

Platform Policies

Cancellation, refunds, accessibility, safety, conduct, and retention

Company-approved policy publication, effective October 7, 2026. Publication does not activate commercial rides or certify that operational requirements are complete. Public rides require applicable permits, insurance, verified driver screening, safety operations, payment accounts and release acceptance. The screening packet remains a provider-review template and cannot be used by itself to order a consumer report.

1. CANCELLATION AND REFUND POLICY

Rider cancellations during the first five minutes after request carry no fee. A \$5.00 fee may apply after five minutes. MyD.D. waives or refunds fees caused by platform failure, driver conduct, safety concerns, duplicate or unauthorized charges, rides not provided, incorrect calculation, or circumstances outside the rider's reasonable control. The current build does not authorize a no-show fee. Refund requests use in-app Support or mydd@myddrideshare.net and are reviewed against the shared trip/payment record.

The five-minute cancellation clock begins at ride request. The stated exceptions continue to apply.

2. NONDISCRIMINATION AND ACCESSIBILITY

MyD.D. prohibits discrimination based on destination, race, color, national origin, religion, sex, disability, age, or another protected status. Drivers must accommodate service animals and mobility equipment as required by law. The wheelchair-accessible need selector, verified supply, and alternate-provider referral workflow must be implemented before launch; these are not currently verified available services.

3. RIDE AVAILABILITY AND SCHEDULING

The current rideshare release scope is on-demand rides. Scheduling and recurring-transportation previews remain separate from commercial on-demand service; this policy does not represent them as fully available. A future scheduling release requires its own verified booking, dispatch, reminder, cancellation, accessibility and driver-assignment workflow, with applicable terms disclosed before use. This product description does not determine the scope of the developer agreement.

4. SAFETY AND INCIDENT RESPONSE

Call 911 for immediate danger or medical emergencies. Then report the incident through in-app Support or (803) 381-0790. MyD.D. may take immediate protective action, preserve evidence, contact insurers or authorities as lawful, and restrict accounts during investigation. The commercial launch requires staffed escalation hours, response targets, insurance claims handling, and documented evidence controls.

5. COMMUNITY CONDUCT

- Treat riders, drivers, support staff, and the public with respect.
- No violence, threats, harassment, sexual misconduct, discrimination, retaliation, fraud, or unlawful activity.
- No impaired, distracted, fatigued, unlicensed, uninsured, or unsafe driving.
- Protect trip and contact information; do not record or publish another person unlawfully.
- Use only the matched app workflow and cashless payment path.
- Report accidents, safety threats, account compromise, and payment errors promptly.

6. DRIVER DEACTIVATION AND APPEAL

MyD.D. may take a driver offline immediately for safety, fraud, expired eligibility, legal, or serious policy reasons. Where legally and operationally appropriate, the notice identifies the reason and how to submit evidence or appeal. Background-report decisions follow separate pre-adverse and adverse-action procedures.

7. DATA RETENTION AND DELETION

TNC service, inspection, and qualification records require at least three years of retention. The company-approved financial retention schedule is three years after the transaction, subject to any longer applicable tax/accounting retention and open payment, dispute or legal holds. Closed safety/support cases are retained for three years after closure, subject to longer required retention or holds. Safety, insurance, fraud, complaint, dispute, and legal-hold records may need longer retention. Users can initiate whole-account deletion in the app; the operator must implement and verify eligible-data deletion or de-identification, retention exceptions, backups, and access controls before representing requests as fulfilled.

8. VERSIONING AND CONTACT

These platform policies share the version above. Material changes are published and may require renewed consent. Contact mydd@myddrideshare.net, (803) 381-0790, or 1122 Lady Street, Columbia, SC 29201.