its customers. Miami-Dade Transit welcomes your questions and comments.

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