



CCC Parts Company Privacy Policy

Effective/Updated as of July 31, 2020

Introduction. CCC Parts Company (“CCC Parts” or “we”) is committed to protecting the privacy of personal information we collect when you access or use www.cccparts.com and our social media page (collectively the “Site”). This privacy policy (“Privacy Policy” or “Policy”) describes how we collect, use and disclose information that you submit or that we obtain in connection with our Services. It further describes how we protect your information, and your rights and choices relating to your Personal Information.

This Privacy Policy, along with our Terms of Use, which is incorporated by reference in its entirety, constitute a legally binding agreement between you and CCC Parts that conditions your interaction with our Services, where and as permitted by applicable law. Please read this Policy carefully before submitting Personal Information to us. We reserve the right to terminate or limit your access to our Services. For information on the data privacy practices of **Facebook**, please see their Privacy Policy and Terms of Use.

Changes to this Policy. We reserve the right to change this Policy at any time. In the event we make material changes to the Policy, we will post a prominent notice on the Site and the updated Privacy Policy here. Changes will be effective immediately upon posting to the Site and will apply to your use of the Site after the “effective date” listed above. You understand and agree that your continued use of the Site after the effective date means that the collection, use, and sharing of your Personal Information is subject to the updated Privacy Policy, where and as permitted by applicable law. We encourage you to check this page from time to time to take notice of any changes we make. If you do not accept the terms of this Privacy Policy, we ask that you exit our Site immediately.

Except to the extent we receive your authorization or as permitted or required by applicable law, we will handle your data in accordance with the terms of the Policy in effect at the time of the collection.

Information We Collect. In order to better provide you with services, we may collect, process, and store Personal Information about you.

For the purposes of this Privacy Policy, “Personal Information” means information that identifies, relates to, describes, is reasonably capable of being associated with, or could be reasonably linked, directly or indirectly, with a particular consumer, device or household. It does not include de-identified or aggregate information, or public information lawfully available from governmental records.

We collect Personal Information when you use our Services (e.g., when you place an order on cccparts.com, purchase a product in a location, request to receive marketing materials, engage with our social media sites). The below describes the categories of Personal Information we may have and have collected about you in the past 12 months. We may collect Personal



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Information from a variety of sources to operate the Site, carry out our business, comply with law and other purposes described herein.

Personal Information You Provide. When you contact us online, by phone, or in person, report a problem on our Site, or sign up for our newsletter, promotions, special offers, you may provide:

- Your first and last names
- Email address
- Phone number
- Company name
- City, State, Zip

When you sign up for job alerts or apply for a job, you may provide us with information and documents, including when you upload documents and/or complete forms on the Site, such as a resume or application. We collect the information contained in those documents/forms in addition to other information, such as:

- Your first and last names
- Email address
- Location
- Work history, education information, skills, professional and work-related licenses
- Work authorization status
- Cover letter
- References
- Information that is available publicly

Information From Third Parties. We may collect and have collected in the past 12 months information about you from third parties such as from your employer, commercial credit services, through your social media services consistent with your settings on such services, from other third-party sources that are lawfully entitled to share your data with us, including from publicly available and third-party databases or services that provide information about business people that we believe will help us identify provide products and services that may be of interest to you. We may use and may share this information for the purposes described in this Policy, provided that you first provide your consent as required by law.

Cookies and Similar Technology. Like other websites, we may use technologies such as cookies, pixel tags, browser analysis tools, server logs and web beacons to recognize you when you return to the Site and to help us improve the quality of our service when you visit our Site. We may also use cookies to tailor our products, services and advertising to suit your personal interests, estimate our audience size, track visits to and sales at our Site and, as applicable, to process your order. We do not link your URL or IP address to any personal information.



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The Site contains embedded content (e.g., videos). Embedded content may place third party cookies on your device that track your online activity to enhance your experience or assess the success of their application. We have no direct control over the information these cookies collect and you should refer to their website privacy policy for additional information.

