**Swift! Lost & Found Items Policy**

**(Effective from 1 April 2025)**

**1. INTRODUCTION**

1.1. This Lost & Found Items Policy ("Policy") establishes the procedures, responsibilities, and guidelines governing the handling of items found in Swift! vehicles or at Swift! premises.

1.2. This Policy applies to all Swift! passengers, drivers, and personnel and is incorporated by reference into the Swift! Terms & Conditions for Passengers and Drivers.

1.3. Swift! is committed to facilitating the return of lost items to their rightful owners while maintaining appropriate security measures and respecting privacy concerns.

**2. DEFINITIONS**

2.1. **Lost Item**: Any personal belonging left behind in a Swift! vehicle or at Swift! premises.

2.2. **High-Value Item**: Any item with an estimated value exceeding R2000, including but not limited to electronics, jewelry, official documents, or other valuables.

2.3. **Swift! Collection Point**: Designated locations operated by Swift! for the secure storage and processing of lost items.

2.4. **Swift! Security Personnel**: Authorized Swift! employees or contractors responsible for security matters, including those operating in mobile patrol units.

**3. POLICY FOR PASSENGERS**

3.1. **Reporting Lost Items**

3.1.1. If You believe You have left an item in a Swift! vehicle or at Swift! premises, You should report it immediately through the "Report Lost Item" function in the Swift! App or by contacting Swift! customer experience team.

3.1.2. When reporting a lost item, You should provide as much detail as possible, including:

* Description of the item
* Date and time of the trip or visit
* Trip details (pick-up and drop-off locations)
* Driver's name (if available)
* Any distinguishing features of the item

3.1.3. Swift! will make reasonable efforts to locate the reported item and notify You if it is found.

3.2. **Recovery Process**

3.2.1. If a Driver finds an item that belongs to You and You are identified, the Driver will promptly notify You to arrange for the return of the item.

3.2.2. If You cannot be identified or contacted by the Driver, the Driver will use reasonable judgment to estimate the value of the item:

a) If an estimated value of an item is less than R2000, the Driver will, when possible, deliver the item to a designated Swift! Collection Point, where it will be securely stored for a period of 45 days. During this 45-day holding period, Swift! will make reasonable efforts to identify and notify the rightful owner of the lost item.

b) If the owner of a found item is successfully identified and claims the item within the 45-day period, Swift! will promptly return the item to the rightful owner, subject to verification of ownership.

c) In the event that a found item remains unclaimed after the 45-day period has elapsed, Swift! reserves the right to utilize or dispose of the item in accordance with applicable laws and regulations.

3.2.3. If an estimated value of an item exceeds R2000 or if it is not possible to deliver the item to a Swift! Collection Point, the Driver will immediately transport the item to the nearest police station and promptly provide details about the delivery of the item to Swift!'s customer experience team, in accordance with legal obligations and procedures.

3.2.4. In situations where the Driver cannot reach a Swift! Collection Point or police station in a timely manner, Swift! Security Personnel, particularly those in patrol units, may assist with the secure transfer of lost items to the appropriate destination.

3.3. **Item Retrieval**

3.3.1. To retrieve a lost item, You must provide adequate proof of ownership, which may include:

* Detailed description of the item
* Photo of the item (if available)
* Receipt of purchase
* Other identifying information

3.3.2. Swift! may require You to present valid identification when collecting Your lost item.

3.3.3. Swift! may charge a reasonable administrative fee for the return of lost items to cover the costs associated with storage, identification, and return procedures. This fee will be clearly communicated before the return process begins.

3.3.4. If You are unable to collect Your item in person, Swift! may arrange for delivery at Your expense or allow a designated representative to collect the item on Your behalf with appropriate authorization.

3.4. **Liability Limitations**

3.4.1. You acknowledge and agree that Swift! shall not be liable for any loss or damage to Your items while they are in Swift!'s possession, except to the extent such loss or damage arises from Swift!'s willful misconduct or gross negligence.

3.4.2. You further acknowledge and agree that it is Your responsibility to promptly report any lost belongings to Swift! and provide detailed information to assist in the identification process.

3.4.3. Swift! does not guarantee the recovery of lost items and makes no representations regarding the condition of items that are recovered.

3.4.4. Swift! is not responsible for items that may be lost or damaged during the return process if handled by third-party delivery services chosen by You.

