



Online Garage® powered by AAA
Privacy Policy

UPDATED: May 17, 2018

This Privacy Policy (“Privacy Policy”) applies to your use of the Online Garage powered by AAA (“Online Garage”), and the associated website(s) and/or mobile application(s) identified below (the “Site(s)”), which Site(s) are operated by AAA Club Alliance Inc. (“ACA”) in connection with the Online Garage Program. The Online Garage Program and the Site(s) are referred to herein together as the “Services.” As used herein, the terms “we,” “us” and “our” refer to ACA and the terms “you,” “your” and “yours” refer to the person accessing the Services.

ACA considers your privacy important to you and to us. The Online Garage Privacy Policy describes the online and offline practices of ACA regarding how we collect, use, disclose and store information about you in connection with the Services.

PLEASE REVIEW THIS PRIVACY POLICY CAREFULLY BEFORE USING THE SERVICES. YOUR USE OF THE SERVICES AND/OR SUBMITTING INFORMATION INDICATES THAT YOU ACCEPT THIS PRIVACY POLICY AND THE ASSOCIATED ONLINE GARAGE PROGRAM TERMS AND CONDITIONS AND CONSENT TO THE COLLECTION AND PROCESSING OF YOUR INFORMATION. IF YOU DO NOT AGREE WITH ANY PART OF THIS PRIVACY POLICY, PLEASE DO NOT USE THE SERVICES OR ACCESS THE SITES.

General

The Services are offered and provided by ACA to current members of AAA and residents within the territories of the ACA Program Partners that provide access to Online Garage, who are age eighteen (18) years or older and who elect to register a vehicle (“Vehicle”) and subscribe to the Services (“Subscription”). The Services are offered in conjunction with ACA approved vendor organizations, including American Automobile Association, Inc., AAA Clubs, AAA Approved Repair (“AAR”) facilities and other third party service providers (collectively, the “Program Partners”).

This Privacy Policy describes:

- The types of information that are collected from you through the Site(s) in connection with the Services
- How ACA and the Program Partners may use the information
- How ACA may share the information with other third parties
- The security of the information

This Privacy Policy will instruct you on how you can verify the accuracy of your personally identifiable information submitted through the Site(s) and how you can request that we delete your personally identifiable information from our databases.

ACA reserves the right, in its sole discretion, to change, modify, add or remove any portion of this Privacy Policy in whole or in part, at any time. If we make any changes to this Privacy Policy, we will

post the effective date of the update on this Privacy Policy or may notify you by email or as otherwise required by applicable law. Therefore, we ask you to check this Privacy Policy occasionally to be sure that you are aware of these changes. If we make any material changes as to how we use or share your personal information, we will also provide notice on the Sites and will obtain your consent, if required.

Your continued use of the Site(s) after any changes are posted shall be considered acceptance of those changes.

Except as otherwise provided, ACA owns, controls or licenses all aspects of the Site(s). This Privacy Policy applies to the Services, and does not cover the collection or use of information on or through other ACA web sites or in connection with other ACA products or services. If you use other ACA web sites or take advantage of other ACA products or services, you should review our privacy policies applicable to those sites, products and/or services, as our information collection and sharing policies may vary.

Collection of Non-Personally-Identifiable Information on the Site(s)

We automatically collect certain information when you use the Site(s). For example, we may collect identifying information that allows us to track the number of users of the Site(s) and the way they navigate through the Site(s). The types of identifying information collected may include the date and time you use the Site, the search terms that you use, as well as, as applicable, the IP address, type of device, operating software and browser or application being used to access or use the Site.

If you use or visit one of our Site(s), we may use cookies and other technologies, like pixel tags (also called “web beacons” or “clear GIFs”) and may also allow third parties, such as advertisers, to place cookies and other technologies, like pixel tags, on your device. Cookies are pieces of information generated by web servers and stored in your device for future access. Cookies can securely store a user’s password, your membership or loyalty card account numbers, personalize a Site, and identify which parts of a Site have been used by you. . Cookies allow us to tailor our services for you.

The use of cookies is an industry standard; most major websites use them. Cookies come in two types that might be used on our Website: a persistent cookie and a session cookie. A persistent cookie gets entered by your Web browser in the “cookies” folder on your computer and remains in this folder after you close your browser. Persistent cookies may be used by your browser on subsequent visits to the site. A session cookie is held temporarily in your computer’s memory and disappears after you close your browser or shut off your computer.

We only use cookies to gather the information indicated in this Privacy Policy and do not use cookies to gather other personal identifying information about you without your consent. Although ACA does not collect personally identifiable information automatically, we may tie information collected automatically to your previously submitted personally identifiable information.

We also use clear gif tracking images on some of our pages and in our HTML e-mails that we send you to determine open rates.

We use web analytics tools, including Google Analytics and Omniture, to help analyze how users use the Website. The web analytics tools use cookies to collect standard Internet log information and visitor behavior information in an anonymous form. The information generated by the cookie about your use of the Website (including IP address) is transmitted to our web analytics service providers. This information is then used to evaluate visitors’ use of the Website and to compile statistical reports on Website activity for us.

