

Notice at Collection of Personal Information

Seaside Chrysler Dodge Jeep Ram respects the privacy of the information our customers entrust to us. This Notice at Collection applies to both the online and offline collection of information. We do not and will not sell personal information. For more information regarding our privacy practices and consumer rights under the California Consumer Privacy Act, view our Privacy Policy at <https://www.seasidechryslerdodgejeepram.com/privacy.htm>

| Categories of personal information we collect from you | The business or commercial purpose(s) for which it will be used: |
|--|---|
| <p>Identifiers, such as: Name, postal address, email address, IP address, identification numbers (e.g., social security number, driver’s license number, state identification number, military identification number or passport number)</p> | To respond to your requests and inquiries; communicate with you regarding our products or services; enter into transactions with you; process your transactions; send you marketing communications; complete government forms; confirm your identity and that you are at least 18 years old; and/or confirm you are licensed to drive our vehicles or take delivery of a vehicle you have purchased or leased from us |
| <p>Other personal information described in Civil Code Section 1798.80(e), such as: Phone number; insurance information; bank account number, credit card number, debit card number, or other financial information; and/or your signature</p> | To respond to your requests and inquiries; communicate with you regarding our products or services; enter into transactions with you; process your transactions; send you marketing communications; confirm your insurance coverage; confirm your identity; obtain authorization to collect payment from you; collect payment from you; confirm acknowledgement of receipt of documents we provide to you; and/or to complete government forms |
| <p>Physical description and characteristics of protected classifications under California or federal law, such as: A photocopy/scan of government issued identification reveals personal information. For example:</p> <ul style="list-style-type: none"> • Driver’s license/state identification card - includes your image, date of birth, physical description and gender • Permanent resident card - includes your image, date and place of birth; • Social security card - includes your social security number • Passport - includes your image, date and place of birth and your nationality • Military ID - includes your image and rank <p>Completion of a Translated Contract Acknowledgement or signing of translated documents reveals your primary language</p> | To confirm your identity; confirm you are licensed to drive our vehicles or take delivery of a vehicle you have purchased or leased from us; confirm eligibility for a manufacturer/lender rebate and to apply for and process any such rebate; determine coverage under the Military Lending Act; provide you with copies of certain documents written in the language in which your transaction was primarily negotiated, as required by law; and/or to complete government forms |
| <p>Commercial information from selling/providing products or services to you, such as: Information, including vehicle information and ownership information, regarding a transaction in which we sell or lease a vehicle to you and/or buy a vehicle from you, or provide parts, service repairs to, or maintenance or inspection of your vehicle</p> | To process your transactions; appraise your current vehicle; send you informational and marketing communications; retain records of transactions as required by law; fulfill the terms of a written warranty or product recall; to process warranty, insurance or service contract claims; and/or to complete government forms |
| <p>Biometric information: If you will be financing or leasing a vehicle from us, we collect a copy of your thumbprint if you complete a “Thumbprint form”</p> | To confirm your identity |
| <p>Internet or other electronic network activity information, such as: IP address, browsing history, and search history</p> | To communicate with you regarding our products and services; improve user experiences by making our website easier to use and navigate, and more personalized based on the profile we create about you |
| <p>Geolocation information, such as: Location of IP address or location of vehicle (using GPS, as permitted by law)</p> | To respond to your requests and inquiries; enter into transactions with you; process your transactions; send you marketing communications; track your vehicle as permitted by law. |
| <p>Sensory data, such as audio information: Voicemail messages and/or recorded phone calls (with your consent)</p> | To communicate with you; some phone calls are recorded (with your consent) for training our staff and for quality assurance purposes |
| <p>Professional or employment related information, such as: Information regarding current occupation</p> | To determine eligibility for a manufacturer/lender rebate and process applicable rebate; to determine eligibility for employee price discounts; and/or to complete government forms |
| <p>Education information, such as Information regarding whether you are or will soon be a college graduate</p> | To determine eligibility for a manufacturer/lender rebate and process applicable rebate, if applicable |
| <p>Inferences drawn from information collected to create a profile, such as: Information regarding your vehicle preferences and needs</p> | To communicate with you regarding our products and services and to market to you |
| <p>Credit information, including employment information, if you apply to finance or lease a vehicle, or make full payment by check.</p> | See our Privacy Notice https://www.seasidechryslerdodgejeepram.com/privacy.htm |

Privacy Policy

Effective Date: January
01, 2020

DEALERSHIP (“DEALERSHIP,” “we,” “us” or “our”) respects the privacy of the information you have entrusted to us. This Privacy Policy (“Policy”) applies to both the online and offline collection of personal information by DEALERSHIP. By using our website and services (collectively, the “Services”), you acknowledge you have read and understand the terms and conditions of this Policy. If you do not agree to the terms and conditions of this Policy, please do not use our Services.

Your use of our Services is also governed by our Terms of Use
<https://www.seasidechryslerdodgejeepram.com/privacy.htm>

PLEASE NOTE THE ARBITRATION PROVISION SET FORTH BELOW, WHICH MAY, EXCEPT WHERE AND TO THE EXTENT PROHIBITED BY LAW, REQUIRE YOU TO ARBITRATE ANY CLAIMS YOU MAY HAVE AGAINST DEALERSHIP ON AN INDIVIDUAL BASIS. ARBITRATION ON AN INDIVIDUAL BASIS MEANS THAT YOU WILL NOT HAVE, AND YOU WAIVE, THE RIGHT FOR A JUDGE OR JURY TO DECIDE YOUR CLAIMS, AND THAT YOU MAY NOT PROCEED IN A CLASS, CONSOLIDATED, OR REPRESENTATIVE CAPACITY.

INFORMATION COLLECTED

Click **here** <https://www.seasidechryslerdodgejeepram.com/privacy.htm> for our Notice at Collection of Personal Information, which lists the categories of personal information we collect from consumers and the purposes for collecting the information.

