

CarSolve - Privacy Policy

Welcome! Your use of the CarSolve, Inc (the “Company”) website located at <https://www.dealers.carsolve.com> (the “Website”), the Company’s application (the “App”) and the services made available through same (the Website and the App, collectively, the “Sites”). If you do not understand or have questions about the Privacy Policy, immediately stop all use of the Sites. If you do not accept this Privacy Policy, you may not use the Sites. If at any time you do not agree to this Privacy Policy, you must cease your use of the Sites.

The Company (“we” or “us” or “our”) is committed to taking reasonable steps to protect your privacy online and manage your information responsibly. This Privacy Policy is intended to notify you of our online privacy practices, the type of information that may be collected and stored, how the information is used, with whom the information may be shared, what choices are available to you regarding the collection, use and distribution of the information, what kind of security procedures are in place to protect the loss, misuse or alteration of information under our control, and who to contact with questions or concerns.

This Privacy Policy does NOT apply to other websites to which we may otherwise link, or to other companies, third-party vendors who provide services to us, or entities who might be listed as third-party contacts on the Sites, each of which may be governed by their own privacy policies. This Privacy Policy also does not apply to information we may obtain from other sources about you. By using the Sites and/or by contacting us and providing any personal information, you consent to the collection, transfer, storage, disclosure and use of information by us in accordance with this Privacy Policy. If we decide to change our Privacy Policy, we will post those changes on this page.

1. Why We Collect Information

We collect personal information because it helps us provide and improve our services, and to allow us to better serve our customers. In addition, your personal information helps us communicate to you our latest services and information and events about which you might like to hear. We also may correlate your personal information with information from other sources. For example, we may cross-check the personal information you provide to us against information that might be otherwise available through other entities in order to prevent or detect fraud.

2. How We Collect Information

We collect information in three primary ways:

- a. **You Give Us Information:** We collect information from you when you submit it to us through our Sites through Contact or through chat/text box on the Sites or otherwise, via e-mail, when you provide it to us on a phone call or when you otherwise provide it to us in person or in writing. We also collect information from you when you contact our customer service. We also collect information when you enter into any agreement with us, including a Motor Vehicle Consignment Agreement, whether or not same is directly through the Sites. We also collect information from you when you visit us on social

media, including but not limited to, on Facebook®, Twitter® or Instagram®. We also collect information that you provide to us through any Company online portal made available to you.

- b. **We Collect Information Automatically:** We automatically collect certain types of information when you visit our Sites. For example, we automatically collect various types of technical information when you use our Sites and as otherwise described in this Privacy Policy.
- c. **We Collect Information from Other Sources:** We may obtain information about you from outside sources. For example, we may obtain commercially available information about you from third parties or purchase e-mail lists from third parties for advertising and marketing purposes. We may also receive information from third-parties who provide services for us through web-beacons and other technologies as otherwise discussed in this Privacy Policy.

Please do not supply the following to us:

- Any other person's personal data, unless the Company explicitly asks you to do so;
- Any categories of your personal data that have not been explicitly requested by the Company;
- Any confidential, proprietary, secret or legally protected information which you are not explicitly requested by the Company to provide; and
- Any confidential, proprietary, secret or legally protected information which are under any legal obligation to not provide to or share with the Company.

3. What Information We Collect

We may collect, store and use the following kinds of personal data:

- Information required by the Company when you enter into an agreement with us, including name, e-mail address, physical address, city, zip code, insurance policy name and policy number, vehicle identification number (which may or may not be personal data to you), age (confirming that you are 18 or older), information on any lienholders, or to respond to your inquiries, and address concerns you may have.
- Your driver's license number and related information provided by you, federal tax identification number, social security numbers, other government issued identification, surety bond information which may contain personal data, and any other personal data all to the extent necessary for you to conduct business with the Company or as required by applicable law.
- Financial and account information provided by you in connection with any purchases of vehicles or otherwise on or through the Sites.

- Information that you provide seeking employment through the Sites.
- Information about your visits to and use of the Sites, and information you provide to us via the Sites.