You may control cookies, including preventing or stopping the installation and storage of cookies, through your browser settings and other tools. If you do so, our Site may not function correctly. Please refer to the Help feature of your browser for information on disabling cookies.

IMPORTANT: By using the Site, you consent to the processing of any personal data for the analytics purposes and functions described above.

Information On Your Use. If logged in to a user account, we may collect information about and log your visits and use of the Site. This includes, for example, when you view or click on embedded content or ads. We also use cookies and internet protocol (“IP”) addresses to identify you and log your use of the Site.

Statistical Data Using Google Analytics. The Website uses “Google Analytics” to analyze how users use the Site. Google Analytics uses “cookies,” which are text files placed on your computer, to collect information such as how often users visit this Site, what pages they visit when they do so, and what other websites they used prior to coming to this Site. Google Analytics collects only the IP address assigned to you on the date you visit this site, rather than your name or other identifying information. Although Google Analytics plants a cookie on your web browser to identify you as a unique user the next time you visit this Site, the cookie cannot be used by anyone but Google. Google’s ability to use and share information collected by Google Analytics about your visits to this Site is restricted by the Google Analytics Terms of Use and the Google Privacy Policy. We use the information we get from Google Analytics only to improve this Site and do not combine this information with Personal Information. You can prevent Google Analytics from recognizing you on return visits to this site by disabling cookies on your browser.

How We Use Your Personal Information. In general, we will use the personal information we collect about you only for the purpose it was collected, for compatible purposes, as permitted or required by law, as necessary to carry out our contractual duties and obligations, and as otherwise provided in this Policy. For example, we may use your data in the following ways:

- To provide you with the information, products, and services that you request from us or express interest in.
- To process your payments for purchases and services.
- To provide our newsletter, special offers, etc.



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- To facilitate any application you make to us or send job alerts (please note that our collection and processing of your resume or related information is not an employment offer or contract between us and will not create any relationship between you and us)
- For our research and development efforts. We may use data, including public feedback, to conduct research and for the development of the Site and the services and products we provide to you.
- For other everyday business purposes such as payment processing and financial account management, product development, contract management, IT and website administration and security, fulfillment, analytics, fraud prevention, corporate governance, reporting and legal compliance.
- To ensure that content from our Site is presented most effectively to you and your device.
- To provide you with information about products and services we offer that are similar to those that you have already purchased, provided you have not opted-out of receiving that information. We may provide these communications via email, postal mail, online advertising, social media, telephone, text message (including SMS and MMS), push notifications, in-app messaging, and other means.
- Meeting legal requirements and enforcing legal terms, including:
 - Fulfilling our legal obligations under applicable law, regulation, court order or other legal process, such as preventing, detecting and investigating security incidents and potentially illegal or prohibited activities;
 - Protecting your, our, and others' rights, property and safety;
 - Confirming your identity;
 - Enforcing any agreements with you; and
 - Resolving disputes.

We do not share your personal data with any third-party advertisers for their advertising. Note if you view or click on an ad on the Site, the ad provider may get a signal that someone visited the page that displayed the ad, and they may determine it is you through the use of cookies or similar technologies.

Disclosure of Information. We may disclose and have disclosed in the past 12 months your Personal Information as described in this Policy, which includes disclosing it to our affiliates and non-affiliated third parties, as we deem necessary to carry out those purposes.

