

Privacy Policy

Alacrity Solutions (“Alacrity” or “we”) respects your privacy and is committed to protecting it in accordance with this Privacy Policy.

This Privacy Policy describes how we collect, use, or disclose personal information we receive through our websites including www.Alacrity.com and www.pdaclientportal.com (“Website”), any mobile applications or other related online services we may offer (collectively, the “Services”). Please note that this Privacy Policy only applies to such Services.

Please read this Privacy Policy carefully to understand our policies and practices regarding your information and how we treat it. By accessing or using our Services, you agree to this Privacy Policy. This Privacy Policy may change from time to time by updating this page, so please check this webpage from time to time to ensure that you are aware of and agree to any changes. Your continued use of this Website after we make changes is deemed to be acceptance of those changes. If you do not agree this Privacy Policy, you are not permitted to use our Services.

1. How We Collect Information

We may collect information about you through your use of our Services, including the Website, our mobile app, and online communications with you.

2. What Type of Data We Collect

We may collect the following categories of data and information:

- ***Profile and contact information*** such as username and password, your name, mailing address, e-mail address, phone number and profile preferences, which may include signing up to specific services or communications from us or selected third parties;
- ***Account- and payment-related information*** as needed to create, assign and review claims and appraisal information, as well as to make payments, through our Alacrity Client Portal;
- ***Other information you provide*** such as by filling in forms on our Services, uploading contact, or when reporting a problem or issue to us;
- ***Communications*** between you and us, such as via email, online chat or other channels; and
- ***Online User Activity*** as described in the next section.

This Privacy Policy does not apply to information collected by us offline, or through third party websites or apps.

3. Online User Activity, Cookies, and Information Collected by Other Automated Means

We, our service providers and advertising partners may collect certain information about your device and use of our Services by automated means, including but not limited to cookies, pixels, software development kits (SDKs) and other similar technologies (“Online User Activity”). For

example, a cookie is a file that may be placed on your device when using our Services to uniquely identify you or store information on your device for later retrieval. Cookies are very commonly used by websites and most browsers are configured by default to accept cookies. SDKs can serve a similar function in a mobile app.

Cookies and SDKs are commonly used to allow websites and apps to store and retrieve certain information on a user's system, and track users' online activities. We, our service providers, and our business partners, may collect information about your use of our websites and app by such automated means, including but not limited to cookies, pixels, and other similar technologies.

Cookies and these other technologies can help us automatically identify you when you return to our Services. Cookies help us review website traffic patterns and improve the website, and determine what Services are popular. We can also use such information to deliver customized content and advertising to users of the Services whose behavior indicates that they are interested in a particular subject area.

When you use the Services, the information that we may collect by automated means includes, for example:

- *Usage Details* about your interaction with our Services (such as the date, time, and length of visits, and specific pages or content accessed during the visits, search terms, frequency of the visits, referring website addresses);
- *Device Information* including the IP address and other details of a device that you use to connect with our Services (such as device type and unique device identifier, operating system, browser type, mobile network information, and the device's telephone number); and
- *Location information* where you choose to provide us with information about your device's location.

We may also ask advertisers or other partners to serve ads to you, which may use cookies or similar technologies placed by us or the third party. If a user does not want information collected through the use of cookies, most browsers allow the visitor to reject cookies, but if you choose to decline cookies, you may not be able to fully experience the interactive features that our Services provide. We may share non-personal information obtained via cookies with our advertising partners. Because there is not yet a consensus on how companies should respond to web browser-based do-not-track ("DNT") mechanisms, we do not respond to web browser-based DNT signals at this time.

4. Online Advertising

You may see us promoted by other organizations, on various websites, web pages, social media and other platforms. Please note that we do not always have complete information about where our organization may be displayed or promoted, and if you believe that we are featured in venues that are inappropriate or offensive, please contact us as directed below.

We may serve advertisements, and allow third parties to serve advertisements, through our Services. Advertisements served through our Services may be targeted to users who fit a certain general profile category, which may be inferred from information that you provide to us or, based on your website usage patterns, or based on your activity on other websites or online services as may be available to the ad networks.

5. How We Use Information We Collect

We may use the information that we obtain about you for purposes allowed by applicable laws, including:

- Provide our Services to you (including use of our Website and app, account management, and facilitate claims, appraisals and payments), and respond to your inquiries and other communications;
- Tailor the content that we display to you in our Services and communications, including targeted advertising, and offer opportunities and information that we believe may be of interest to you;
- Operate, evaluate, and improve our Services, including to diagnose or fix technology problems, and to develop new features or servers;
- Monitor the performance of our Services including metrics such as total number of visitors, traffic, and demographic patterns, as well as analyze and enhance our communications and strategies (including by identifying when emails sent to you have been received and read);
- Provide you with administrative notices, such as to inform you about changes to our Services and our policies; and
- Comply with and enforce as needed applicable legal requirements, industry standards, our policies, and our contractual rights; and
- Provide your information to our affiliates and subsidiaries or to trusted third party partners for marketing or promotional purposes (we will never sell your information for monetary gain).

We may also use or share information in an anonymized or aggregate manner for many purposes such as research, analysis, modeling, marketing, and advertising, as well as improvement of our Services.

6. Information We Share

We do not share personal information with companies, organizations and individuals outside of Alacrity unless one of the following circumstances applies:

- **With Your Consent**
 - We will share personal information with companies, organizations or individuals outside of Alacrity when we have your consent to do so. If you voluntarily share or

submit any user content such as pictures or commentary for posting through our Services, or link it to any social media platforms, that post and any information associated with it may become available to the public.