Even if you do not submit personal information through the Sites (but visit same), we may gather navigational information about where visitors go on the Sites and information about the technical efficiencies of our Sites and services (i.e., time to connect to the Sites, time to download pages, etc.). Collecting this information allows us to see which areas of our Sites are most visited and helps us better understand the user experience. Additionally, collecting this information helps us improve the quality of the Sites by recognizing and delivering more of the features, areas, and services our visitors prefer. In this process of gathering information, we may collect personally identifiable and non-personally identifiable information (for example, domain type, browser type and version, service provider and IP address, referring/exit pages, operating system, date/time stamp, and click-stream data).

We may also create and use electronic records to compile statistics about how our visitors collectively interact with our Sites.

Use of Cookies:

Cookies are bits of electronic information that a website may transfer to a visitor's computer to identify specific information about the visitor's visits to the Sites. The Sites may use a browser feature known as a cookie, which assigns a unique identification to your computer. Cookies are typically stored on your computer's hard drive and are used to help track clicks as you go through the pages within our Sites. We may also use cookies to tell us whether you have previously visited the Sites. We also use cookies which may be set by third-parties with whom we have entered into agreements which may enable us to obtain analytics information about the use of our Sites. You can set your browser not to accept cookies or to notify you when you are sent a cookie, giving you the opportunity to decide whether or not to accept it. You may also use commonly available tools in your browser to remove cookies which may have been placed onto your computer. To learn more about cookies, please visit <https://www.allaboutcookies.org>; <https://www.allaboutcookies.org/mobile/>.

Cookies Used By Our Service Providers And Vendors

Our service providers and vendors may use cookies and those cookies may be stored on your computer when you visit our Sites. These service providers and vendors include:

- authentication – we use cookies to identify users of the website and/or the location of individuals accessing the website;
- status – we use cookies to help us to determine if you are logged into our website;
- personalization – we use cookies to store information about your preferences and to personalize the website for you;

- security – we use cookies as an element of the security measures used to protect user accounts, including preventing fraudulent use of login credentials, and to protect our website and services generally;
- analysis – we use cookies to help us to analyze the use and performance of our website and services; and
- cookie consent – we use cookies to store your preferences in relation to the use of cookies more generally.

You should review the privacy and cookie policies of the above websites to learn more about the cookies that are used in connection with the above, as well as the information obtained.

The above websites and cookies may change from time to time as we use different vendors or services providers to provide some or all of the services offered or provided by the above services and websites, or additional services we decide to include. While we periodically update our list of such vendors and service providers, the above list may not be complete at any given time.

Managing Cookies

- Most browsers allow you to refuse to accept cookies and to delete cookies. The methods for doing so vary from browser to browser, and from version to version. You can however obtain up-to-date information about blocking and deleting cookies via these links:
- <https://support.google.com/chrome/answer/95647?hl=en> (Chrome);
- <https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences> (Firefox);
- <http://www.opera.com/help/tutorials/security/cookies/> (Opera);
- <https://support.microsoft.com/en-gb/help/17442/windows-internet-explorer-delete-manage-cookies> (Internet Explorer);
- <https://support.apple.com/guide/safari/view-a-privacy-report-ibrw35004465/mac> and <https://support.apple.com/guide/safari/prevent-cross-site-tracking-sfri40732/14.0/mac/11.0> (Safari); and
- <https://privacy.microsoft.com/en-us/windows-10-microsoft-edge-and-privacy> (Edge).
- Blocking some or all cookies will have a negative impact upon the usability of many websites, including our Sites and our services.

Use of Web Beacons, Clear-GIFs, Pixel Tags and JavaScript:

We also may use “pixel tags” (also called “action pixels,” “web beacons” or “clear gifs”) and/or JavaScript plug-ins, placed on our Sites and in our emails to you. These web beacons and

plug-ins are small graphic images (typically that you cannot see) or code on a website or in an email message which are used for such things as recording webpages and advertisements clicked-on by a user, or for tracking the performance of email marketing campaigns. These devices help us analyze our users' online behavior and measure the effectiveness of our website and our marketing. We may also work with third-party service providers that help us track, collect, and analyze this information. Third-party entities with whom we have agreements may place these devices on the website and/or in emails to use information obtained from them such as pages viewed, items purchased, emails opened and items upon which you may click in emails. These third-party providers may also place cookies onto your computer. Those third-party cookies may enable us to obtain aggregate demographic information and user statistics about you and your preferences from these third-party sources as well as our information we have about you.

