

# PartProtection Privacy Policy

PartProtection LLC (“PP”) is committed to protecting the privacy of your personal information. Your privacy matters to us and we recognize the importance of keeping your information secure. Below, you will find the details about our privacy policies and how your information is used and protected.

PP is mindful of the right to privacy of every visitor to our website [www.partprotection.com](http://www.partprotection.com) (“Site”). Our Privacy Policy (“Policy”) explains our online practices and how we collect, use, and protect your information. The Policy may be changed or updated without prior notice to you. By visiting our Site, you acknowledge your agreement to be bound by the practices described in this Policy. Our Privacy Policy applies to all consumers, and we encourage you to read through and review this Policy each time you access the Site. If you do not agree with this Policy, we ask that you not use the Site.

## **Protecting Your Privacy**

### **1. Web Sites Covered**

This Privacy Policy covers the information practices of [www.partprotection.com](http://www.partprotection.com). When sites are posted by PP, the site will link to this Privacy Policy, and this Privacy Policy applies. When sites are posted by third parties, the Privacy Policy of the third party applies, and this Privacy Policy does not apply.

[www.partprotection.com](http://www.partprotection.com) may contain links to other websites. This Privacy Policy applies only to information collected on [www.partprotection.com](http://www.partprotection.com) does not govern the information practices or the content of such other websites. PP encourages you to review the Privacy Policies of other websites to understand their information practices.

## **2. Collection and Use of Personal Information**

PP will collect information from you when you use our websites or services. For example, we may collect your name, address, telephone number, email address, and details about your vehicle. We may also collect information about your claims, as well as information that we receive from dealers, agents, or others who sell PP's service contracts and information you provide on vehicle service applications or other forms.

PP may use your information to determine your eligibility for certain products, process claims, and fulfill its duties under its vehicle service contracts. PP may also use your information to personalize and improve its services, communicate with you, and/or respond to your requests for information about PP's products, services, offers, or promotions.

Providing your personal information is entirely optional.

PP restricts access to your information to authorized PP personnel and applies commercially reasonable security measures to ensure that your information is not used by unauthorized people or for improper purposes.

## **3. Web Site Navigational Information**

PP uses commonly used information-gathering tools, such as cookies, to collect information as users navigate [www.partprotection.com](http://www.partprotection.com) ("Web Site Navigational Information"). This section describes the types of Web Site Navigational Information PP may collect and how PP may use this information.

### **Cookies**

PP uses cookies to make interactions with the Site easy and meaningful. When a user visits the Site, PP's servers send a cookie to the user's computer. By themselves, cookies recognize a user's web browser and do not personally identify individual users. Unless you choose to identify yourself to PP, such as

by responding to marketing material or filling out a web form, you remain anonymous to PP.

There are two types of cookies: session and persistent. Session cookies are transient and exist only during one session. They disappear from your computer when you close your browser software or turn off your computer. Persistent cookies remain on your computer after you close your browser or turn off your computer.

If you have chosen to identify yourself to PP, we use session cookies containing encrypted information to allow us to uniquely identify you. Each time you log into the Site, a session cookie containing an encrypted, unique identifier that is tied to your account is placed in your browser. These session cookies allow PP to uniquely identify you when you are logged into the Site and to process your online submissions and requests. Session cookies are required to use the Site.

PP uses persistent cookies that only we can read and use to identify browsers that have previously visited PP's Site. When you access the Site or provide PP with personal information, a unique identifier is assigned to you. This unique identifier is associated with a persistent cookie that PP places on your web browser. PP is especially careful about the security and confidentiality of the information stored in persistent cookies. For example, PP does not store account numbers or passwords in persistent cookies. If you disable your web browser's ability to accept cookies, you will be able to navigate PP's Site, but you will not be able to successfully use the Site.

### **Web Beacons**

PP uses web beacons, also known as pixel tags, alone or in conjunction with cookies to compile information about users' usage of the Site. Web beacons are clear electronic images that can recognize certain types of information on your computer, such as cookies, when you viewed a particular website tied to the web beacon, and a description of a website tied to the web beacon. For example, PP

may place web beacons in marketing emails that notify PP when you click on a link in the email that directs you to an PP website. PP uses web beacons to operate and improve our website and email communications and to analyze the performance of our marketing campaigns. PP may use information from web beacons in combination with data about users to provide you with information about us.

### **IP Addresses**

When you visit the PP Site, PP collects your Internet Protocol (“IP”) addresses to track and aggregate non-personally identifiable information. For example, PP uses IP addresses to monitor the regions from which users navigate the Site.

### **Third-Party Cookies**

PP periodically engages third-party service providers to track and analyze non-personally identifiable statistical usage and traffic information from Site visitors. PP may also use other third-party cookies to track the performance of PP advertising. The information provided to such third parties does not include personal information, but this information may be re-associated with personal information after PP receives it. This Privacy Policy does not cover the use of third-party cookies.

## **4. Sharing of Information Collected**

PP may disclose your information to its partners and affiliates where doing so would assist PP in serving you better. For example, if you choose to renew your PP vehicle service contract, PP may disclose your contact information, vehicle information, and vehicle service contract and finance contract terms to an affiliate that facilitates contract renewal.

PP does not share your information with nonaffiliated third parties unless PP believes it reasonably necessary to comply with the law or a court order or to protect the rights of PP, PP’s employees, PP’s customers, or others.

## **5. Do Not Track**

PP does not process or respond to “do not track” signals or other similar mechanisms.

## **6. Security**

PP is committed to protecting the confidentiality of your information and online interactions with us. We maintain physical, electronic and procedural safeguards designed to protect your personal information. We have security procedures in place to safeguard against loss, theft, unauthorized access, destruction, misuse, and modification of this information after we receive it. For example, PP restricts access to the information to our employees, agents, and contractors who need to know such information to provide products or services to you.

## **7. Personal Information on Children**

PP products are intended for use by individuals who are at least 18 years old. If you are under the age of 18, you should not be visiting [www.partprotection.com](http://www.partprotection.com). We do not knowingly collect or retain personal information from children under the age of 13. If you are under the age of 13 and are visiting or otherwise using [www.partprotection.com](http://www.partprotection.com), you are expressly prohibited from using our services and are advised not to disclose or provide any personally identifiable information on [www.partprotection.com](http://www.partprotection.com).

## **8. If You Access From Outside the United States**

If you reside outside the United States, you understand and agree that any information you provide to PP will be transferred from the country of your residence or location at the time it was provided to the United States. If you do not want your personally identifiable information to be transferred to the United States, do not provide that information to us. By providing us with your information, you consent to the transfer of your information to the United States.

## **9. Changes to this Privacy Policy**

PP reserves the right to change this Privacy Policy at any time. You will not be given any notice to these modifications. Your continued use of the Site after any changes are posted will be deemed to constitute your agreement to and acceptance of such changes to this Privacy Policy.

## **10. Contacting Us**

Questions regarding this Privacy Policy or the information practices of PP's Site should be directed to PP at [privacy@partprotection.com](mailto:privacy@partprotection.com).

Effective Date: April 2020