Below is a chart regarding the personal information we have collected about consumers during the last 12 months:

| Category of personal data | Source(s) | Purpose(s) for collection | Disclosure to third parties |
|---|---|--|---|
| Identifiers , such as: Name, postal address, email address, IP address, identification numbers (e.g., social security number, | <ul style="list-style-type: none">• Directly from consumers• Indirectly from consumers (e.g., from observing consumers' actions on our Services) | <ul style="list-style-type: none">• To respond to consumers' requests and inquiries• Communicate with consumers regarding our | <ul style="list-style-type: none">• Disclosure for business purposes to internet service providers, analytics providers, payment processors and warranty, insurance or service contract |

| | | | |
|---|---|---|---|
| <p>driver's license number, state identification number, military identification number or passport number)</p> | <ul style="list-style-type: none"> • Third-party service providers, including advertising companies, analytics providers, and websites or companies that provide information regarding vehicles or provide listings of vehicles available for sale/lease, that forward identifiers provided by consumers | <p>products or services</p> <ul style="list-style-type: none"> • Enter into and process transactions with consumers • Send marketing communications • Complete government forms • Confirm consumers' identity and that they are at least 18 years old • Confirm consumers are licensed to drive our vehicles or take delivery of a vehicle purchased or leased from us | <p>administrators, if applicable to transaction</p> <ul style="list-style-type: none"> • Disclosure for marketing purposes to advertising companies • Disclosure for safety and warranty purposes to vehicle manufacturer, if customer purchased/leased a new or certified vehicle or if their vehicle was serviced at our dealership • Disclosure to state or federal agencies, when required by law • Disclosure to vehicle manufacturer for marketing and analytical purposes, if customer purchased/leased a new or certified vehicle or if their vehicle was serviced at our dealership [<i>Note— if this bullet point is included, information sharing for this purpose amounts to a “sale” of information, and requires the dealer to have a “Do Not Sell My</i> |
|---|---|---|---|

| | | | |
|---|---|---|---|
| | | | <i>Information” button on its website– see Section II.]</i> |
| <p>Personal information categories listed in the California Customer Records statute (Cal. Civ. Code § 1798.80(e)), such as:</p> <p>Phone number; insurance information; bank account number, credit card number, debit card number, or other financial information, including information relating to consumers’ vehicle financing or lease terms, along with vehicle information; and/or signature(s).</p> | <ul style="list-style-type: none"> • Directly from consumers • Third-party service providers, including advertising companies and analytics providers | <ul style="list-style-type: none"> • To respond to consumers’ requests and inquiries • Communicate with consumers regarding our products or services • Enter into and process transactions with consumers • Send marketing communications • Complete government forms • Confirm insurance coverage • Confirm identity • Obtain authorization to collect payments • Collect payments • Confirm acknowledgement of receipt of documents we provide to consumers | <ul style="list-style-type: none"> • Disclosure for business purposes to internet service providers, delivery services and payment processors • State or federal agencies, when required by law • Disclosure to vehicle manufacturer for marketing and analytical purposes, if customer purchased/leased a new or certified vehicle or if their vehicle was serviced at our dealership [<i>Note– if this bullet point is included, information sharing for this purpose amounts to a “sale” of information, and requires the dealer to have a “Do Not Sell My Information” button on its website– see Section II.]</i> |
| <p>Protected classification characteristics under</p> | <ul style="list-style-type: none"> • Directly from consumers | <ul style="list-style-type: none"> • To confirm identity • Confirm consumers are licensed to | <ul style="list-style-type: none"> • Disclosure to manufacturer or lender for |

| | | | |
|---|---|---|---|
| <p>California or federal law, such as:</p> <p>A photocopy/scan of government issued identification reveals personal information. For example:</p> <ul style="list-style-type: none"> • Driver's license/state identification card - includes image, date of birth, physical description and gender • Permanent resident card - includes image, date and place of birth; • Social security card - includes social security number • Passport - includes image, date and place of birth and nationality • Military ID - includes image and rank <p>Completion of a Translated Contract Acknowledgement or signing of translated documents reveals a consumer's primary language</p> | <ul style="list-style-type: none"> • Government's Military Lending Act website | <p>drive our vehicles or take delivery of a vehicle purchased or leased from us</p> <ul style="list-style-type: none"> • Confirm eligibility for a manufacturer or lender rebate and to apply for and process any such rebate • Determine coverage under the Military Lending Act in connection with a financed vehicle transaction • Provide consumers with copies of certain documents written in the language in which their finance or lease transaction was primarily negotiated, as required by law • Complete government forms | <p>processing applicable rebate</p> <ul style="list-style-type: none"> • Disclosure to state or federal agencies, when required by law |
| <p>Commercial information, such as:</p> | <ul style="list-style-type: none"> • Directly from consumers | <ul style="list-style-type: none"> • Enter into and process | <ul style="list-style-type: none"> • Disclosure for business purposes to payment |

| | | | |
|--|---|--|--|
| <p>Vehicle information, ownership information, and current lease or finance terms</p> | <ul style="list-style-type: none"> • Third parties, such as vehicle manufacturer and/or advertising companies | <p>transactions with consumers</p> <ul style="list-style-type: none"> • Appraise consumers' vehicles • Send informational and marketing communications • Retain records of transactions as required by law • Fulfill the terms of a written warranty or product recall • Process warranty, insurance or service contract claims • Share information with state agencies as required by law | <p>processors, delivery services and warranty, insurance or service contract administrators, if applicable to transaction</p> <ul style="list-style-type: none"> • Disclosure for safety and warranty purposes to vehicle manufacturer, if customer purchased/leased a new or certified vehicle or if their vehicle was serviced at our dealership • Disclosure to state or federal agencies, when required by law |
| <p>Biometric information</p> <p>Consumers who finance/lease vehicles may be asked to complete a "Thumbprint form"</p> | <ul style="list-style-type: none"> • Directly from consumers | <ul style="list-style-type: none"> • To confirm identity | <p>N/A</p> |
| <p>Internet or other similar network activity information, such as:</p> <p>IP address, browsing history, and search history</p> | <ul style="list-style-type: none"> • Indirectly from consumers (e.g., from observing consumers' actions on our Services) | <ul style="list-style-type: none"> • To communicate with consumers regarding our products and services • Improve user experiences by making our website easier to use and navigate, and more personalized based | <ul style="list-style-type: none"> • Disclosure for business purposes to internet service providers |