Device Identifiers:

A "device identifier" is a mechanism whereby we may automatically collect an IP address, mobile advertising identifier or other unique user identifier information for the computer, mobile or other device being used to access the Sites or third-party websites to which we may link for advertising purposes. A device identifier attaches a number that is automatically assigned to your computer or device that identifies it, similar to a cookie. We may use the device identifier to administer the Sites, help diagnose problems, analyze trends, track a user on the Sites, identify a user shipping cart or purchase preferences, deliver advertising or obtain general demographic data. Most computers and mobile devices will allow you to turn off, block or delete device identifiers.

Server Logs:

A web "server log" is a record of activity created by a computer that delivers certain webpages to your browser. Certain activities that you perform on our Sites may record information in server logs. For example, if you enter a search term into a search box located on the Sites, the server log may record the search term, the link you clicked on to bring you to our Sites and/or information about your browser, such as your IP address and the cookies set on your browser.

Search Queries on Our Sites:

We may provide you with options to search for information on our site. If you enter information in a search query box, we may store that information and we may aggregate that information with other information we may have about the browser and/or IP address from which the search query originated.

Social Media Platforms:

We may link to certain Company social media platforms on Facebook®, Instagram® and Twitter® or other platforms. When you engage with our content at or through these social media platforms, you may be asked to share certain information about these interactions with us. Please review the privacy policies/notices and privacy settings with each such social media

platform you use so you understand how this data and information may be used, and to choose your options for the sharing of such data and information.

4. How We Use the Information We Collect

We use the information we collect in a variety of ways. We use this information for everyday business purposes, including managing your business and our relationship and prospective relationship with you.

Generally, using all of the above mentioned, and similar type tools, we may collect, aggregate, and use de-identified information from or about you such as data about the type of browser and operating system used, your geographical location, which webpages and social media pages you view, the time and duration of your visits to our Sites, the search queries you may use on the Sites and any other submissions you may make, whether you clicked on any items or links on the Sites, whether you have clicked on any links in any emails sent from us, or third-parties on our behalf, whether you have chosen to opt-out of certain services or information sharing, and whether you have viewed or ordered certain products or services. We may also use this information to respond to inquiries you have made, to provide information you have requested, or to address any issues you have raised.

We may also use the information we collect internally in our business for many business purposes, such as to: (i) provide the services you may seek; (ii) analyze trends and conduct research; (iii) provide support and respond to questions from our users, Sites visitors and customers; (iv) improve our Sites or services; (v) learn about users' and customers' needs; (vi) contact users for research, informational, and marketing purposes, including customizing our Sites and social media pages for you based upon your information and browsing habits; (vii) track traffic patterns and Sites usage; (viii) provide customer service and technical support; (ix) correlate information with other commercially available information to identify demographics and preferences to assist us and our customers in our research and marketing efforts; (x) provide specific relevant marketing, promotional, or other information to you; (xi) address information security and/or privacy practices, network functioning, engineering, and troubleshooting issues; (xii) investigate claims and/or legal actions, violations of law or agreements, and compliance with relevant applicable laws and legal process; (xiii) comply with law, or based on our good faith belief that it is necessary to conform or comply with the law, or otherwise to disclose information to prevent fraud to reduce credit risks, to cooperate with police and other governmental authorities, or to protect the rights, property or safety of visitors to the Sites, our partners or customers, or the public; and (xiv) process or engage in a sale of all or part of our business, or if we go through a reorganization or merger.

We may also share personally identifiable information and non-personally identifiable information externally with our affiliates and business partners, as well as with other third-party service providers who help us provide operational services for the site and our business, which might include, but is not necessarily limited to: business entities that provide e-mail address management and communication contact services, retargeting services, network equipment and application management providers and hosting entities, credit and debit card payment gateways and processors and the issuing and acquiring banks involved in the funds settlement procedures

necessary to charge your cards or other financial accounts or otherwise engage in financial transactions with you (which may be performed directly by Company or through a third-party provider), entities which obtain information such as demographic information which might be aggregated with information we have about you, entities that allow us to personally identify visitors to the Sites, judicial, administrative and/or legal or financial accounting providers in the event that information must be reviewed or released in response to civil and/or criminal investigations, claims, lawsuits, or if we are subject to judicial or administrative process (such as a subpoena) to release your information or to prosecute or defend legal actions, and other service providers which may be involved in the other types of services and activities otherwise discussed in this Privacy Policy.

