

# Privacy Policy

## Introduction

We respect your privacy and are committed to protecting it through our compliance with this policy. This policy describes the types of information we may collect from you or that you may provide when you visit the Mobile App and our practices for collecting, using, maintaining, protecting and disclosing that information.

This policy applies to information we collect:

On this Mobile App.

In e-mail, text and other electronic messages between you and this Mobile App.

When you interact with our advertising and applications on third-party Mobile Apps and services, if those applications or advertising include links to this policy.

It does not apply to information collected by:

us offline or through any other means, including on any other Mobile App operated by Company; or

any third party (including our affiliates, subsidiaries and franchisees), including through any application or content (including advertising) that may link to or be accessible from or on the Mobile App.

Please read this policy carefully to understand our policies and practices regarding your information and how we will treat it. If you do not agree with our policies and practices, your choice is not to use our Mobile App. By accessing or using this Mobile App, you agree to this privacy policy. This policy may change from time to time. Your continued use of this Mobile App after we make changes is deemed to be acceptance of those changes, so please check the policy periodically for updates.

## Children Under the Age of 13

Our Mobile App is not intended for children under 13 years of age. No one under age 13 may provide any information to or on the Mobile App. We do not knowingly collect personal information from children under 13. If you are under 13, do not use or provide any information on this Mobile App or on or through any of its features. If we learn we have collected or received personal information from a child under 13 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 13, please contact us at 1883 Hendersonville Rd, Asheville, NC 28803 or support@speedeoilasheville.com

## Information We Collect About You and How We Collect It

We collect several types of information from and about users of our Mobile App, including information:

by which you may be personally identified, such as name, postal address, e-mail address, telephone number or license plate number (“personal information”);

that is about you but individually does not identify you; and/or about your internet connection, the equipment you use to access our Mobile App and usage details.

We collect this information:

Directly from you when you provide it to us.

Automatically as you navigate through the site. Information collected automatically may include usage details, IP addresses and information collected through cookies and web beacons.

From third parties, for example, our business partners.

Information You Provide to Us.

The information we collect on or through our Mobile App may include:

Information that you provide by filling in forms on our Mobile App. This includes information provided at the time of registering to use our Mobile App, subscribing to our service, posting material or requesting further services. We may also ask you for information when you enter a contest or promotion sponsored by us, and when you report a problem with our Mobile App. Records and copies of your correspondence (including e-mail addresses), if you contact us. Your responses to surveys that we might ask you to complete for research purposes. Details of transactions you carry out through our Mobile App and of the fulfillment of your orders.

Your search queries on the Mobile App.

You also may provide information to be published or displayed (hereinafter, "posted") on public areas of the Mobile App, or transmitted to other users of the Mobile App or third parties (collectively, "User Contributions"). Your User Contributions are posted on and transmitted to others at your own risk. Although you may be able to set certain privacy settings for such information by logging into your account profile, please be aware that no security measures are perfect or impenetrable. Additionally, we cannot control the actions of other users of the Mobile App with whom you may choose to share your User Contributions. Therefore, we cannot and do not guarantee that your User Contributions will not be viewed by unauthorized persons.

Information We Collect Through Automatic Data Collection Technologies. As you navigate through and interact with our Mobile App, we may use automatic data collection technologies to collect certain information about your equipment, browsing actions and patterns, including: Details of your visits to our Mobile App, including traffic data, location data, logs and other communication data and the resources that you access and use on the Mobile App.

Information about your computer and internet connection, including your IP address, operating system and browser type.

We also may use these technologies to collect information about your online activities over time and across third-party Mobile Apps or other online services (behavioral tracking). See below for information on how you can opt out of behavioral tracking on this Mobile App and how we respond to web browser signals and other mechanisms that enable consumers to exercise choice about behavioral tracking.

The information we collect automatically is statistical data and does not include personal information, but we may maintain it or associate it with personal information we collect in other ways or receive from third parties. It helps us to improve our Mobile App and to deliver a better and more personalized service, including by enabling us to:

Estimate our audience size and usage patterns.

Store information about your preferences, allowing us to customize our Mobile App according to your individual interests.

Speed up your searches.

Recognize you when you return to our Mobile App.

The technologies we use for this automatic data collection may include:

Cookies (or browser cookies). A cookie is a small file placed on the hard drive of your computer. You may refuse to accept browser cookies by activating the appropriate setting on your

browser. However, if you select this setting you may be unable to access certain parts of our Mobile App. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you direct your browser to our Mobile App.

**Flash Cookies.** Certain features of our Mobile App may use local stored objects (or Flash cookies) to collect and store information about your preferences and navigation to, from and on our Mobile App. Flash cookies are not managed by the same browser settings as are used for browser cookies. For information about managing your privacy and security settings for Flash cookies, see Choices About How We Use and Disclose Your Information.

