

# PRIVACY POLICY

**Effective Date:** February 23, 2023

**Last Updated:** August 30, 2023

The Privacy Policy describes how Klimisch Collision (“us,” “we,” and “our”) collect, store, use, and disclose personal information about you. This Privacy Policy applies to information we collect or receive when you visit or use our website (“Site”); contact our customer service team; engage with us on social media; apply to work for us; communicate with us; use, request, purchase, obtain, or consider our automotive repair services (our “Services”); or otherwise interact with us.

This Privacy Policy does not apply to personal information collected in the course of, or in connection with, your employment with us or work for us as contractor. Our [Workforce Privacy Notice](#) applies to that information.

If you have any questions, please contact us as provided below. You may download a copy of this Privacy Policy by clicking [here](#). If you have a disability and need to receive this Privacy Policy in a different format, please contact us at [privacy-coordinator@gandcautobody.com](mailto:privacy-coordinator@gandcautobody.com).

Please read this Privacy Policy carefully to understand our policies and practices. By using the Site or providing your personal information to us, you signify that you consent to the use of your information in accordance with this Privacy Policy. If you do not agree with any term in this Privacy Policy, you should not access and use the Website and please do not otherwise provide us with any personal information.

## Categories of Personal Information We Collect

The type of information that we collect depends on your interaction and relationship with us. We collect, and in the preceding 12 months have collected, the below categories and types of personal information with your consent or as otherwise required or permitted by law.

- **Contact Information.** We collect full name, email address, current and prior address, and telephone number.
- **Identifiers.** We collect social security number, driver’s license number, military ID number, passport number, state identification card number, I-9 documentation, tax or national identification number, internet protocol address, account usernames and passwords, signature, vehicle license plate number, and vehicle identification number.
- **Identifiers.** We collect Vehicle License Plate Number, Vehicle Identification Number
- **Financial Information.** We collect financial or bank account information, tax-related information, payment card number, payment card expiration date and CVV code, card or account security details, and billing address.
- **Commercial Information.** We collect records of products or services purchased, obtained, or considered.

- **Professional or Employment Information.** If you apply for a job with us, we collect a resume, job application details, previous work history, reference information, professional memberships and certifications, dependency information, emergency contact information.
- **Education Information.** We collect education history, degrees, transcripts, qualifications and certifications.
- **Internet or Electronic Usage Data.** We collect IP address and device identifier.
- **Audio/Visual Data.** We collect audio, electronic, photographic, visual, or similar data including photographs and video recordings.
- **Sensitive Information.** We may collect social security number, driver's license number, passport number, government issued ID number, or state identification card number.
- **Inferences:** We use information from the categories of personal information described above in order to create a profile about you, to reflect your preferences, characters, behavior and attitude.

## Sources Of Personal Information

We collect, and in the preceding 12 months have collected, personal information in the following ways:

- **Directly from you.** We collect contact information, identifiers, financial information, commercial information, and audio/visual data that you provide directly to us.
- **When you visit our locations.** When you visit our offices or facilities, we also collect contact information, identifiers, financial information, commercial information, and audio/visual data.
- **Automatically.** When you access our Site, we collect internet or electronic usage data using tools like browser cookies.
- **From third parties, vendors and service providers:** We may collect contact information, identifiers, and financial information from our insurance partners.

## Purposes for Collecting Personal Information

We use your personal information for the following business and commercial purposes:

- **Transactional Purposes.** We use contact information, identifiers, financial information, and commercial information to: (i) allow you to purchase products and services that we offer; (ii) communicate with you; (iii) provide you with customer or guest assistance; and (iv) provide supporting business activities such as billing and collections, procurement, and tax related activities.
- **Recruiting and Hiring.** We use contact information, identifiers, professional or employment information, education information, financial information, sensitive personal information, and inferences to make informed decisions on recruitment and assess your suitability for the role, communicate with you about your application, respond to your inquiries and schedule interviews, and to reimburse you for any agreed expenses incurred in the application process.
- **Background, Credit, or License Checks.** We may require our job applicants to complete a background check to verify your identity, check for criminal history, check your credit worthiness, and confirm the validity of your driver's license. We use identifiers, personal characteristics or

traits, professional or employment information, and sensitive information to enable the completion of the background check.