| | | | |
|---|---|---|--|
| | | on the profile we create about consumers | |
| <p>Geolocation information, such as:</p> <p>IP address and vehicle location (using GPS, as permitted by law)</p> | <ul style="list-style-type: none"> Indirectly from consumers (e.g., from observing consumers' actions on our Services) From vehicles equipped with GPS tracking (as permitted by law) | <ul style="list-style-type: none"> To respond to consumers' requests and inquiries Enter into and process consumers' transactions with you Send marketing communications Track vehicles as permitted by law | <ul style="list-style-type: none"> Disclosure for business purposes to internet service providers |
| <p>Sensory data, such as:</p> <p>Audio information from voicemail messages and/or recorded phone calls (with consumers' consent)</p> | <ul style="list-style-type: none"> Directly from consumers | <ul style="list-style-type: none"> To communicate with you; some phone calls are recorded (with your consent) for training our staff and for quality assurance purposes | N/A |
| <p>Professional or employment-related information, such as:</p> <p>Information regarding current occupation</p> | <ul style="list-style-type: none"> Directly from consumers | <ul style="list-style-type: none"> To confirm eligibility for a manufacturer or lender rebate and to apply for and process any such rebate To confirm eligibility for employee discount pricing Complete government forms, as required | <ul style="list-style-type: none"> Disclosure to manufacturer or lender for processing applicable rebate Disclosure to state or federal agencies, when required by law |
| <p>Non-public education information (per the Family Educational</p> | <ul style="list-style-type: none"> Directly from consumers | <ul style="list-style-type: none"> To confirm eligibility for a manufacturer or lender rebate and | <ul style="list-style-type: none"> Disclosure to manufacturer or lender for |

| | | | |
|--|---|--|-------------------------------------|
| <p>Rights and Privacy Act (20 U.S.C. Section 1232g, 34 C.F.R. Part 99)), such as:</p> <p>Information regarding whether a consumer is or will soon be a college graduate</p> | | <p>to apply for and process any such rebate</p> | <p>processing applicable rebate</p> |
| <p>Inferences drawn from personal information to create a profile, such as:</p> <p>Information regarding consumers' vehicle preferences and needs</p> | <ul style="list-style-type: none"> • Indirectly from consumers (e.g., from observing consumers' actions on our Services) • Third-party service providers, including advertising companies and analytics providers | <ul style="list-style-type: none"> • To market our products and services to consumers | <p>N/A</p> |

COOKIES

We, and third parties we allow, use cookies and other similar technologies. Cookies are small text files placed on your device that uniquely identify your device and which a website can transfer to a consumer's hard drive to keep records of his or her visit to a website. We, or third parties, may use session cookies or persistent cookies. Session cookies only last for the specific duration of your visit and are deleted when you close your browser. Persistent cookies remain on your device's hard drive until you delete them or they expire. Different cookies are used to perform different functions, which are explained below:

- Essential. Some cookies are essential in order to enable you to move around our website and use its features, such as accessing secure areas of our website. Without these cookies, we cannot enable appropriate content based on the type of device you are using.
- Analytics. We use Google Analytics to measure how you interact with our website and to improve your user experience. To learn more about Google Analytics privacy practices and opt-out mechanisms, please visit the Google Analytics Security and Privacy Principles page at <https://support.google.com/analytics/answer/6004245?hl=en>. Google also provides a complete privacy policy and instructions on opting-out of Google Analytics at <https://tools.google.com/dlpage/gaoptout>.

- Targeted Advertising. We use cookies to compile information on our users interaction with our website. We use this information to serve ads to you off of our website.

There are several ways to manage cookies. You can control the use of cookies at the browser level, by instructing your browser to accept cookies, disable cookies or notify you when receiving a new cookie. Please note that if you reject cookies, you may still use our website, but your ability to use some features or areas of our website may be limited. The Network Advertising Initiative also offers a means to opt-out of a number of advertising cookies. Please visit www.networkadvertising.org to learn more. Note that opting-out does not mean you will no longer receive online advertising. It does mean that the company or companies from which you opted-out will no longer deliver ads tailored to your preferences and usage patterns.

COLLECTION AND USE OF INFORMATION FROM CHILDREN

Our Services are not intended for children. We do not knowingly collect personal information from children, and none of our Services are designed to attract children. In the event that we learn that a person under the age of 13 has provided personal information to us, we will delete such personal information as soon as possible.

OPT-OUT

We provide you the opportunity to opt-out of marketing communications by clicking the “unsubscribe” link in email communications or by contacting us using the contact information provided below. We will process your request as soon as possible in accordance with applicable law, but please be aware that in some circumstances you may receive a few more messages until the unsubscribe is processed.

Additionally, we may send you information regarding our Services, such as information about changes to our policies and other notices and disclosures required by law. Generally, users cannot opt-out of these communications, but they will be primarily informational in nature, rather than promotional.

THIRD-PARTY LINKS

Our website contains links to other sites. DEALERSHIP is not responsible for the privacy practices or content of such other sites. If you have any questions about how these other sites use your information, you should review their policies and contact them directly.

YOUR CALIFORNIA PRIVACY RIGHTS

California Civil Code Section 1798.83 permits visitors to the Services who are California residents to request certain information, once a year, regarding our disclosure of personal information to third parties for their direct marketing purposes. To make such a request, please send us an email

using the contact information provided below and put “Shine the Light Request” in the subject line of your email.