**Web Beacons.** Pages of the Mobile App and our e-mails may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags and single-pixel gifs) that permit the Company, for example, to count users who have visited those pages or opened an e-mail and for other related Mobile App statistics (for example, recording the popularity of certain Mobile App content and verifying system and server integrity).

We do not collect personal Information automatically, but we may tie this information to personal information about you that we collect from other sources or you provide to us. Some content or applications, including advertisements, on the Mobile App are served by third-parties, including advertisers, ad networks and servers, content providers and application providers. These third parties may use cookies alone or in conjunction with web beacons or other tracking technologies to collect information about you when you use our Mobile App. The information they collect may be associated with your personal information or they may collect information, including personal information, about your online activities over time and across different Mobile Apps and other online services. They may use this information to provide you with interest-based (behavioral) advertising or other targeted content.

We do not control these third parties' tracking technologies or how they may be used. If you have any questions about an advertisement or other targeted content, you should contact the responsible provider directly.

### **How We Use Your Information**

We use information that we collect about you or that you provide to us, including any personal information:

To present our Mobile App and its contents to you.

To provide you with information, products or services that you request from us.

To fulfill any other purpose for which you provide it.

To provide you with notices about your account, including expiration and renewal notices.

To carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection.

To notify you about changes to our Mobile App or any products or services we offer or provide though it.

In any other way we may describe when you provide the information.

For any other purpose with your consent.

We may also use your information to contact you about our own and third-parties' goods and services that may be of interest to you. If you do not want us to use your information in this way, please check the relevant box located on the form on which we collect your data or adjust your user preferences in your account profile.

We may use the information we have collected from you to enable us to display advertisements to our advertisers' target audiences. Even though we do not disclose your personal information

for these purposes without your consent, if you click on or otherwise interact with an advertisement, the advertiser may assume that you meet its target criteria.

### **Disclosure of Your Information**

We may disclose aggregated information about our users, and information that does not identify any individual, without restriction.

We may disclose personal information that we collect or you provide as described in this privacy policy:

To our subsidiaries, affiliates and franchisees.

To contractors, service providers and other third parties we use to support our business.

To a buyer or other successor in the event of a merger, divestiture, restructuring, reorganization, dissolution or other sale or transfer of some or all of Speedee's assets, whether as a going concern or as part of bankruptcy, liquidation or similar proceeding, in which personal information held by Speedee about our Mobile App users is among the assets transferred.

To third parties to market their products or services to you if you have not opted out of these disclosures.

To fulfill the purpose for which you provide it.

For any other purpose disclosed by us when you provide the information.

With your consent.

We may also disclose your personal information:

To comply with any court order, law or legal process, including to respond to any government or regulatory request.

To enforce or apply our [terms of use](#) and other agreements, including for billing and collection purposes.

If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of Speedee, our customers or others. This includes exchanging information with other companies and organizations for the purposes of fraud protection and credit risk reduction.

### **Choices About How We Use and Disclose Your Information**

We strive to provide you with choices regarding the personal information you provide to us. We have created mechanisms to provide you with the following control over your information:

**Tracking Technologies and Advertising.** You can set your browser to refuse all or some browser cookies, or to alert you when cookies are being sent. To learn how you can manage your Flash cookie settings, visit the Flash player settings page on Adobe's Mobile App. If you disable or refuse cookies, please note that some parts of this site may then be inaccessible or not function properly.

**Disclosure of Your Information for Third-Party Advertising.** If you do not want us to share your personal information with unaffiliated or non-agent third parties for promotional purposes, you can opt-out by checking the relevant box located on the form on which we collect your data.

You can also always opt-out by logging into the Mobile App and adjusting your user preferences in your account profile by checking or unchecking the relevant boxes or by sending us an e-mail stating your request to [support@speedeeoilasheville.com](mailto:support@speedeeoilasheville.com).

**Promotional Offers from the Company.** If you do not wish to have your contact information used by the Company to promote our own or third parties' products or services, you can opt-out by checking the relevant box located on the form on which we collect your data or by sending us an e-mail stating your request to [support@speedeeoilasheville.com](mailto:support@speedeeoilasheville.com). If we have sent

you a promotional e-mail, you may send us a return e-mail asking to be omitted from future e-mail distributions. This opt out does not apply to information provided to the Company as a result of a product purchase, warranty registration, product service experience or other transactions.

**Targeted Advertising.** If you do not want us to use information that we collect or that you provide to us to deliver advertisements according to our advertisers' target-audience preferences, you can opt-out by checking the relevant box located on the form on which we collect your data. You can also always adjust your user advertising preferences in your account profile by checking or unchecking the relevant boxes or by sending us an e-mail stating your request to [support@speedeeoilasheville.com](mailto:support@speedeeoilasheville.com).