- **Third Party Vendors.** We may disclose and have disclosed in the past 12 months your Personal Information with a member of our group partners or third party vendors as follows:
 - With your consent or as you direct;
 - To manage the Site;



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- To improve and optimize our Site.
- For the performance of obligations arising from any contract we enter into with you;
- To process payments and requests for products and services;
- To provide you with products, services, offers, newsletters, promotions, etc.;
- To engage in marketing activities, such as sharing Personal Information with our partners to deliver advertisements to our shared customers;
- To enhance our services by, among other methods, obtaining assistance with providing more personalized services to you through analytics and other technologies (including, but not limited to, data storage, maintenance services, database management, web analytics and payment processing).
- To protect our interests and legal rights, such as through responding to subpoenas and defending litigation; and
- To protect against and prevent fraud, illegal activity (such as identifying and responding to incidents of hacking or misuse of our websites and mobile applications) and claims and other liabilities

We expect and generally require affiliates and non-affiliates to implement and maintain reasonable security standards regarding the protection of data, and require that they process your Personal Information only for the purposes we define by contract.

- **Legal Process, Security, Defense, Protection.** It is possible that we will need to disclose your Personal Information to non-affiliated third parties if required by law, subpoena, or other legal process, or if we have a good faith belief that disclosure is reasonably necessary to: demonstrate our relationship with you; to investigate, prevent, or take action regarding suspected or actual illegal activities or to assist law enforcement agencies; protect the security or integrity of our facilities and Site; to investigate and defend against ourselves against any third-party allegations or claims; or protect the rights and safety of others.
- **Change in Control or Sale.** We may choose to buy or sell assets, and may share and/or transfer customer information in connected with the evaluation of and entry into such transactions. Also, if we (or our assets) are acquired, or if we go out of business, enter bankruptcy, or go through some other change of control, Personal Information could be one of the assets transferred to or acquired by a third party. In such cases, we will take necessary steps to the extent possible to ensure that the entity acquiring our business or assets would have obligation to use the Personal Information that comes with it strictly in accordance with this Privacy Policy. You acknowledge that any entity that acquires all or substantially all of the



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Company's assets will have the right to continue using your Personal Information only set forth in this Privacy Policy or as otherwise agreed to by you.

We do not sell or license your data to third parties. We do not share your personal data with any third-party advertisers for their advertising.

Safeguarding of Information. We seek to protect your Personal Information from unauthorized access, use, and disclosure using appropriate physical, technical, organizational, and administrative security measures based on the type of Personal Information and how we are processing that information. However, no system for safeguarding personal or other information is 100% secure and even though we have taken steps to protect your Personal Information from being intercepted, accessed, used or disclosed by unauthorized persons, we cannot fully eliminate security risks associated with Personal Information. We take a number of steps to safeguard the security of Personal Information obtained through the Site. However, we cannot guarantee that data may not be accessed, disclosed, altered, or destroyed by breach of any of our administrative, physical, or technical safeguards.

To the maximum extent allowed by applicable law, you agree and acknowledge that CCC Parts will not be liable or responsible if any information about you is intercepted, accessed, and/or used by an unintended recipient. If you have reason to believe that the security of your communications or Personal Information has been compromised, please notify us immediately using the contact information below.

Do Not Track. "Do Not Track" is a privacy preference that you can set in your Internet search browser that sends a signal to a website that you do not want the website operator to track certain browsing information about you. However, because our Site is not configured to detect Do Not Track signals from a user's computer, we do not respond to Do Not Track requests. More information about "do not track" is available at www.allaboutdnt.org concerning such information.

We do not track Site users over time and across third party websites. Third parties, other than our service providers (such as our website analytics provider), do not have our permission to track which websites you visited prior to and after visiting our website.

Your Choices Regarding Your Personal Information. You can always limit the information you provide to us, but if you choose not to provide certain requested information, you may be unable to access some of the services, offers, and content on the Site.

You may unsubscribe from any of our newsletters or other communications for which you have registered by calling 1-888-782-5776. You may opt out of receiving future marketing communications via email by following the instructions in the email to opt-out or clicking on the unsubscribe link within any email communication that you receive.



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If you opt out of receiving communications by calling 1-888-782-5776 you will receive no notification on our products or services.

Links to Third Parties' Sites and Third Party Integrations. We may provide links to websites or resources outside of our Site for your informational purposes only. We may also provide links to third party integrations. Third party integrations are websites or platforms that synchronize with our Site to provide you with additional functionality, tools, or services such as accepting job applications, sending newsletters, applying for credit, etc.