- **Business Operations.** We use contact information, identifiers, personal characteristics or traits, financial information, professional or employment information, education information, sensitive information, and inferences for our day-to-day business operations including maintaining records, planning, budgeting, calibration, headcount, database administration, diversity metrics, surveys, evaluations, reports, compliance, regulatory, audit, investigative and disciplinary purposes and other ethics and compliance reporting tools, and to support our business operations.
- **Analytical Purposes.** We use internet or electronic usage data and commercial information to analyze preferences, trends, and statistics.
- **Maintenance and Improvement of our Website and Systems.** We use internet or electronic usage data to improve our Site and systems, provide and maintain functionality on our Site and systems, and help us diagnose technical and service problems and administer our Site and systems.
- **Develop and Improve Our Products and Services.** We use contact information, identifiers, financial information, commercial information, internet or electronic usage data, and audio/visual data to help us improve and analyze our existing service offerings.
- **Security and Fraud Prevention.** We use contact information, identifiers, financial information, commercial information, internet or electronic usage data, and audio/visual data to: (i) protect our Site, premises, assets, systems, products, services and intellectual property; (ii) protect us, our affiliated companies, our employees, our carriers and others from fraud, theft, and other misconduct; (iii) conduct vendor due diligence; and (iv) detect and prevent fraud, theft, and misconduct including by verifying the identity of those we are conducting business with.
- **Legal:** We use contact information, identifiers, financial information, commercial information, internet or electronic usage data, and audio/visual data to comply with our legal obligations, including reporting requirements, and defend ourselves in legal proceedings, and protect our company and our property, employees, and others through legal proceedings.
- **Other Purposes:** We may use contact information, identifiers, financial information, commercial information, internet or electronic usage data, and audio/visual data for other reasons we may describe to you.

## How We Disclose Personal Information

We disclose personal information in the following circumstances:

- **Service Providers:** We may share personal information with vendors and service providers who support the operation of our services, website, and our business and who need access to such information to carry out their work for us (including, for example, cloud hosting providers; payment processing companies; managed services companies; marketing companies; insurance and legal service providers; internet service providers; operating systems and platforms; background check, credit verification, maintenance and customer support services). In some cases, the vendor or service provider may directly collect the information from you on our behalf. In the past 12 months, we have disclosed contact information, identifiers, financial information, commercial information, internet and electronic usage data, professional or employment

information, sensitive personal information, audio/visual data, and inferences to our service providers.

- **Marketing/Analytics/Advertising Partners:** We may share personal information with third party marketing, analytics or advertising partners, including social media platforms and networks, who provide analytics or marketing and advertising services to us. In the past 12 months, we have disclosed contact information, identifiers, commercial information, personal characteristics or traits, geolocation data, internet and electronic usage data, and inferences to our service providers.
- **Professional Advisors:** We may share information with professional advisors, such as lawyers, bankers, tax consultants, auditors, and insurers, where necessary in the course of the professional services that they render to us. In the past 12 months, we have disclosed contact information, identifiers, commercial information, personal characteristics or traits, professional or employment information, sensitive personal information, and audio/visual data to our professional advisors.
- **Government Entities:** We share information with regulatory and government entities including government, administrative, law enforcement and regulatory agencies; tax authorities; and other public agencies or authorities if we think we should in order to comply with any applicable law, regulation, legal process or other legal obligation. This includes cooperating with law enforcement when we think it is appropriate, obtaining legal remedies or limiting our damages, and to enforcing or protecting our contracts, legal rights or the rights of others, including by responding to claims asserted against us. In the past 12 months, we have disclosed contact information, identifiers, financial information, commercial information, personal characteristics or traits, sensitive personal information, and inferences to government entities.
- **Corporate Transaction Recipients:** We may share information with potential investors, purchasers, merger partners, and their advisors in the event we: (i) sell or transfer, or are considering selling or transferring, all or a portion of our business or assets; or (ii) are considering or engaging in any reorganization, conversion, merger, sale, joint venture, assignment, transfer or disposition of all or any portion of our ownership interest, business or operations; or (iii) are soliciting or accepting investments. We have not disclosed any personal information to corporate transaction recipients in the last 12 months.
- **Other Reasons:** We may disclose personal information for other reasons we may describe to you, including if you consent to the disclosure or direct us to disclose your information.

