

CALL THE CAR

PRIVACY POLICY

Last Updated: January 17, 2020

Your privacy is important to us, so we've developed this Privacy Policy that covers how we collect, use, disclose, transfer and store your information. Please take a moment to familiarize yourself with our privacy practices and let us know if you have any questions.

Collection and Use of Personal Information

Personal information is data that can be used to identify or contact a single person. You may be asked to provide your personal information anytime you are in contact with us or one of our affiliated companies. We and our affiliates may share this personal information with each other and use it consistent with this Privacy Policy. We may also combine it with other information to provide and improve our products, services, content and advertising. You are not required to provide the personal information that we have requested, but, if you chose not to do so, we may not be able to provide you with all our products or services or respond to any questions you may have.

Here are some examples of the types of personal information we may collect and how we may use it:

- When you access our website, we may collect server domain names, email addresses, type of client computer, files downloaded, search engine used, operating system and type of Web browser used.
- When you enroll to receive service, complete service, utilize the mobile app, or setup a profile, we may collect a variety of information, including your name, address, phone number, identification number, company, and/or email address.
- When you communicate with us via email or through the use of the mobile app, we will collect and retain your email address.
- The personal information we collect allows us to keep you posted on our latest product announcements, software updates, and scheduled services. If you don't want to be on our mailing list, you can opt out anytime by contacting us.
- We also use personal information to help us create, develop, operate, deliver, and improve our products, services, content and advertising, and for loss prevention and anti-fraud purposes.
- We may use your personal information, including date of birth, address, and insurance identification number to verify identity, assist with identifying users, and to determine appropriate services.
- From time to time, we may use your personal information to send important notices, such as communications about our services and changes to our terms, conditions and policies. Because this information is important to your interaction with us, you may not opt out of receiving these communications.
- We may also use personal information for internal purposes such as auditing, data analysis and research to improve our products, services, and customer communications.

Collection and Use of Non-Personal Information

We also collect data in a form that does not, on its own, permit direct association with any specific individual. We may collect, use, transfer and disclose non-personal information for any purpose. The following are some examples of non-personal information that we collect and how we may use it:

- We may collect information such as language, zip code, area code, unique device identifier, referrer URL, location, times and the time zone where our products or services are used so that we can better understand customer behavior and improve our products, services and advertising.
- We may collect information regarding activities on our website and mobile application. This information is aggregated and used to help us provide more useful information to our customers and to understand which parts of our website, products and services are of most interest. Aggregated data is considered non-personal information for the purposes of this Privacy Policy.

Cookies and Other Technologies

Our websites, online services, interactive applications, email messages and advertisements may use “cookies” and other technologies such as pixel tags and web beacons. These technologies help us better understand user behavior, tell us which parts of our websites people have visited and facilitate and measure the effectiveness of advertisements and web searches. We treat information collected by cookies and other technologies as non-personal information. However, to the extent that Internet Protocol (IP) addresses or similar identifiers are considered personal information by local law, we also treat these identifiers as personal information. Similarly, to the extent that non-personal information is combined with personal information, we treat the combined information as personal information for the purposes of this Privacy Policy, for as long as it remains combined.

We and our affiliates also use cookies and other technologies to remember personal information when you use our website, online services and applications. Our goal in these cases is to make your experience with us more convenient and personal. For example, knowing your contact information, hardware identifiers and information about your computer or device helps us personalize your operating system and provide you with better customer service. If you want to disable cookies, check with your provider to find out how to disable cookies. Please note that certain features of our website and mobile application may not be available if cookies are disabled.

As is true of most internet services, we gather some information automatically and store it in log files. This information includes Internet Protocol (IP) addresses, browser type and language, Internet service provider (ISP), referring and exit websites and applications, operating system, date/time stamp and clickstream data. We use this information to understand and analyze trends, to administer the site, to learn about user behavior on the site, to improve our product and services and to gather demographic information about our user base as a whole. We also may use this information in our marketing and advertising services.

Pixel tags enable us to send email messages in a format customers can read, and they tell us whether mail has been opened. We may use this information to reduce or eliminate messages sent to customers.

Disclosure to Third Parties

At times we may make certain personal information available to strategic partners that work with us to provide products and services, or that help us market to customers. For example, when you utilize the application or website to schedule transportation, you authorize us, health plans and transportation companies to exchange the information you provide during scheduling to carry out service. Personal information will only be shared by us to provide or improve our products, services and advertising, or to the extent required by contract. It will not be shared with third parties for their marketing purposes.

Service Providers

We share some personal information with companies who provide services to us and our customers, such as third party transportation providers. We require these companies to protect your information in accordance with this Privacy Policy.

We may also share personal information, including GPS location, age, and physical description (and possibly an image) to emergency services in the event of an emergency. These emergency service providers will protect your personal information in accordance with their own privacy policies and in accordance with HIPAA, if applicable.

Others

It may be necessary – by law, legal process, litigation, and/or requests from public and governmental authorities – for us to disclose your personal information. We may also disclose information about you if we determine that for purposes of national security, law enforcement or other issues of public importance, disclosure is necessary or appropriate.

We may also disclose information about you if we determine that disclosure is reasonably necessary to enforce our terms and conditions or protect our operations or users. Additionally, in a reorganization, merger or sale, we may transfer any and all personal information we collect to the relevant third party.