- **With Our Service Providers and Business Partners**
 - We may share your information with our affiliates or other trusted businesses or persons as needed to perform a technology, business, or other professional function on our behalf, based on our instructions and consistent with this Privacy Policy and any other appropriate confidentiality and security measures. Examples include IT services, maintenance and hosting of our Services, payment processors, marketing partners, and other vendors.
- **For Legal Reasons and other Essential Purposes**
 - We will share personal information with companies, organizations or individuals outside of Alacrity if we have a good-faith belief that access, use, preservation or disclosure of the information is reasonably necessary to:
 - Meet any applicable law, regulation, legal process or enforceable governmental request;
 - Enforce applicable terms of our Services, including investigation of potential violations;
 - Prevent harm or financial loss;
 - Detect, prevent, or otherwise address fraud, security threats or technical issues; or
 - Protect against harm to the rights, property or safety of Alacrity, our employees, business partners, customers, or the public as required or permitted by law.
 - We reserve the right to transfer the information we maintain in the event we sell or transfer all or a portion of our organization or assets. If we engage in such a sale or transfer, we will make reasonable efforts to direct the recipient to use your personal information in a manner that is consistent with this Privacy Policy.

7. Your Privacy Choices

We offer you certain choices about what information we collect from you, how we use and disclose the information, and how we communicate with you.

- **Targeted Ads.** You can opt out of receiving targeted ads served by us or on our behalf by clicking on the blue icon in the corner of the ads we serve.
- **Marketing Emails.** From time to time, we may contact you via email for the purpose of providing announcements, promotional offers, alerts, confirmations, surveys, and/or other general communication. In order to improve our Services, we may be notified when you

open an email from us or click on a link therein. You may choose not to receive marketing emails from us by clicking on the unsubscribe link in the marketing emails you receive from us. Even if you opt out of receiving such communications, we will continue sending you non-marketing email communications, such as administrative or transaction alerts, or information about changes to our Terms of Service.

- **Text Messages.** You may opt-out of receiving text messages by replying “STOP” to any text message received.
- **Push Notifications.** We may request to send you push notifications regarding your account or our mobile application. If you wish to opt-out from receiving these types of communications, you may turn them off in your device’s settings. It must be noted that modifying or decreasing access to your device can have a significant, negative impact on the ability for our Company to manage assignments and for you to receive and complete assignments.
- **Cookies.** Web browsers and mobile devices may offer users the ability to disable receiving certain types of cookies or tracking; however, if such cookies or tracking are disabled, some features or functionality of our Services may not function correctly.
- **User Account.** You may terminate your user account by contacting us as provided below. We may retain any account information for internal purposes or as otherwise provided in this Privacy Policy and our company policies.

8. Jurisdiction-Specific Notices

Certain jurisdictions may provide additional rights to individuals with respect to the collection and use of personal information that we have collected. For example, you may have the right to request that we: (i) disclose to you any personal information that we have about you; (ii) correct or delete personal information that we have about you (subject to certain exceptions); or (iii) not disclose or sell your information to a third party (excluding qualified service providers). You can submit such requests to us via the contact information provided below and we will aim complete the request to the extent required by law or as otherwise determined by us in our discretion.

9. How We Protect Information

We endeavor to maintain reasonable security measures designed to protect the personal information we collect against accidental or unlawful destruction and loss, alteration, unauthorized disclosure or access, and against other unlawful forms of processing. However, we cannot ensure the security of any information that you transmit to us, or guarantee that this information will not be accessed, disclosed, altered, or destroyed. We will make any legally required disclosures in the event of any compromise of personal information. To the extent the law allows us to provide such notification via email or conspicuous posting on the Services, you agree to accept notice in that form.

10. Links to Other Websites

Our Services may contain links to enable you to visit other websites or apps. However, once you have used these links to leave our Services, you should note that we do not have any control over other websites or apps. Please be aware that we are not responsible for the content or privacy practices of such other websites or apps, and we encourage you to be aware when you leave our Services and to read the privacy statements of any other website or app that collects personal information.

11. Children

We do not knowingly collect personal data from children under the age of 13 on our Services. If you have reason to believe that a child under the age of 13 has provided personal information to us through our Services, please contact us, and we will endeavor to delete that information from our systems. In the event that we learn that we have collected personal information from a child under age 13 without parental consent, we will endeavor to delete that information as quickly as possible. If you believe that we might have any information from or about a child under 13, please contact us as directed below.

12. International Data Transfers and Use

Our Services are controlled and operated by us from the United States and are not intended to subject us to the laws or jurisdiction of any state, country, or territory other than those of the United States. Any information that you provide through use of the Services may be stored and processed, transferred between, and accessed from, the United States and other countries which may not guarantee the same level of protection of personal information as the one in which you reside. However, we will handle your personal information in accordance with this Privacy Policy regardless of where your personal information is stored or accessed.

13. Contact us about questions or concerns

If you have any questions about Alacrity Solutions, this Privacy Policy, or if you would like to make a request or update information in regard to your information, you can contact us at csc_sas@alacritysolutions.com, by phone to (800) 872-4732, or by mail to Attn: Website services, Alacrity Solutions-Specialty And Auto Division , P.O. Box 471909, Fort Worth, TX 76147-1412.

This Privacy Policy was last updated on March 12, 2021.