## How Long We Keep Personal Information

We will retain and use your information for as long as we need it to provide you services or products, or as long as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements. We use the following criteria to determine retention periods:

- how long the information is needed to provide our services and operate our business;
- whether there are contractual or legal obligations that exist that require us to retain the information for period of time;
- whether any law, statute, or regulation allows for a specific retention period;

- whether an individual has agreed to a longer retention period;
- whether the data is considered to be sensitive data, and
- what the expectation for retention was at the time the data was provided to us.

## Cookies

### Cookies

We want you to be aware that certain online tools exist to help us serve and recognize you when you visit our website. We receive and store certain types of information when you visit our website. When you access the website, we (including companies we work with) may place small data files on your computer or other device. These data files may be web beacons, cookies, clear gifs, pixel tags, e-tags, flash cookies, log files, or other local storage provided by your browser or associated applications. Cookies allow us to understand how users navigate to and around our website, view different pages, access content and request Services. We may use them, for example, to keep track of your preferences and profile information and collect general usage and volume statistical information. If you want to remove or block cookies, you may be able to update your browser settings. You can also find instructions on how to manage cookies on different types of web browsers at [www.allaboutcookies.org](http://www.allaboutcookies.org).

### Do Not Track Signals

Some browsers have a “do not track” feature. It lets you tell websites you visit that you do not want them to track your online activity. These features are not yet uniform across browsers. Our Sites are thus not currently set up to respond to these signals. For more information on Do Not Track signals, please visit <https://allaboutdnt.com/>.

## Links to Other Websites

Our Sites may include links to other websites or applications whose privacy practices may differ from ours. If you submit personal information to any of those websites or applications, your information is governed by their privacy policies. We encourage you to carefully read the privacy policy of any website you visit or application that you use.

## Security

We follow generally accepted industry standards to protect the personal information submitted to us and have implemented reasonable technical, organization, administrative and physical measures to protect personal information. No method of transmission over the Internet, or method of electronic storage, is 100% secure, however. Therefore, we cannot guarantee its absolute security and encourage you to use websites and share information with caution.

## This Website is Not Intended for Children

We do not knowingly collect or store any personal information from anyone under the age of 13. If we become aware that we have collected or stored personal information from an individual under age 13,

we will remove his or her personal information from our files. If you are a parent or guardian and believe we may have inadvertently collected personal information from your child, please notify us immediately by sending an email to [privacy-coordinator@gandcautobody.com](mailto:privacy-coordinator@gandcautobody.com).

## Marketing Communications

**Marketing Emails.** You can opt out of marketing or advertising emails and newsletters by using the "unsubscribe" link or mechanism noted in communications you receive from us. You may also request to opt out of marketing or advertising emails by contacting us at [privacy-coordinator@gandcautobody.com](mailto:privacy-coordinator@gandcautobody.com). Once we process your request, we will cease using the information for such purposes at no charge to you. If you opt out of getting marketing messages, you will continue to receive messages from us about your relationship with us where permitted by law.

**Phone Calls and Text Messages.** If you do not want to receive marketing phone calls or text messages from us, please inform us that you no longer want to receive calls from us when you receive a call from us, or reply STOP to a text message from us. You can also opt-out of telemarketing by contacting us at [privacy-coordinator@gandcautobody.com](mailto:privacy-coordinator@gandcautobody.com).