From January 1, 2020, California consumers have the following rights:

- **Right to know**

You have the right to request information about the categories and specific pieces of personal information we have collected about you, as well as the categories of sources from which such information is collected, the purpose for collecting such information, and the categories of third parties with whom we share such information. Please see above.

You have the right to request information about our sale or disclosure for business purposes of your personal information to third parties in the preceding 12 months. Please see above.

- **Right to delete**

You have the right to request the deletion of your personal information. Please note that notwithstanding your request, California law permits us to retain certain categories of personal information for numerous purposes, including to complete a transaction, to perform a contract between you and DEALERSHIP, and to comply with a legal obligation.

- **Right to opt-out of sale**

You have the right to opt out of the sale of your personal information to third parties. You can exercise this right through the “Do Not Sell My Personal Information” link in the footer of our website, when such link becomes available on January 1, 2020.

[Note – if your dealership does not sell personal information, instead of the above language, state: “We do not and will not sell your personal information to third parties.”]

- **Right to non-discrimination**

You have the right to not be discriminated against for exercising any of these rights.

We do not sell or knowingly collect the personal information of minors under 16 years of age.

If you would like to exercise one or more of the rights above, please contact us using the contact information provided below. You may designate an authorized agent to make a request on your behalf. Such authorized agent must be registered with the California Secretary of State. We may deny a request from an agent that does not submit proof that they have been authorized by you to act on your behalf.

We may need to confirm your verifiable consumer request before completing your request, and, for example, may ask for you to confirm data points we already have about you. We will only use personal information provided in a verifiable consumer request to verify the requestor’s identity or authority to make the request.

We endeavor to respond to a verifiable consumer request within forty-five (45) days of its receipt. If we require more time, we will inform you of the reason and extension period in writing.

NOTICE REGARDING PUBLIC POSTING AREAS

Please note that any information you include in a message you post to any public posting area is available to anyone with Internet access. If you do not want people to know your email address, for example, do not include it in any message you post publicly. PLEASE BE EXTREMELY CAREFUL WHEN DISCLOSING ANY INFORMATION IN PUBLIC POSTING AREAS. DEALERSHIP IS NOT RESPONSIBLE FOR THE USE BY OTHERS OF THE INFORMATION THAT YOU DISCLOSE IN PUBLIC POSTING AREAS.

SECURITY

We implement reasonable security measures to ensure the security of your personal information. Please understand, however, that no data transmissions over the Internet can be guaranteed to be 100% secure. Consequently, DEALERSHIP cannot ensure or warrant the security of any information you transmit to us and you understand that any information that you transfer to us is done at your own risk. If we learn of a security systems breach we may attempt to notify you electronically so that you can take appropriate protective steps. By using the Services or providing personal information to us, you agree that we can communicate with you electronically regarding security, privacy and administrative issues relating to your use of the Services. We may post a notice via our website if a security breach occurs. We may also send an email to you at the email address you have provided to us in these circumstances. Depending on where you live, you may have a legal right to receive notice of a security breach in writing.

INTERNATIONAL DATA TRANSFERS

DEALERSHIP is based in the U.S. If you choose to provide us with information, please understand that your personal information may be transferred to the U.S. and that we may transfer that information to our affiliates and subsidiaries or to other third parties, across borders, and from your country or jurisdiction to other countries or jurisdictions around the world. If you are visiting from the EU or other regions with laws governing data collection and use that may differ from U.S. law, please note that you are transferring your personal information to the U.S. and other jurisdictions which may not have the same data protection laws as the EU. We put in place appropriate operational, procedural and technical measures in order to ensure the protection of your personal information. You acknowledge you understand that by providing your personal information: (i) your personal information will be used for the uses identified above in accordance with this Policy; and (ii) your personal information may be transferred to the U.S. and other jurisdictions as indicated above, in accordance with applicable law.

ASSIGNMENT

In the event that all or part of our assets are sold or acquired by another party, or in the event of a merger, you grant us the right to assign the personal information collected via the Services.

DISPUTE RESOLUTION AND AGREEMENT TO ARBITRATE

Except where and to the extent prohibited by law, by using the Services, you and DEALERSHIP agree that, if there is any controversy, claim, action, or dispute arising out of or related to your use of the Services or the breach, enforcement, interpretation, or validity of this Policy or any part of it ("Dispute"), both parties shall first try in good faith to settle such Dispute by providing written notice to the other party describing the facts and circumstances of the Dispute and allowing the receiving party thirty (30) days in which to respond to or settle the Dispute. Notice shall be sent to:

- DEALERSHIP, at 3 Geary Plaza, Seaside, CA 93955-3612 or
- You, at the address we have on file for you.

Both you and DEALERSHIP agree that this dispute resolution procedure is a condition precedent that must be satisfied before initiating any litigation or filing any claim against the other party. IF ANY DISPUTE CANNOT BE RESOLVED BY THE ABOVE DISPUTE RESOLUTION PROCEDURE, YOU AGREE THAT THE SOLE AND EXCLUSIVE JURISDICTION FOR SUCH DISPUTE WILL BE DECIDED BY BINDING ARBITRATION ON AN INDIVIDUAL BASIS. ARBITRATION ON AN INDIVIDUAL BASIS MEANS THAT YOU WILL NOT HAVE, AND YOU WAIVE THE RIGHT FOR A JUDGE OR JURY TO DECIDE YOUR CLAIMS, AND THAT YOU MAY NOT PROCEED IN A CLASS, CONSOLIDATED, OR REPRESENTATIVE CAPACITY. Other rights that you and we would otherwise have in court will not be available, or will be more limited in arbitration, including discovery and appeal rights. All such disputes shall be exclusively submitted to American Arbitration Association www.adr.org for binding arbitration under its rules then in effect, before one arbitrator to be mutually agreed upon by both parties.

The arbitrator, and not any federal, state, or local court or agency, shall have exclusive authority to resolve any dispute arising under or relating to the interpretation, applicability, enforceability, or formation of this Policy, including any claim that all or any part of this Policy is void or voidable.