You acknowledge and agree we are not responsible for the availability of third party sites, resources, or integrations and do not endorse and are not responsible or liable for any content, advertising, goods, services or other materials on, available through, or provided by such sites, resources, or integrations. We are not responsible for the privacy or other practices of such sites and cannot guarantee the security of Personal Information that you provide, or is collected by, such sites. We encourage you to review the privacy policies and terms and conditions on those linked sites.

Social Media Plugins. The Site uses social media plugins (e.g. Facebook) to enable you to easily share information with others. When you visit our Site, the operator of the social plugin can place a cookie on your computer, enabling that operator to recognize individuals who have previously visited our Site. If you are logged into the social media website (e.g. Facebook, Twitter) while browsing our Site, the social plugins allow that social media website to share data about your activities on our Site with other users of their social media website. For example, Facebook Social Plugins allow Facebook to show your Likes and comments on our pages to your Facebook friends. Facebook Social Plugins also allow you to see your friends' Facebook activity on our website. We do not control any of the content from the social media plugins. For more information about social plugins from other media websites you should refer to those sites' privacy and data/information sharing statements/policies.

Personal Information of Children. The Site is not directed to children as the products and services on this Site are intended for persons 13 years of age and older. CCC Parts does not knowingly collect, use or disclose any Personal Information from children. If we learn that Personal Information of persons less than 13 years-of-age has been collected through our Site, we will take the appropriate steps to delete this information. If you are a parent or guardian and discover that your child or a minor under the age of 13 has posted, submitted or otherwise communicated Personal Information to our Site without your consent, please contact us at **1-888-782-5776** so that we may take appropriate actions to remove the minor's Personal Information from our systems.

Where We Store Your Personal Data. We generally store the Personal Information that you provide to us on servers located in the United States for no longer than is necessary to provide you with our Services. Those periods are also based on complying with applicable



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data protections laws, applicable legal and regulatory obligations, resolving disputes or collect fees owed, or as is otherwise permitted or required by applicable law, rule or regulation.

If you are located in another jurisdiction, you should be aware that once your Personal Information is submitted through our Site, it may be transferred to our servers in the United States which may not have similar data protection laws to the country in which you reside.

Applicable law. This Policy is governed by the internal substantive laws of Tennessee, without regard to its conflict of laws principles. Jurisdiction for any claims arising under or out of this Privacy Policy shall lie exclusively with the state and federal courts within Tennessee. If any provision of this Policy is found to be invalid by a court having competent jurisdiction, the invalidity of such provision shall not affect the validity of the remaining provisions of this Policy, which shall remain in full force and effect.

California Residents. The California Consumer Privacy Act (“CCPA”) provides California residents with certain rights regarding their Personal Information. This section explains these rights and how to make a verifiable consumer request to exercise those rights. You may only make a verifiable consumer request for access to your Personal Information to us twice within a 12 month period, free of charge. You also may request a list of the third parties to whom we have disclosed your Personal Information (if any), as well as the type of Personal Information disclosed to those parties.

- **Right to know and access your Personal Information collected and disclosed.** We are committed to ensuring that you know what information we collect about you. Subject to certain exceptions, you can submit a request to us for the following information, with respect to Personal Information we have collected about you in the past 12 months:
 - The categories of or specific pieces of Personal Information we’ve collected about you.
 - The categories of sources from which we collected the Personal Information.
 - The business or commercial purposes for which we collected or disclosed the Personal Information.
 - The third parties with whom we shared the information.
- **Right to request deletion of your Personal Information.** Upon your request, we will delete the Personal Information we have collected about you, except for situations where specific information is necessary for us to retain for particular purposes, such as providing you with a good or service that you requested; performing a contract we entered into with you; maintaining the functionality or security of our systems; using internally in ways that are compatible with the context in which you provided the information or are reasonably aligned with your expectations; or complying with or exercise rights provided by the law. If we cannot grant your deletion request, we will specify the basis for denial.