**4. POLICY FOR DRIVERS**

4.1. **Finding and Reporting Lost Items**

4.1.1. If You find any items left in Your vehicle by a Passenger, You must promptly:

* Check for the item owner's identification or contact information
* Secure the item in a safe place
* Report the found item through the "Report Lost Item" function in the Swift! App

4.1.2. When reporting a found item, You must include:

* Clear photos of the item
* Description of the item
* Date and time when the item was found
* Trip details associated with the found item
* Estimated value of the item

4.1.3. All lost items must be properly documented in the Swift! App, which helps Swift! to efficiently match lost items with their rightful owners.

4.2. **Handling Procedures**

4.2.1. If the Passenger can be identified, You must promptly notify the Passenger and arrange for the return of the item, with all communications conducted through the Swift! App for security and record-keeping purposes.

4.2.2. If the Passenger cannot be identified or contacted, You shall use Your reasonable judgment to determine the estimated value of the item:

a) If the estimated value of the item is less than R2000, You shall deliver the item to a designated Swift! Collection Point during operating hours (Monday to Friday, 9 AM to 5 PM and Saturday, 10 AM to 2 PM).

b) If the estimated value of the item exceeds R2000 or if it is not possible to deliver the item to a Swift! Collection Point, You shall immediately notify the nearest police station and promptly provide details about the delivery of the item to Swift!'s customer experience team, in accordance with applicable laws and regulations.

c) If You are unable to reach a Swift! Collection Point or police station due to scheduling conflicts or distance constraints, You may contact Swift! Security Personnel through the Swift! App to arrange for secure transfer of the item. Swift! Security patrol units are available to assist with the collection and proper processing of valuable lost items.

4.2.3. You must obtain and retain a receipt or confirmation when delivering items to a Swift! Collection Point, police station, or Swift! Security Personnel.

4.3. **Driver Responsibilities**

4.3.1. You hereby undertake to make a reasonable effort to ensure that any lost item is safely secured and protected until it is retrieved by the rightful owner and/or delivered to a Swift! Collection Point, transferred to Swift! Security Personnel, or turned in to a police station.

4.3.2. You must not use, open, or examine the contents of any lost item more than reasonably necessary to determine ownership or value.

4.3.3. You must respect the privacy and confidentiality of any personal information that may be contained within or associated with lost items.

4.3.4. You must comply with all applicable laws and regulations regarding found property.

4.4. **Incentives and Compliance**

4.4.1. Swift! may, at its discretion, provide incentives to Drivers who consistently follow proper lost item procedures and successfully return valuable items to their owners.

4.4.2. Failure to comply with this Policy may result in penalties, including but not limited to:

* Temporary suspension from the Swift! platform
* Permanent deactivation in cases of theft or misappropriation
* Legal action in accordance with applicable laws

4.4.3. Swift! reserves the right to investigate any reports of misconduct related to the handling of lost items.

**5. SWIFT! COLLECTION POINTS**

5.1. Swift! maintains designated Collection Points for the secure storage and processing of lost items.

5.2. The current list of Swift! Collection Points and their operating hours can be found in the Swift! App or on the Swift! website.

5.3. Swift! Collection Points implement appropriate security measures to protect stored items, including:

* Secure storage facilities
* Inventory management systems
* Staff training on proper handling procedures
* Surveillance systems

5.4. Access to Swift! Collection Points is restricted to authorized personnel only.

**6. DATA PRIVACY**

6.1. Swift! will process personal data related to lost items in accordance with applicable data protection laws and Swift!'s Privacy Policy.

6.2. Personal information obtained during the lost and found process will be used solely for the purpose of facilitating the return of items to their rightful owners.

6.3. Swift! will not examine the contents of personal devices or access digital information stored within lost items except as strictly necessary to identify the owner or comply with legal requirements.

**7. AMENDMENTS**

7.1. Swift! may amend this Lost & Found Items Policy from time to time. We will inform You of any changes within a reasonable time period by sending a respective notice.

7.2. If You continue using Swift! services after the reasonable notification period has elapsed, You are considered to have accepted the updated Policy.

7.3. The current version of this Policy will always be available in the Swift! App and on the Swift! website.

**8. CONTACT INFORMATION**

For any questions or concerns regarding this Lost & Found Items Policy, please contact the Swift! customer experience team through the Swift! Website or by email at lostandfound@swiift.co.za