OTHER ARBITRATION AGREEMENTS

In the event of a conflict between this agreement to arbitrate and any other arbitration agreement between you and the DEALERSHIP, such as an arbitration agreement contained in a retail installment sale contract, lease agreement, or repair estimate (Other Arbitration Agreement), the terms of the Other Arbitration Agreement shall govern and prevail in each instance.

CHOICE OF LAW

This Policy has been made in and shall be construed in accordance with the laws of the State of California, without giving effect to any conflict of law principles. Any disputes or claims not subject to the arbitration provision discussed above shall be resolved by a court located in the State of California and you agree and submit to the exercise of personal jurisdiction of such courts for the purpose of litigating any such claim or action.

HOW WE RESPOND TO DO-NOT-TRACK SIGNALS

We treat user-enabled privacy controls, such as a browser plugin or privacy setting, that communicates or signals the consumer's choice to opt-out of the sale of their personal information, as a valid request to opt-out.

CHANGES TO THIS PRIVACY POLICY

We reserve the right to change this Policy from time to time. When we do, we will also revise the "Effective Date" at the top of this Policy. If we make material changes to the Policy, we will notify you by placing a prominent notice on our website and/or by sending you an email at the email address we have on file for you. We encourage you to periodically review this Policy to keep up to date on how we are handling your personal information.

ADDITIONAL FORMATS, ACCESSABILITY AND LANGUAGES

Click **here** <https://www.seasidechryslerdodgejeepram.com/privacy.htm> to print a copy of our Notice at Collection of Personal Information.

Click **here** <https://www.seasidechryslerdodgejeepram.com/privacy.htm> to print a copy of this Privacy Policy.

CONTACT US

If you have any questions, comments or concerns about our privacy practices or this Policy, please contact us at:

3 Geary Plaza, Seaside, CA 93955-3612, ManvirS@cacargroup.com, (800) 615-5084

FACTS

WHAT DOES SEASIDE CHRYSLER DODGE JEEP RAM DO WITH YOUR PERSONAL INFORMATION?

Why?

Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.

What?

The types of personal information we collect and share depend on the product or service you have with us. This information can include:

- Social Security number and income
- Credit history and credit score
- Employment information and checking account information

When you are *no longer* our customer, we continue to share your information as described in this notice.

How?

All financial companies need to share customers' personal information to run their everyday business. In the section below, we list the reasons financial companies can share their customers' personal information; the reasons Seaside Chrysler Dodge Jeep Ram chooses to share, and whether you can limit this sharing.

| Reasons we can share your personal information | Does Seaside Chrysler Dodge Jeep Ram share? | Can you limit this sharing? |
|--|---|-----------------------------|
| For our everyday business purposes— such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus | Yes | No |
| For our marketing purposes— to offer our products and services to you | Yes | No |
| For joint marketing with other financial companies | Yes | No |
| For our affiliates' everyday business purposes— information about your transactions and experiences | Yes | No |
| For our affiliates' everyday business purposes— information about your creditworthiness | No | We do not share |
| For nonaffiliates to market to you | No | We do not share |

Questions?

Email Manvir Sangha at Manvirs@cacargroup.com

| Who we are | |
|---|--|
| Who is providing this notice? | Peninsula Automotive Retailing Group is doing business as Seaside Chrysler Dodge Jeep Ram. |
| What we do | |
| How does protect my personal information? | To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files and buildings. |
| How does collect my personal information? | <p>We collect your personal information, for example, when you</p> <ul style="list-style-type: none"> • Complete a credit application • Apply for financing or for a lease • Provide employment information • Give us your contact information • Show your driver's license <p>We also collect your personal information from others, such as credit bureaus, affiliates, or other companies.</p> |
| Why can't I limit all sharing? | <p>Federal law gives you the right to limit only</p> <ul style="list-style-type: none"> • sharing for affiliates' everyday business purposes— information about your creditworthiness • affiliates from using your information to market to you • sharing for nonaffiliates to market to you <p>State laws and individual companies may give you additional rights to limit sharing.</p> |
| Definitions | |
| Affiliates | <p>Companies related by common ownership or control. They can be financial and nonfinancial companies.</p> <ul style="list-style-type: none"> • No affiliates. |
| Nonaffiliates | <p>Companies not related by common ownership or control. They can be financial and nonfinancial companies.</p> <p>■ Seaside Chrysler Dodge Jeep Ram does not share with nonaffiliates so they can market to you.</p> |
| Joint marketing | <p>A formal agreement between nonaffiliated financial companies that together market financial products or services to you.</p> <p>■ Seaside Chrysler Dodge Jeep Ram engages in joint marketing with banks, credit unions, and finance lenders.</p> |

Other important information

To provide you with additional information regarding our privacy practices and your rights under the California Consumer Privacy Act, a copy of our Notice at Collection of Personal Information has been made available to you. Our Privacy Policy may be accessible at <https://www.seasidechryslerdodgejeepram.com/privacy.htm>. By signing below, you acknowledge receipt of this Privacy Notice.

Signature

Date

Signature

Date

Print Name

Print Name

Seaside Chrysler Dodge Jeep Ram
REQUESTS UNDER THE CALIFORNIA CONSUMER PRIVACY ACT

[Check A or B below]

- A. Seaside Chrysler Dodge Jeep Ram does not and will not sell your personal information to third parties.**
- B. You have the right to opt out of the sale of your personal information to third parties.**

If you are a California resident, as of January 1, 2020 you have the following rights relating to your personal information:

1. You have the right to submit a Request to Know information about the categories and specific pieces of personal information we have collected about you, as well as the categories of sources from which such information is collected, the purpose for collecting such information, the categories of third parties with whom we share such information and the purpose for which it was shared.
2. You have the right to submit a Request to Delete your personal information. Please note that notwithstanding your request, California law permits us to retain certain categories of personal information for numerous purposes, including to complete a transaction, to perform a contract between you and the dealership, and to comply with a legal obligation, such as a record retention requirement.
3. If box B above is checked, you have the right to submit a Request to Opt-out of the sale of your personal information to third parties.

