

A&A respects your privacy. We want to assure you that safeguarding information about you is important to us. We gather personal information about you to conduct business on your behalf, provide superior service, and communicate offers on products and services that we believe will be of interest or benefit to you.

Information We Collect: We collect from you or other sources, information such as your name, mailing and email address, and telephone number. We also collect information about your transactions with us, with our affiliates, or with others, such as purchases related to the use of your membership card. Some information is accessible by you for your review and modification on our website. Changing any personal information requires that you log in with a unique user name and password created by you.

It's vital for A&A to have our customers' current contact information (e.g., address, phone and email) in order to provide customer benefits and to inform customers of the various products and services offered by A&A. We will ask for your contact information when you first become a customer. Thereafter, when you contact us, we will ask for your contact information to authenticate your identity and to ensure that we have your most current contact information.

Information We Share. We share information about you with our affiliates and non-affiliates, such as companies that perform everyday business transactions or marketing services on our behalf or financial institutions with whom we have joint marketing agreements. Because we value the trust you've placed in us, we require that these companies keep the information we send them confidential and limit their use of it to the purposes for which we send it to them, such as notifying you of special offers. We also provide information about you to others as permitted or required by law for specific limited purposes, such as processing transactions you request (e.g., towing or DMV services) and responding to subpoenas or government agencies.

Information Protection: Protecting your information while you visit our website is important to us. We protect your personally identifiable information by restricting access to those employees who need to know. We maintain physical, electronic, and procedural safeguards to guard your personal information.

Online Practices-Website information: We collect information from our website that you give us, and use it to facilitate your requests, process your transactions, and/or update your account. This can include personally identifiable information such as your name, mailing and email address, phone number, and membership number.

We may also gather information about your visit including your Internet Service Provider, Internet Protocol (IP) address, browser type and operating system, the date and time, the website that referred you to us, and the pages you visit while at our site.

We use your information for internal tracking purposes to enhance your experience on our site, to respond to your requests, and to advise you of services and products.

Email Addresses: If you give us your email address, we may send you email offers (e.g., travel or insurance) for products and services that may be of interest to you. With each such offer you

will be given the opportunity to opt-out of receiving future email offers. Even if you opt-out, we reserve the right to email you for non-marketing purposes.

Use of “Cookies:” We use a feature of your Internet browser called a “cookie” (small file placed on the user’s hard drive) to facilitate site navigation, for Internet sessions, and to maintain security. For example, we use cookies to remember your personal settings, pre-fill forms for you, and to monitor your use of our website to improve our services. If you choose not to enable cookies on your browser, you will not be able to use some of the services offered on our website.

We also use cookies, tags (also referred to as pixel tags, 1x1s, or transparent GIFs), and other technologies to manage our email programs. These tags gather information to analyze the performance of our email marketing and help us understand how consumers respond to our messages.

Information Collected by Third Parties: When you visit this site, third parties including advertising partners and analytics providers may collect information about your online activity over time and across websites.

We use third party advertising networks to serve ads on our behalf across the Internet. These companies employ cookies and web beacons to gather anonymous information that permits us to analyze, modify, and improve our advertising content. The information collected is not personally identifiable. We do not have access to or control over cookies or other features these third party advertising networks may use, and their information practices are not covered by this Privacy Statement.

Roadside Assistance & Mobile Phone Location Information:

Location Information We Collect During your Roadside Assistance Call: If you call us for Roadside Assistance we may ask for your permission to attempt to obtain the location of your mobile phone to help our agents expedite dispatch of the services you require.

If you consent, then we will submit a one-time request to a third party service, including your cellular carrier, to automatically obtain geographic location information for the mobile phone number that was used to place the call to us. If you do not consent, then we will not submit the request and we will verbally request from you location information (e.g. address, cross street) to assist us in identifying your location. A record will be kept of your response to our request.

The location information that we obtain may include, but is not limited to, the following elements:

1. Mobile phone number used when calling for assistance
2. Global Positioning System (GPS) or cell phone tower coordinates obtained from your mobile phone provider
3. Date and time of the request

How We Use the Location Information: Based on a request, if we receive location data, then we will use the location information in relation to the services that we provide to you and for our internal purposes.