We may use IP addresses, geo-location information and anonymous demographic information in the aggregate to share with our advertisers and market researchers to improve the design of the Site(s) to better serve our customers and otherwise for ACA business purposes. We may also share this aggregated information with other third parties who are providing services to us. While it is possible to correlate this information to particular individuals, we do not generally do so for information collected on the Site(s); however, we reserve the right to drill down into anonymous demographic information or otherwise correlate it to particular individuals in order to investigate unlawful conduct and/or breaches of any of our Terms and Conditions.

Voluntarily Provided Personally-Identifiable Information

When you visit the Site(s), we will NOT collect any personally identifiable information about you from you (such as your name, e-mail address, postal address, home, work or mobile telephone number, AAA member identification number) (“Personal Data”) unless you provide it to us voluntarily. You supply us your Personal Data when you take an action such as subscribing to the Online Garage Program or a particular service offered under that Program, requesting information or otherwise voluntarily supplying your Personal Data to us. As discussed further below, we will also collect certain information about the Vehicle or Vehicles that you register with the Online Garage Program (“Vehicle Data”), including information about repairs performed on the registered Vehicle.

We may collect your Personal Data for our business purposes, including, but not limited to:

- Processing your requests and transactions
- Corresponding with you regarding the Services
- Announcements
- Promotions
- Offering or furnishing additional products and services as part of the Services
- Personalizing the types of information you receive from ACA in connection with the Services
- Assessing trends in your use of the Site(s) or Services
- Developing content and functionality that helps us better serve your needs
- Operating and improving the Online Garage Program, the Services and products we provide
- Sending or having third parties send marketing materials and communications to you about products and services related to the Online Garage Program that we think may be of interest to you.

If we collect your Personal Data, as described in this Privacy Policy, we may use that Personal Data to communicate with you by email, text message, telephone or otherwise. There are instances where you will have the opportunity to subscribe to an e-mail list that will send information about the Site(s) or our advertisers to your e-mail address, or to receive text messages, but this will be done only with your permission and consent.

Without limiting the foregoing, when you subscribe to the Online Garage Program, ACA will collect Personal Data and also Vehicle Data such as Vehicle identification number (VIN), Vehicle make, model and year, as well as information regarding the service and repair history of your Vehicle. Such information will be shared with Program Partners in order to implement and provide the Services to you, and for other business purposes related to the Services. For example, your Personal Data and/or Vehicle

Data may be provided to a AAA Call Center or AAR facility to facilitate the provision of repair services to you.

Use and Sharing of Personal Data and Vehicle Data

In addition to the uses identified above, your Personal Data and Vehicle Data may be used by ACA and shared with Program Partners, affiliates, agents, or contractors contracting with ACA in connection with the performance of the functions and services for which we engage these individuals or entities relating to the Services and/or Site(s). Such services include, but are not limited to, use of your Vehicle Data in combination with Vehicle Data from other subscribers to compile a database of vehicle service and repair information that can be used to provide anonymized vehicle history reports to you and others.

Further, your Personal Data and Vehicle Data may be shared with third parties who may offer to you goods or services that we believe might be of interest to you. The companies outside our own affiliates are permitted to use this information to promote their products and services to you, but are not permitted to share your information or to use it for any other purpose without our specific consent. We are not liable for the privacy policies of such non-affiliated companies. By subscribing to the Online Garage Program and providing your Vehicle Data, you consent to such use and disclosure of your Personal Data and Vehicle Data.

If another AAA member registers on any Site using a vehicle identification number (VIN) that matches a VIN that you have registered, we may disclose all Vehicle Data associated with such VIN to such AAA member, without prior notice to you. Further, we may provide to third party service providers Vehicle Data for use in databases that offer vehicle history reports, so long as we do not identify you as the owner of such vehicle.

Additionally, at times we may be required by law or legal process to disclose your Personal Data or Vehicle Data. We may also disclose information about you if we believe that disclosure is necessary for the public interest. We may release Personal Data or Vehicle Data in order to comply with requests from law enforcement and government agencies, to enforce the Privacy Policy, Terms of Use and other agreements, and to protect customers and others. We may do so when we believe in good faith that disclosing this information is otherwise necessary or advisable, including, for instance, to identify, contact, or bring legal action against someone who may be causing injury to or interfering with the rights or property of ACA, another user or anyone else that could be harmed by such disclosures.

ACA may transfer any information in its databases, including, but not limited to, Personal Data or Vehicle Data, to an affiliate or to a third party as part of a transfer of business assets or in connection with our, or any of our affiliates' participation in (in each case whether in whole or in part) a merger, sale, acquisition or other change of ownership or control by or of us.

Except as expressly provided in this Privacy Policy, ACA will not intentionally share with any third party the Personal Data or Vehicle Data that you provided through the Site(s) or Vehicle Data that we otherwise collect, without notice to you. Even after you cease using any Site or ACA_ ceases making available any Site for your use, ACA and its Program Partners may retain information collected through such Site and continue using such information as described in this Privacy Policy.