To exercise one or more of the these rights, complete the request form below:

| Consumer Contact Information | Data Request |
|------------------------------|--|
| Name: | <input type="checkbox"/> Request to know Categories of Personal Information Collected |
| Email: | <input type="checkbox"/> Request to Know Specific Pieces of Personal Information Collected |
| Address: | <input type="checkbox"/> Request to Delete Personal Information |
| Phone number: | <input type="checkbox"/> Request to Opt-Out (if box B above is checked) |
| Phone number: | Date of Request: |

If you have submitted a Request to Know information, we will process your request by providing the information described above within 45 days (unless additional time is needed, in which case we will notify you regarding the delay).

If you have submitted a Request to Delete information, we will process your request by deleting your information, unless we are permitted or required to retain it. We will discontinue marketing to you and we will provide a written response regarding your request within 45 days (unless additional time is needed, in which case we will notify you regarding the delay).

If you have submitted a Request to Opt-Out (if box B above is checked), within 15 days we will notify all third parties to whom we have sold your personal information within the past 90 days and instruct them not to further sell your information. We will notify you when this has been completed.

- Requester's identification verified by unexpired California driver's license or California ID.

 Dealership Representative

**Seaside Chrysler Dodge Jeep Ram
INITIAL RESPONSE TO DATA REQUEST**

[Check A or B below]

- A. Seaside Chrysler Dodge Jeep Ram does not and will not sell your personal information to third parties.**
- B. You have the right to opt out of the sale of your personal information to third parties.**

On _____, we received the following data request made by you or on your behalf, pursuant to the California Consumer Privacy Act (CCPA):

- Request to Know** information. After we have verified your identity, we will process your request by providing information about the categories and/or specific pieces of personal information we have collected about you, as well as the categories of sources from which such information is collected, the purpose for collecting such information, the categories of third parties with whom we share such information and the purpose for which it was shared. If box B above is checked, we will provide the categories of third parties to whom we have sold your information and the business purpose for which it was sold. We will provide this response within 45 days of the above date, unless additional time is needed, in which case we will notify you regarding the delay.
- Request to Delete** • portions or • all of your information. After we have verified your identity, we will process your request by deleting your information pursuant to your request, unless we are permitted or required to retain it. Please note that notwithstanding your request, California law permits us to retain certain categories of personal information for numerous purposes, including to complete a transaction, to perform a contract between you and the dealership, and to comply with a legal obligation, such as a record retention requirement. We will provide a response to your request for deletion within 45 days of the above date, unless additional time is needed, in which case we will notify you regarding the delay.
- Request to Opt-Out** of the sale of your information. If box A is checked, we will not provide a further response and will consider your request to be completed. If box B above is checked, after we have verified your identity, within 15 days we will notify all third parties to whom we have sold your personal information within the past 90 days and instruct them not to further sell your information. We will notify you when this has been completed.

Verification of Your identity

- We have verified your identity; no further action is required.
- Two-factor identification is required. We will either send an email to the email address you previously used to interact with us and/or call you using the phone number you previously used to interact with us.
- Because you have requested the specific pieces of personal information we have collected about you, you must meet with the CCPA Manager at our dealership and present your California driver's license or identification card and submit a declaration under penalty of perjury stating that you are the consumer whose personal information is being requested. When you contact us, you will be provided with further instructions regarding this requirement.

D. Sample Responses to Deletion Requests

Below are three templates for responding to deletion requests. The templates vary based on the consumer's interaction with the dealership. The forms increase in length depending on whether the consumer is merely a "window shopper," has applied for credit, or has purchased products or service from the dealership. Your dealership may want to use only the longest and most comprehensive form for all deletion requests, similar to Template (iii) / Form RTD C, or you may want to use a variety of forms similar to these three samples:

- Template (i) **Consumer only visited** the dealership or its website, but did not apply for credit, purchase/lease a vehicle, buy parts or obtain repair services pursuant to a parts ticket or repair order (Form RTD A);
- Template (ii) Consumer **applied for credit**, but did not purchase/lease a vehicle, buy parts or obtain repair services pursuant to a parts ticket or repair order (Form RTD B);
- Template (iii) Consumer **purchased/leased a vehicle, bought parts and/or obtained repair services** pursuant to a parts ticket or repair order (Form RTD C).

Template (i): this sample form is intended for consumers who visited the dealership or its website, but did not apply for credit, purchase/lease a vehicle, or buy parts or obtain repair services pursuant to a parts ticket or repair order. Note that all deletion requests require a secondary confirmation prior to deleting the information.

**RESPONSE TO REQUEST TO DELETE PERSONAL INFORMATION
UNDER THE CALIFORNIA CONSUMER PRIVACY ACT**

To: _____
Date of receipt of request: _____
Date of response: _____

Seaside Chrysler Dodge Jeep Ram (“Dealership,” “we,” “us” or “our”) respects the privacy of the information our customers entrust to us. We received a request to delete personal information* made by you or on your behalf pursuant to the California Consumer Privacy Act (CCPA).

Response to Request

- We are unable to locate in our records any personal information relating to you.
- We are unable to confirm your identity. Your request to delete personal information is denied. We will treat your request as a request to opt-out of selling your personal information.
- Your request is deficient because it was not submitted through one of the designated methods or it is deficient in some other manner unrelated to the verification process. Enclosed with this response are directions on how to submit the request or remedy any deficiencies with the request.
- We have processed your request by deleting information that is not subject to an exception. Such data was deleted by:
 - permanently and completely erasing the personal information on our existing systems with the exception of archived or back-up systems;
 - de-identifying the personal information; or
 - aggregating the personal information.