We may use location information to assist us in identifying your location in order to provide roadside assistance services, which may also include using it for the following:

1. Internal analytics, including mileage calculations
2. Quality assurance initiatives and member surveys
3. A&A Approved Auto Repair facility when a referral is requested
4. Request for assistance from emergency providers (e.g., police, fire)
5. Rental car providers if a referral is requested

Location Information We Share: We may share your location information with our authorized independent service providers, A&A Approved Auto Repair facilities, and our A&A personnel, and our affiliates.

We respect your privacy and we do not sell or share your information beyond what is required for Roadside Assistance, quality assurance and internal purposes.

Storage of Location Information: A complete record of your service request is stored for a period up to seven years. Our records include your location information response and information derived during the process. Protecting your information is important to us. We protect it by restricting access and we maintain physical, electronic, and procedural safeguards to guard the information.

Opting Out & Tracking: Our advertisements that appear on third party sites with the AdChoices icon provide the means for you to opt-out of our advertising network partners' use of your non-personally identifiable information for interest based advertising (also known as "online behavioral advertising") purposes. You can do so by clicking on the blue AdChoices icon on one of our online advertisements and then following its instructions.

We also comply with the Self-Regulatory Program for Online Behavioral Advertising managed by [Digital Advertising Alliance](#) (DAA). When you opt-out, your election is conveyed to the applicable advertising network(s) who then place a cookie on your specific computer and browser. Please note that clearing your browser of cookies will require you to opt-out again. To opt-out from all participating DAA companies, please visit <http://www.aboutads.info/choices/>

We do not respond to a web browser's "Do Not Track" signal. Such a signal enables a person to opt out from having information about their web browsing activities monitored and collected; however, since there is not uniform industry agreement as to how to respond, we do not currently honor such a request.

Non-Solicitation: If you do not want offers from us or our affiliates, please contact A&A and request a Non-Solicitation Form. Your request will take effect within 60 days. During this time,

you may receive mailings that were already in progress. However, you will continue to receive other communications, and promotional offers.

Third Party Links: Our website contains links to third party sites and/or co-branded sites that are not under our control or subject to this Privacy Statement. If you access third party links, you will be leaving our site. We encourage you to check the privacy policies of these sites before providing your personal information to them.

Children's Privacy. We do not intend to collect personally identifiable information from children who are less than 13 years of age. In the event your child provides us with their personal information, you as the child's parent may contact us at the address listed in the "Contacting Us" section below, to request that your child's information be deleted from our records. We will make reasonable efforts to accommodate any such request.

Contacting Us: If you have any questions or concerns regarding this Privacy Statement, please contact us at:

- **A&A Wrecker & Recovery (512) 670-7578**
- **2963 Manor Rd, Austin, TX 78722**
- **By email:** aawrecker24hr@yahoo.com
- **Online:** Complete the [feedback form](#).

This notice is provided on behalf of:
A&A Wrecker & Recovery, LLC

Changes to This Privacy Statement. We may amend this Privacy Statement at any time. Please review it periodically. Any changes are effective upon our posting of the revised Statement as of the Effective Date. Your use of our website following any such change constitutes acceptance.

Important Message from your Cellular Provider (AT&T, Cricket, Sprint, T-Mobile, Verizon Wireless and others): Note: "lookup application" below refers to the third party service that we use to automatically obtain geographic location information for the mobile phone number; and "application provider" below refers to us.

The lookup application used to identify your location is not a Cellular Provider application. If you agree to allow us to use this application, it may require your Cellular Provider to disclose your customer information, including Mobile Phone Location Information, to the application provider or some other third party. By providing your consent, you authorize your Cellular Provider to disclose your information to third parties to enable this application. Check the application's terms of use and the policies for more information about how the application will collect, access, use or disclose your information. Terms of use and other policies usually are available on the application provider's website. If you aren't comfortable with the application's policies, don't use it. You acknowledge and agree that (1) your relationship with the application

provider is separate from your relationship with your Cellular Provider; (2) your Cellular Provider is not responsible for this application; and (3) you will hold harmless your Cellular Provider and its subsidiaries, affiliates, officers, employees, agents, successors and assigns from any judgments, claims, actions, losses, liabilities or expenses arising from or attributable to this application or the acts or omissions of the application provider.

Effective Date: September 1, 2015.

Information