Protection of Personal Information

We take the security of your personal information very seriously. Our online services, such as our mobile application, protect your personal information during transit using encryption such as Transport Layer Security (TLS) or Secure Sockets Layer (SSL). When your personal data is stored by us, we use computer systems with limited access housed in facilities using physical security measures. Data is stored in encrypted form including when we utilize third-party storage.

Integrity and Retention of Personal Information

We will retain your personal information for the period necessary to fulfill the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law. For HIPAA purposes, relevant documentation and records must be retained for at least six years.

Access to Personal Information

You can help ensure that your contact information and preferences are accurate, complete, and up to date by logging in to your account on the mobile app. For other personal information we hold, we will provide you with access for any purpose, including to ask that we correct the data if it is inaccurate, or to delete the data if we are not required to retain it by law or for business purposes. We may decline to process requests that are frivolous/vexatious, jeopardize the privacy of others, are extremely impractical, or for which access is not otherwise required by local law. Access, correction or deletion requests can be made by phone or email. In order to verify your identity, we will need to collect information about you, including your name, telephone number and email address.

Location-Based Services

To provide location-based services on our products and services, we may collect, use and share precise location data, including the real-time geographic location of your mobile device. Where available, location-based services may use GPS, and your IP Address, and other technologies to determine your devices' approximate location.

Third Party Sites and Services

Our websites, products, applications and services may contain links to third-party websites, products and services. Information collected by third parties, which may include such things as location data or contact details, is governed by their privacy practices. We encourage you to learn about the privacy practices of those third parties.

HIPAA

The Health Insurance Portability Accountability Act of 1996 (HIPAA) is governed by the U.S. Dept. of Health and Human Services, office of Civil Rights, and regulates the act that protects the disclosure of a person's medical records. Under HIPAA, all individuals and organizations that are involved in a person's healthcare are required to follow the HIPAA privacy practices.

We will keep your personal medical information confidential and protected in accordance with the requirements of HIPAA. We also will require that all third party service providers that we use understand their obligations under HIPAA and agree to protect your personal medical information as required by HIPAA.

Our Companywide Commitment to Your Privacy

To make sure your personal information is secure, we communicate our privacy and security guidelines to our employees and independent contractors, and strictly enforce privacy safeguards within the company.

CALIFORNIA CONSUMER PRIVACY RIGHTS

If you are a California resident, you have certain privacy rights under the California Consumer Privacy Act ("**CCPA Rights**"). This section describes those rights and how you can exercise them.

Right to Know and Right to Deletion

You can request what personal information we have collected, used, disclosed, and sold in the preceding 12 months. You can also request that we delete your personal information. We may not delete all of your personal information if one of the following exceptions applies:

- **Transactional:** to complete a transaction for which the personal information was collected, provide a good or service requested by you, or perform a contract we have with you;
- **Security:** to detect data security incidents;
- **Error Correction:** to debug or repair any errors;
- **Legal:** to protect against fraud or illegal activity or to comply with applicable law or a legal obligation, or exercise rights under the law, such as the right to free speech; or
- **Internal Use:** to use your personal information, internally, in a lawful manner that is compatible with the context in which you provided the information (i.e. to improve our services).

Please note that if we delete your personal information, many of our services will not work the same.

Right to Opt Out of Sales of Personal Information

Under the CCPA, you have the right to opt-out of the sale of your personal information. However, we do not sell your personal information and therefore do not provide any mechanism for you to exercise the right to opt out.

Right to Non-Discrimination

You have the right not to be discriminated against for the exercise of your privacy rights under the CCPA.

Minors

We do not knowingly collect or maintain the personal information of children under 13. If we learn that we have collected any personal information of a child under the age of 13 without affirmative authorization under the CCPA or verifiable parental consent under the Children's Online Privacy Protection Act (COPPA), we will delete that information from our files as quickly as possible. If you believe that we may have collected information of a child under 13, please contact us at management@callthecar.com.

How to Exercise Your Rights under the CCPA

California residents may request what personal information we have collected or request us to erase that personal information not more than twice in a 12-month period. In order to verify your identity, we will need to collect information about you, including your name, telephone number and email address. Any additional information you provide will be used only to verify your identity and not for any other purpose. In order to designate an authorized agent to act on your behalf you must provide the authorized agent with written permission to do so, and your authorized agent must submit that written proof at the time they make the request on your behalf.

A California resident can make a personal information request by calling us at 855-282-6968 or by emailing us at management@callthecar.com.

Changes to this Privacy Policy

We may update our Privacy Policy from time to time. When we change the policy in a material way, a notice will be posted on our website along with the updated Privacy Policy. We encourage you to check the policy periodically to stay informed of all changes. Your continued use of our services after we post any modifications to this Privacy Policy will constitute your acknowledgment of the modifications and your consent to abide by and be bound by the modified Privacy Policy.

Questions

If you have any questions or concerns about our Privacy Policy, or if you would like to make a complaint about a possible breach of local privacy laws, please contact us. You can always contact us by phone or email.

All communications are examined and replies issued where appropriate as soon as possible. If you are unsatisfied with the reply received, you may refer your complaint to the relevant regulator in your jurisdiction.

Call the Car
2589 East Washington Blvd.
Pasadena, CA 91107
Phone: 855-282-6968
Email: management@callthecar.com

© Call the Car January 2020