We do not control third parties' collection or use of your information to serve interest-based advertising. However these third parties may provide you with ways to choose not to have your information collected or used in this way. You can opt out of receiving targeted ads from members of the Network Advertising Initiative ("NAI") on the NAI's Mobile App.

### **Accessing and Correcting Your Information**

You can review and change your personal information by logging into the Mobile App and visiting your account profile page, if any.

You may also send us an e-mail at [support@speedeeoilasheville.com](mailto:support@speedeeoilasheville.com) to request access to, correct or delete any personal information that you have provided to us. We cannot delete your personal information except by also deleting your user account. We may not accommodate a request to change information if we believe the change would violate any law or legal requirement or cause the information to be incorrect.

If you delete your User Contributions from the Mobile App, copies of your User Contributions may remain viewable in cached and archived pages, or might have been copied or stored by other Mobile App users. Proper access and use of information provided on the Mobile App, including User Contributions, is governed by our [terms of use](#).

### **Your California Privacy Rights**

CALIFORNIA PRIVACY POLICY (Last Revised on: 1/2/20)

This Privacy Policy for California Residents ("California Privacy Policy") supplements the information contained in Speedee ("Speedee" and "we", "us", and "our") primary privacy policy. Speedee has adopted this California Privacy Policy in accordance with the notice requirements under the California Consumer Privacy Act of 2018, as amended ("CCPA"), and any terms defined in the CCPA have the same meaning when used in this California Privacy Policy.

This California Privacy Policy applies only to information collected through: the following Mobile Apps we own: SpeedeeOil.com, and information collected through other channels, such as over the phone or in person.

#### **DEFINITIONS SPECIFIC TO THIS POLICY**

The CCPA includes definitions for terms specific to this California Privacy Policy that do not apply to Speedee Privacy Policy, including the following terms:

**"Personal Information"** means information that identifies, relates to, describes, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular consumer or household. Personal Information does not include publicly available information obtained from government records; deidentified or aggregated consumer information that cannot be reconstructed to identify you; any information covered under the

Gramm-Leach-Bliley Act or the California Financial Information Privacy Act, activities covered by the Fair Credit Reporting Act, or protected health information as defined under the Health Insurance Portability and Accountability Act.

“Sale” or “sell” means selling, renting, releasing, disclosing, disseminating, making available, transferring, or otherwise communicating orally, in writing, or by electronic or other means, a consumer’s personal information by the business to another business or a third party for monetary or other valuable consideration.

“Service Provider” means a sole proprietorship, partnership, limited liability company, corporation, association, or other legal entity that is organized or operated for the profit or financial benefit of its shareholders or other owners, that processes information on behalf of a business and to which the business discloses a consumer’s Personal Information for a business purpose pursuant to a written contract.

“Third Party” means a person or entity who is not a business that collects Personal Information from consumers, as defined in the CCPA, and to whom the business discloses a consumer’s Personal Information for a business purpose pursuant to a written contract.

#### THE PERSONAL INFORMATION WE COLLECT

The chart below shows the categories of Personal Information we may collect; examples of the type of Personal Information in each category; all types of sources from which each category of Personal Information is collected; the business purpose(s) for which that category of Personal Information is collected; and all types of third parties with whom that category of Personal Information is shared. As this chart shows, we disclose certain Personal Information to third parties for a business purpose. We do not seek to collect the personal information of minors under 16 years old. This information covers the past 12 months. We will not collect a category of Personal Information not listed above, or use any Personal Information collected in any of the above categories for a business purpose not listed above, without first providing you with notice.

You have the right to request certain information regarding the Personal Information we have collected about you in the preceding 12 months. You may make such a request up to twice in a 12-month span. Please note that there are circumstances in which we may not be able to comply with your request pursuant to the CCPA, including when we cannot verify your request and/or when there is a conflict with our own obligations to comply with other legal or regulatory requirements. We will notify you following submission of your request if this is the case.

- If you would like to request (1) the categories of Personal Information collected about you; (2) the categories of sources providing that Personal Information; (3) the categories of third parties with whom we have shared that Personal Information; and (4) the business purpose for collecting that Personal Information, email [support@speedeooilasheville.com](mailto:support@speedeooilasheville.com) with the subject “CCPA Personal Information Categories Request” and we will then verify the request.
- If you would like to request the specific pieces of Personal Information we collected about you, email [support@speedeooilasheville.com](mailto:support@speedeooilasheville.com) with the subject “CCPA Specific Personal Information Request” and we will then verify the request.