5. Business Transfers

If the Company or substantially all of its assets were acquired, or in the unlikely event that the Company goes out of business or enters bankruptcy, user information would be one of the assets that is transferred or acquired by a third party. You acknowledge that such transfers may occur, and that any acquirer of the Company may continue to use your personal information as set forth in this Privacy Policy.

6. Your Choices about the Information We Collect

If you do not consent to the way in which we may use your personal information, please do not submit any personal information to us. Please note that if you do not provide us with certain personal information the Company may be unable to provide you with its services, or those services may not be as good as they otherwise could be.

You may opt out of our various communications as follows:

E-mail Communications: (1) click the unsubscribe link located in our emails, or (2) by calling us at 360-602-6811 and clearly setting forth your request.

Third-Party Sharing: (1) e-mail us at dealers@carsolve.com with the words “THIRD-PARTY E-MAIL REMOVAL” in the subject line, or (2) by calling us at 360-602-6811 and clearly setting forth your request.

- Note that removal from third-party lists may take up to three (3) months to be effective.

Text/SMS Message Consent and Opt-Out: If you choose, you can provide your mobile phone number to receive text message alerts from the Company. By providing your mobile phone, you are consenting to receive automated marketing text messages from us, but you can always purchase products from the Sites without providing this consent. Message and data rates may apply and you should check the rates of your mobile carrier. You can opt out from further text marketing communications by texting STOP to the SMS number used by the Company to contact you.

We may share your mobile phone number with service providers with our service providers to help us with the above activities, but not for their own marketing. We do not guarantee

availability or performance of this text/SMS service, including liability for transmission delays or message failures.

Please note that even once we comply with any of your requests as set forth above, de-identified and aggregate data including your personal information may still be shared, but it will not be identified or identifiable to you.

7. Privacy of Children Who Visit the Sites

We recognize the importance of children's safety and privacy. The Sites is not designed to attract children and is not intended for use by any children under the age of 18. We do not request, or knowingly collect, any personally identifiable information from children under the age of 18.

8. Your California Privacy Rights – CALIFORNIA RESIDENTS ONLY

Requests for Information

Under Section 1798.83 of the California Civil Code, residents of California have the right to request from a business, with whom the California resident has an established business relationship, certain information with respect to the types of personal information the business shares with third parties for those third parties' direct marketing purposes, and the identities of the third parties with whom the business has shared such information during the immediately preceding calendar year. To exercise your rights, you may make one request each year by emailing us at Dealers@carsolve.com with "CARSOLVE - REQUEST FOR CALIFORNIA PRIVACY INFORMATION" in the subject line and explicitly makes such request. Be sure to provide in the request sufficient information to properly identify you and/or the members of your family to whom the request applies.

Do Not Track Disclosure

As required by Section 22575 of the California Business and Professions Code, the following disclosure is made to California residents and to residents of other states:

Our Sites do not alter its behavior or change its services when it receives a “do-not-track” flag or signal from your operating system or browser. As described herein, we use cookies and other tools to collect information about you when you visit our Sites to, among other things, better tailor the features, performance and support of our products, services and Sites. After you leave or close-out from the Sites, we do not track your online activity on other apps or websites, but third parties (and their affiliates) may track your online activity to offer you advertisements. This tracking is anonymous and is not linked to your personal information.

Marketing

We collect various types of personal data about you during the course of your relationship with us. Under California law, if you are a resident of California, you may make a written request to us to disclose the categories or personal data of yours which we have shared with third parties,

for the third parties' direct marketing purposes during the prior year. In response to your written request, we are allowed to provide you with a notice describing the cost-free means to opt-out of our sharing your information with third parties with whom we do not share the same brand name, if the third party will use such information for its direct marketing purposes.

If you would like to exercise your rights under California law, please send your written request to the e-mail address or postal address below with the words "**CARSOLVE - CALIFORNIA OPT-OUT**" in ALL CAPS in the subject line or clearly set forth elsewhere. Please include your postal address in your request. Within thirty (30) days of receiving your written request, we will provide you with a Third-Party Direct Marketing Opt-Out Form so you may request that your personal data not be disclosed to third parties for their direct marketing purposes.