Security

ACA places safeguards on the Site(s) designed to protect against loss, misuse, unauthorized access to, and alteration of, Personal Data and other data that you provide to us, including through the use of physical, electronic and administrative procedures.

ACA is committed to keeping secure the data you provide us and will take reasonable precautions to protect your personally identifiable information from loss, misuse or alteration. ACA utilizes industry standard internal security practices to safeguard the information we have about you. ACA uses administrative, technical and physical safeguards designed to restrict access to your Personal Data and Vehicle Data and account information to those ACA employees or service providers who need to know that information in order to serve you. Agents or contractors of ACA who have access to your Personal Data in connection with providing services for the Site(s) are required to keep the information confidential and are not permitted to use this information for any other purpose than to carry out the services they are performing in connection with the Services and/or the Site(s).

Although ACA uses such safeguards, ACA does not make any warranty, express, implied or otherwise that ACA or the Program Partners will be able to prevent loss, misuse, unauthorized access to, or alteration of, Personal Data, Vehicle Data or any other information that you provide to us through the Services and/or the Site(s). The security of information transmitted through the Internet or via e-mail, text or other means, can never be guaranteed. Users of the Services and/or the Sites are responsible for maintaining the security of any password, user ID or other form of authentication involved in obtaining access to password protected or secure areas of the Sites. You should recognize that your use of the Internet or any disclosure of your Personal Data or Vehicle Data to ACA is solely at your own risk. We urge you to take every precaution to protect your Personal Data and other information when you are on the Internet or storing or accessing such information on any handheld device. If any breach of security is suspected we may suspend your use of any of the Website, or other systems, without notice, to protect you and your data while we investigate the issue. Access to and use of password-protected and/or secure areas of any of the Website or other systems is restricted to authorized users only. Unauthorized access to such areas is prohibited.

Emails and Text Messages

You may receive emails or text messages from ACA relating to Online Garage. You can unsubscribe by clicking on the links available in the emails, or as may be stated in the text message, or by contacting us as provided in this Privacy Policy.

We try to strike a balance between the security of your Personal Data, Vehicle Data and account information and your convenience. We note that we may send you an e-mail or a text message in unencrypted form (i.e. instantly readable) because many of the members are unable to access encrypted (i.e. coded) e-mails or texts. This means that such message, if misrouted or intercepted, could be read more easily than encrypted messages. For this reason, please do not include confidential information, in any unencrypted e-mail or text you send to us.

Links to Other Sites

The Sites may contain links to websites that are not owned or controlled by ACA, whether of Program Partners or unaffiliated third parties (“Third Party Sites”). ACA does not monitor and has not necessarily reviewed the information on any Third Party Sites. ACA makes no representations or warranties of any kind with regard to any Third Party Sites, the information, products or services offered on them, or their

terms of use, security or privacy practices. You should review the terms of use and privacy policy of each Third Party Site that you visit, and your use of any Third Party Site is at your sole risk.

Mobile Computing

ACA may provide Sites and online resources that are specifically designed to be compatible with and used on mobile computing devices. Mobile versions of our Sites or mobile applications may require that users log in with an account. In such cases, information about the use of each mobile version of the Sites may be associated with user accounts. In addition, ACA may enable individuals to download an application, widget or other tool that can be used on mobile or other computing devices. Some of these tools may store information on mobile or other devices. These tools may transmit information to us to enable you to access user accounts and to enable us to track use of these tools. We may use personal or non-identifiable information transmitted to us to enhance these tools, to develop new tools, for quality improvement and as otherwise described in this Privacy Policy or in other notices we provide.

Contacting Us Regarding Your Personally Identifiable Information

You may contact us at AAAHelp@onlinegarage.com to request corrections, amendments or deletions to the Personal Data or Vehicle Data that you have provided through the Site(s), if any. ACA will use reasonable efforts to supply you with requested information, correct any factual inaccuracies, remove your name from our mailing list(s) or otherwise address your concern.

Under California’s “Shine the Light” law, California residents who provide personally identifiable information to us in obtaining services for personal, family or household use are entitled to request and obtain from us once a calendar year information about certain types of information we may share with other businesses for their own direct marketing uses and a list of all third parties to whom Personal Information was disclosed. To make such a request, please send an email to AAAHelp@onlinegarage.com and include the phrase “California Privacy Request” in the subject line, and provide us with your name, address and email address. We will respond to you within 30 days of receiving such a request. Please be aware that not all Personal Information sharing is covered by the “Shine the Light” requirements and only information on covered sharing will be included in our response.

Children

The Site(s) are not intended for children under the age of 13, and ACA does not intentionally collect Personal Data from children under 13. If you have reason to believe that we have collected Personal Data from someone under 13 years of age, please contact us at AAAHelp@onlinegarage.com.

Questions or Concerns

If you believe that ACA has acted inconsistently with this Privacy Policy, please notify us at AAAHelp@onlinegarage.com or at Online Garage c/o AAA Club Alliance Inc., One River Place, Wilmington, DE 19801, Attn: Legal Department-Privacy; and we will try to resolve your concern.

Applicability

Sites: www.aaa.com/onlinegarage
www.aaa.com/onlinegarage-home