- If you would like to request (1) the categories of Personal Information collected about you; and (2) the categories of Personal Information that were disclosed for a business purpose, email [support@speedeeoilasheville.com](mailto:support@speedeeoilasheville.com) with the subject “CCPA Personal Information Categories Disclosed Request” and we will then verify the request.

#### VERIFICATION PROCESS

For all requests made under this California Privacy Policy, we will verify the existence of the consumer information in our information systems based upon the consumer name, address, email address, and/or phone number. At a minimum, in order to perform a verification of any requests, we will need a name and an address, phone number, or email address. There may be occasions when the license plate is needed to verify a consumer. Other than these categories of information, we will not need the consumer to provide any additional information for our verification process.

#### NON-DISCRIMINATION

We will not discriminate against you if you exercise any of the rights provided by the CCPA set forth in this California Privacy Policy. Please note that a legitimate denial of a request for information, deletion, or to opt-out is not discriminatory, nor is charging a fee for excessive or repetitive consumer requests as permitted by the CCPA.

#### DELETION OF YOUR PERSONAL INFORMATION

You have the right to request that we delete certain Personal Information that we have collected. Please note that there are circumstances in which we may not be able to comply with your request pursuant to the CCPA, including when we cannot verify your request and/or when there is a conflict with our own obligations to comply with other legal or regulatory requirements. We will notify you following submission of your request if this is the case.

- If you would like to request that we delete your Personal Information pursuant to the requirements of the CCPA, email [support@speedeeoilasheville.com](mailto:support@speedeeoilasheville.com) with the subject “CCPA Delete Personal Information” and we will verify the request.

#### AUTHORIZED AGENTS

You may designate an authorized agent to exercise your rights under the CCPA on your behalf. Pursuant to the CCPA:

- Only a business entity or natural person registered with the California Secretary of State may act as an authorized agent.
- You must provide the authorized agent written permission to exercise your rights under the CCPA on your behalf.
- We may deny a request from an authorized agent on your behalf if the authorized agent does not submit proof that he, she, or it has been authorized by you to act on your behalf if we request such proof, as permitted by the CCPA.
- Even if you use an authorized agent to exercise your rights under the CCPA on your behalf, pursuant to the CCPA we may still require that you verify your own identity

directly to us. This provision does not apply if you have provided with a power of attorney under California Probate Code sections 4000 to 4465.

#### PERSONAL INFORMATION OF MINORS

We do not sell or collect the Personal Information of minors who are less than 16 years old. The above information is for the prior calendar year.

#### RIGHT TO OPT OUT

You have the right to request that we do not sell Personal Information that we have collected. We currently DO NOT sell Personal Information that we have collected.

#### ADDITIONAL INFORMATION

If you would like additional information regarding our California Privacy Policy, please email us at [support@speedeeroilashville.com](mailto:support@speedeeroilashville.com).

#### ADDITIONAL CALIFORNIA PRIVACY RIGHTS

California Civil Code Section § 1798.83 permits users of our web site that are California residents to request certain information regarding our disclosure of personal information to other parties for their direct marketing purposes. To make such a request, please send an email to [support@speedeeroilashville.com](mailto:support@speedeeroilashville.com) with the subject "Shine the Light Request." You may contact us at that email address with any questions as well.

#### CHANGES TO OUR CALIFORNIA PRIVACY POLICY

SpeedDee reserves the right to amend this California Privacy Policy at our discretion and at any time. When we make changes to this California Privacy Policy, we will post an updated notice on our Mobile App with the effective date.

#### **Data Security**

We have implemented measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration and disclosure.

The safety and security of your information also depends on you. Where we have given you (or where you have chosen) a password for access to certain parts of our Mobile App, you are responsible for keeping this password confidential. We ask you not to share your password with anyone. We urge you to be careful about giving out information in public areas of the Mobile App like message boards. The information you share in public areas may be viewed by any user of the Mobile App.

Unfortunately, the transmission of information via the internet is not completely secure.

Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted to our Mobile App. Any transmission of personal information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on the Mobile App.

#### **Changes to Our Privacy Policy**

It is our policy to post any changes we make to our privacy policy on this page. If we make material changes to how we treat our users' personal information, we will notify you through a notice on the Mobile App home page. The date the privacy policy was last revised is identified at the top of the page. You are responsible for ensuring we have an up-to-date active and deliverable e-mail address for you, and for periodically visiting our Mobile App and this privacy policy to check for any changes.

#### **Contact Information**

To ask questions or comment about this privacy policy and our privacy practices, contact us at: [support@speedeeoilasheville.com](mailto:support@speedeeoilasheville.com) or 1883 Hendersonville Rd, Asheville, NC 28803  
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