We have also notified third-parties with whom your data has been shared to delete any information that is not subject to an exception.

The Dealership will maintain a record of your request pursuant to Civil Code Section 1798.105(d). For more information regarding our privacy practices and your rights under the California Consumer Privacy Act, view our Privacy Policy <https://www.seasidechryslerdodgejeepram.com/privacy.htm>

*“Personal information” does not include the following items, which are therefore not subject to deletion:

- Publicly available information, defined as information lawfully made available from federal, state, or government records;
- Protected health information;
- The sale of information to or from a consumer reporting agency for use in a consumer report;
- Personal information about a job applicant or a business’ employees (excluded from most provisions of the CCPA through December 31, 2020);
- Personal information provided in the context of a business to business communication/transaction (excluded through December 31, 2020);
- Personal information collected, processed, sold or disclosed pursuant to the Gramm-Leach-Bliley Act;
- Personal information collected, processed, sold or disclosed pursuant to the Driver’s Privacy Protection Act of 1994

Template (ii): this sample form is intended for consumers who applied for credit, but did not purchase/lease a vehicle, buy parts or obtain repair services pursuant to a parts ticket or repair order. Note that all deletion requests require a secondary confirmation prior to deleting the information.

**RESPONSE TO REQUEST TO DELETE PERSONAL INFORMATION
UNDER THE CALIFORNIA CONSUMER PRIVACY ACT**

To: _____
Date of receipt of request: _____
Date of response: _____

Seaside Chrysler Dodge Jeep Ram ("Dealership," "we," "us" or "our") respects the privacy of the information our customers entrust to us. We received a request to delete personal information* made by you or on your behalf pursuant to the California Consumer Privacy Act (CCPA).

Response to Request

- We are unable to confirm your identity. Your request to delete personal information is denied. We will treat your request as a request to opt-out of selling your personal information.
- Your request is deficient because it was not submitted through one of the designated methods or it is deficient in some other manner unrelated to the verification process. Enclosed with this response are directions on how to submit the request or remedy any deficiencies with the request.
- We have processed your request by deleting information that is not subject to an exception (see below). Such data was deleted by:
 - permanently and completely erasing the personal information on our existing systems with the exception of archived or back-up systems;
 - de-identifying the personal information; or
 - aggregating the personal information.

We have also notified third-parties with whom your data has been shared to delete any information that is not subject to an exception.

Exceptions to Requests for Deletion

Although portions of your data will not be deleted at this time, we will remove your contact information from our marketing lists. We will retain portions of your data for the reasons that are checked below:

Statute(s) or regulation(s) requiring that we maintain documentation:

- Credit applications by consumers who do not purchase or lease a vehicle from the Dealership must be retained for 25 months (12 Code of Federal Regulations § 202.12(b))
- Other: _____
- Other: _____

To defend against potential legal claims, we retain records for the period of time set forth in our records retention schedule.

The Dealership will maintain a record of your request pursuant to Civil Code Section 1798.105(d).

For more information regarding our privacy practices and your rights under the California Consumer Privacy Act, view our Privacy Policy at <https://www.seasidechryslerdodgejeepram.com/privacy.htm>

*“Personal information” does not include the following items, which are therefore not subject to deletion:

- Publicly available information, defined as information lawfully made available from federal, state, or government records;
- The sale of information to or from a consumer reporting agency for use in a consumer report;
- Personal information about a job applicant or a business’ employees (excluded from most provisions of the CCPA through December 31, 2020);
- Personal information provided in the context of a business to business communication/transaction (excluded through December 31, 2020);
- Personal information collected, processed, sold or disclosed pursuant to the Gramm-Leach-Bliley Act
- Personal information collected, processed, sold or disclosed pursuant to the Driver’s Privacy Protection Act of 1994

(Rev 1/2020) Form RTD B

Template (iii): this sample form is intended for consumers who purchased/leased a vehicle, bought parts and/or obtained repair services pursuant to a part ticket or repair order. Note that all deletion requests require a secondary confirmation prior to deleting the information.

**RESPONSE TO REQUEST TO DELETE PERSONAL INFORMATION
UNDER THE CALIFORNIA CONSUMER PRIVACY ACT**

To: _____
Date of receipt of request: _____
Date of response: _____

Seaside Chrysler Dodge Jeep Ram ("Dealership," "we," "us" or "our") respects the privacy of the information our customers entrust to us. We received a request to delete personal information* made by you or on your behalf pursuant to the California Consumer Privacy Act (CCPA).

Response to Request

- We are unable to confirm your identity. Your request to delete personal information is denied. We will treat your request as a request to opt-out of selling your personal information.
- Your request is deficient because it was not submitted through one of the designated methods or it is deficient in some other manner unrelated to the verification process. Enclosed with this response are directions on how to submit the request or remedy any deficiencies with the request.
- We have processed your request by deleting information that is not subject to an exception (see below). Such data was deleted by:
 - permanently and completely erasing the personal information on our existing systems with the exception of archived or back-up systems;
 - de-identifying the personal information; or
 - aggregating the personal information.

We have also notified third-parties with whom your data has been shared to delete any information that is not subject to an exception.

Exceptions to Requests for Deletion

Although portions of your data will not be deleted at this time, we will remove your contact information from our marketing lists. We will retain portions of your data for the reasons that are checked below:

- To complete a transaction.** Personal information is not deleted because it is needed to complete a transaction for which it was collected; provide a good or service requested by you or reasonably anticipated within the context of an ongoing business relationship with you; or otherwise perform a contract between us and you.
- To fulfill the terms of a written warranty or provide notification of a product recall** conducted in accordance with federal law.

For certain internal uses. Personal information is not deleted because it is needed solely for internal use in a lawful manner that is compatible with the context in which the information was provided.