E-mail Address:

Dealers@carsolve.com

Postal Address:

CarSolve, Inc
1499 SE Tech Center Place
Ste 290
Vancouver, WA 98683
United States of America
ATTENTION: Privacy

Phone:

360-602-6811

Consumer Rights Under the California Consumer Privacy Act of 2018 (the CCPA)

To the extent the California Consumer Privacy Act is applicable, with certain exceptions and, including in connection with data subject to federal regulation (i.e., the Health Insurance Portability and Accountability Act (HIPAA), the Gramm-Leach Bliley Act California (GLBA), the Fair Credit Reporting Act (FCRA), or the Drivers' Privacy Protection Act (DPPA)), contractual rights and obligations, and certain other exceptions, California residents have the following rights with respect to our data collection and data processing of California residents' personal data which is collected in California, processed in California, or part of a transaction occurring in California:

(1) The right to know whether your personal data was collected by us. In large part, the personal data we collect is set forth above in this Privacy Policy.

(2) The right to request the categories and specific pieces of personal data that we have collected about you in the past 12 months, the categories of sources for which that information is collected, the business purposes for collecting or selling the information, and the categories of third parties with whom the information is shared.

(3) The right to know what information we are collecting about you and the purposes for which it is being used. In large part, the type of information we collect and the purpose for which it is collected is set forth above in this Privacy Policy.

(4) The right to not allow us to sell any of your personal information.

(5) The right to have your personal information deleted, subject to certain exceptions.

(6) The right to not be discriminated against for exercising any of the above rights. We will not discriminate against you if you exercise any of the above rights. However, as explained, some or all of our Services necessarily require us to process your personal information, and share your personal information with certain third parties in connection with providing the Services. Therefore, and as explained above, exercise by you of certain of the above rights may impact our ability to provide the Services to you.

TO THE EXTENT APPLICABLE, AND TO EXERCISE ANY OF THE ABOVE RIGHTS, PLEASE CONTACT US AT ANY OF THE BELOW AND INCLUDE THE WORDS “**CCPA RIGHTS**” IN ALL CAPS IN THE SUBJECT LINE, OR BE CLEAR BY PHONE THAT YOU WANT TO EXERCISE YOUR CCPA RIGHTS ***and*** CLEARLY LET US KNOW WHAT RIGHTS YOU SEEK TO EXERCISE.

E-mail Address:

Dealers@carsolve.com

Postal Address:

CarSolve, Inc
1499 SE Tech Center Place
Ste 290
Vancouver, WA 98683
United States of America
ATTENTION: Privacy

Phone:

360-602-6811

9. Visitors to the Sites From Outside of the United States

Your connection may be through and to servers located in the United States. Please note that the data protection laws in the United States and other countries might not be the same as those in your country. The Company does not target or seek visitors from outside the United States. By using the Sites and/or submitting information to us, you specifically consent to the transfer of your information to the United States to the facilities and servers we use, and to those with whom we may share your information.

10. Updating Personal Information

We prefer to keep your personal information accurate and up-to-date. If you would like to change your contact information, please update your account information by calling us at 360-602-6811 or email at Dealers[@carsolve.com](mailto:Dealers@carsolve.com).

11. Links

For your convenience, the Sites may contain links to other websites or applications. We are not responsible for the privacy practices, advertising, products, or the content of such other websites or applications. None of the links should be deemed to imply that we endorse or have any affiliation with the links. You should review the privacy policies and terms and conditions of all other websites, applications or links you visit.

12. Security

We believe in providing a safe and secure experience for all of our online visitors. To that end, we have implemented security measures to protect the information collected from you. We maintain reasonable physical and electronic safeguards designed to limit unauthorized access to your personally identifiable information, and to protect you against the criminal misuse of that information.

While we use the foregoing security measures to protect your information, please note that no data transmitted over the Internet or stored and utilized for business purposes can be guaranteed to be completely secure. No security measures are perfect or impenetrable. We cannot guarantee that only authorized persons will view your information. We cannot ensure that information you share on the Sites will not become publicly available. You can reduce these risks by using common sense security practices such as choosing a strong password, using different passwords for different services, and using up to date antivirus software.

13. Questions / Changes in Notice

If you have questions or concerns with respect to our Privacy Policy, you may contact us at Dealers[@carsolve.com](mailto:Dealers@carsolve.com). We may elect to change or amend our Privacy Policy; in such event, we will post the notice changes in our Privacy Policy on the Sites.

Last Updated: 04/01/23