## Processing in the United States

Please be aware that information we obtain about you may be processed across the United States by our service providers or us. By using the Sites or our services, you acknowledge your personal information may be transferred to and processed in jurisdictions outside your own, including the United States and other jurisdictions, as described in this Privacy Policy. Please be aware that the data protection laws and regulations that apply to your personal information transferred to the United States or other jurisdictions may not afford the same level of protection as the laws in your own jurisdiction.

## California Privacy Rights

**Shine The Light.** The California Shine the Light law (Cal. Civ. Code § 1798.83) permits residents of California to request certain details about how their information is shared with third parties for the third-parties' direct marketing purposes. If you are a California resident and would like to make such a request, please contact us at [privacy-coordinator@gandcautobody.com](mailto:privacy-coordinator@gandcautobody.com) and include "CA Shine the Light" in the subject line of your email.

### California Consumer Privacy Act ("CCPA").

This section applies to residents of the state of California.

**Sale or Sharing of Personal Information.** We do not currently sell or share (as those terms are defined in the CCPA) personal information. In the preceding 12 months, we have "sold" or "shared" (as those terms are defined in the CCPA) the following categories of personal information: contact information, identifiers, commercial information, internet or electronic usage data, geolocation data, and inferences. We do not knowingly sell or share the personal information of minors under the age of 16.

Use or Disclosure of Sensitive Personal Information. In the preceding 12 months, we have not used or disclosed sensitive personal information for purposes to which the right to limit use and disclosure applies under the CCPA.

Your Rights Under the CCPA. Subject to certain exceptions and limitations, the CCPA affords California residents the following rights:

- You have the right to request that we tell you (i) what personal information we have collected about you, (ii) the sources of that information, (iii) the business or commercial purposes for collecting, selling or sharing the personal information; and (iv) the categories of third-parties to whom we have disclosed personal information.
- You have the right to request that we provide you with a copy of your personal information.
- You have the right to request that we delete personal information that we have collected about you.
- You have the right to direct us to limit the use or disclosure of your sensitive personal information to only the purposes specified in the CCPA.
- You have the right to correct inaccurate personal information that we hold about you.
- You have the right to not be discriminated against for exercising any of your CCPA rights. We will not discriminate against you, deny you services, charge you a different price, or provide you with a lesser quality of services if you exercise any of your CCPA rights.

Exercising Your Rights. To exercise any of your rights, please use our [webform](#) or call us toll free at (877) 721-5057. For all requests, you must provide us with your name, email address, phone number, and mailing address. We will verify your identity by matching the information we have collected against the information you have provided. Failure to provide the foregoing information may prevent us from processing your request. If you have requested that we correct your personal information, we may contact you to request additional information about the personal information that you believe is inaccurate, including supporting documentation.

In order to designate an authorized agent to act on your behalf, you must send a signed, written authorization to us at [privacy-coordinator@gandcautobody.com](mailto:privacy-coordinator@gandcautobody.com).

**Other Consumer Rights Information.** Under California Civil Code Section 1789.3, we are required to provide California residents with the following information:

- Unless otherwise expressly stated, this Site is provided without charge.
- To file a complaint regarding this Site or to receive further information regarding use of this website, please contact us via email at [privacy-coordinator@gandcautobody.com](mailto:privacy-coordinator@gandcautobody.com). You also may contact the Complaint Assistance Unit of the Division of Consumer Services of California's Department of Consumer Affairs in writing at 400 R Street, Suite 1080, Sacramento, California 95814 or by telephone at (916) 445-1254 or (800) 952-5210.

## Contact Us

If you have any questions about this Policy or our data practices, please email us at [privacy-coordinator@gandcautobody.com](mailto:privacy-coordinator@gandcautobody.com).

## Updates to Our Privacy Policy

From time to time we may change our privacy policy. We will notify you of any material changes to our privacy policy as required by law. We will also post an updated copy on the website where this appears. Please check our website periodically for updates.