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- **Right to non-discrimination.** We will not discriminate against you for exercising any of your rights under the CCPA. In particular, this means that consumers who exercise their rights in accordance with this Privacy Policy will not be denied or charged different prices or rates for goods or services, nor will we offer a different level or quality of goods or services than others.
- **Right to opt-out of the sale of Personal Information.** Under the CCPA, you have the right to opt out of the “sale” of your Personal Information from businesses that sell your Personal Information. We do *not* sell your Personal Information.
- **Notice of Financial Incentive.** This Notice of Financial Incentive includes an explanation of financial incentives we may offer California residents when they provide us with Personal Information. Those incentives are reasonably related to the information’s value, as permitted by the CCPA. The material aspects of any financial incentive will be explained and described when you sign up.

Your participation in these programs is optional. If you choose to participate, you may withdraw at any time by contacting us at PrivacyContact@cccparts.com.

The financial incentives offered by CCC Parts from time to time in exchange for consumer data are commonly percentage/promotional discount codes to be applied to a single purchase (typically in exchange for an email address or for joining a member rewards program). The discounts may result in a range of savings to the consumer, depending on the details of the purchase.

Incentives, including percentage/promotional discounts, are not directly tied to, or exclusively based upon, a set value of any individual element of consumer data, but are reasonably based in good faith on the following considerations:

- Some consumers first experience our brand online and offering an incentive provides a unique opportunity for them to explore our products.
 - Some of CCC Parts marketing and advertising activities are done online and email communications are a key part of reaching existing and potential consumers in a manner which they both expect and that allows for them to exercise choices about how or whether or not to be contacted.
 - Discounts may also be affected by factors such as performance targets, geographic location, seasonality and market trends.
- **California Shine The Light.** California Civil Code Section 1798.83, also known as “Shine The Light” law, permits California residents to annually request information regarding the disclosure of your Personal Information (if any) to third parties for the third parties’ direct marketing purposes in the preceding calendar year. Requests may be made one time per calendar year. If applicable, this information would



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include the categories of customer information and the names and addresses of those businesses with which we shared customer information for the immediately prior calendar year (e.g., requests made in 2018 will receive information regarding 2017 sharing activities). You may submit your request using the contact information at the end of this Policy.

How California Residents Can Exercise Their Rights. California residents may exercise the rights described above by submitting a verifiable request to us by contacting us using the information outlined in the “**Contact Us**” section provided directly below. We will first acknowledge receipt of your request within 10 business days after receipt of your request. We will provide a substantive response to your request within 45 calendar days after its receipt. If we require more time (up to 90 days or the permitted timeframe), we will inform you of the reason and extension period in writing.

Only you or an authorized agent (as described below) may make a verifiable consumer request related to your Personal Information.

- **How to Authorize an Agent.**__You may designate an authorized agent to submit your verified consumer request on your behalf, only if the authorized agent has your written permission to do so and you have taken steps to verify your identity directly with us. If you would like to designate an agent for purposes of making a request under the CCPA.
- **How We Verify Your Request.** To respond to your request under the CCPA we must verify your identity or the authority of your authorized agent to make the request. We will only use the Personal Information provided in a verifiable consumer request to verify your identity or the authority of your authorized agent to make the request. Making a verifiable consumer request does not require you to create an account with us.

To allow us to verify your request, we will require that you provide at least two pieces of Personal Information we already have in our possession. We will verify your consumer request by comparing the information you provide to information already in our possession, and take additional steps to minimize the risk of fraud.

Contact Us. If you have any questions regarding this Policy or your privacy, you may contact us at:

CCC Parts Company
1900 Charles Bryan, Ste. 100
Cordova, TN 38016
Attn: Legal Council
1-888-782-5776
PrivacyContact@cccparts.com