To comply with a legal obligation. Personal information is not deleted because it is needed to comply with the following legal obligation(s):

Statute(s) or regulation(s) requiring that we maintain documentation:

- All pertinent records directly concerned with vehicle sale or lease transactions must be retained for 3 years (13 California Code of Regulations § 272.00)
- Odometer disclosure statements must be retained for 5 years (49 Code of Federal Regulations § 580.8)
- Conditional sale contracts must be retained for 7 years (Civil Code § 2984.5)
- For financed transactions, documents relating to credit worthiness must be retained for 7 years (Civil Code § 2984.5)
- Credit applications by consumers who do not purchase or lease a vehicle from the Dealership must be retained for 25 months (12 Code of Federal Regulations § 202.12(b))
- Vehicle service records must be retained for 3 years (Business and Professions Code § 9884.11)
- Other: _____
- Other: _____

To defend against potential legal claims, we retain records for the period of time set forth in our records retention schedule.

The Dealership will maintain a record of your request pursuant to Civil Code Section 1798.105(d).

For more information regarding our privacy practices and your rights under the California Consumer Privacy Act, view our Privacy Policy at <https://www.seasidechryslerdodgejeepram.com/privacy.htm>

*“Personal information” does not include the following items, which are therefore not subject to deletion:

- Publicly available information, defined as information lawfully made available from federal, state, or government records;
- Protected health information;
- The sale of information to or from a consumer reporting agency for use in a consumer report;
- Personal information about a job applicant or a business' employees (excluded from most provisions of the CCPA through December 31, 2020);
- Personal information provided in the context of a business to business communication/transaction (excluded through December 31, 2020);
- Personal information collected, processed, sold or disclosed pursuant to the GLBA;
- Personal information collected, processed, sold or disclosed pursuant to the Driver's Privacy Protection Act of 1994

E. Sample Responses to Right to Know Requests

Below are three templates for responding to Right to Know Requests regarding categories of personal information. The sample templates are designed to reflect the level of interaction with the consumer. Your dealership may want to use a form similar to the longest and most comprehensive form for all deletion requests (Template (iii)/Form RTKC), or you may want to use a variety of forms similar to these three samples:

Template (i) **Consumer only visited** the dealership or its website, but did not apply for credit; purchase/lease a vehicle, buy parts or obtain repair services (Form RTK A);

Template (ii) Consumer **applied for credit**, but did not purchase/lease a vehicle, buy parts or obtain repair services (Form RTK B);

Template (iii) Consumer **purchased/leased a vehicle, bought parts and/or obtained repair services** (Form RTKC).

Also included is Template (iv), a sample response to a consumer who requests to know the **specific pieces** of personal information that have been collected.

Template (i): this sample form is intended for consumers who visited the dealership or its website, but did not apply for credit, purchase/lease a vehicle, or buy parts or obtain repair services pursuant to a parts ticket or repair order.

RESPONSE TO REQUEST TO KNOW ABOUT CATEGORIES OF INFORMATION COLLECTED UNDER THE CALIFORNIA CONSUMER PRIVACY ACT

To: _____
 Date of receipt of request: _____
 Date of response: _____

Seaside Chrysler Dodge Jeep Ram (“Dealership,” “we,” “us” or “our”) respects the privacy of the information our customers entrust to us. This is our response to your request to know information about the following items under the California Consumer Privacy Act (CCPA).

- Categories of personal information collected;
- Categories of sources from which the personal information was collected;
- Business or commercial purposes for collecting or selling the personal information;
- Categories of third parties with whom the business shared or sold the personal information;
- Business or commercial purpose for which it sold or disclosed the personal information.

Under the CCPA, “Personal information” does not include the following items, which may be excluded from this response:

- Publicly available information, defined as information lawfully made available from federal, state, or government records;
- Protected health information;
- The sale of information to or from a consumer reporting agency for use in a consumer report;
- Personal information about a job applicant or a business’ employees (excluded from most provisions of the CCPA through December 31, 2020);
- Personal information provided in the context of a business to business communication/transaction (excluded through December 31, 2020);
- Personal information collected, processed, sold or disclosed pursuant to the Gramm-Leach-Bliley Act ;
- Personal information collected, processed, sold or disclosed pursuant to the Driver’s Privacy Protection Act of 1994

Response to Request

- We are unable to locate in our records any personal information relating to you.
- We are unable to confirm your identity. Your request to know the categories of personal information collected is denied.
- The chart below reflects the information we have collected about you during the past 12 months.

| Category of personal data | Source(s) | Purpose(s) | Disclosure to third parties |
|--|---|--|--|
| <input type="checkbox"/> Identifiers , such as: Name, postal address, email address, IP address, | <input type="checkbox"/> Directly from you <input type="checkbox"/> Indirectly from you (e.g., from observing actions on our Services) | <input type="checkbox"/> To respond to your requests and inquiries | <input type="checkbox"/> Disclosure for business purposes to internet service providers, analytics providers |

| | | | |
|---|---|--|---|
| <p>identification numbers (e.g., social security number, driver's license number, state identification number, military identification number or passport number)</p> | <p><input type="checkbox"/> Third-party service providers, including advertising companies, analytics providers, and websites or companies that provide information regarding vehicles or provide listings of vehicles available for sale/lease, that forward identifiers provided by you</p> | <p><input type="checkbox"/> Communicate with you regarding our products or services <input type="checkbox"/> Enter into transactions with you <input type="checkbox"/> Send marketing communications <input type="checkbox"/> Confirm your identity and that you are at least 18 years old <input type="checkbox"/> Confirm you are licensed to drive our vehicles</p> | <p><input type="checkbox"/> Disclosure for marketing purposes to advertising companies</p> |
| <p><input type="checkbox"/> Personal information categories listed in the California Customer Records statute (Cal. Civ. Code § 1798.80(e)), such as:</p> <p>Phone number</p> | <p><input type="checkbox"/> Directly from you <input type="checkbox"/> Third-party service providers, including advertising companies and analytics providers</p> | <p><input type="checkbox"/> To respond to your requests and inquiries <input type="checkbox"/> Communicate with you regarding our products or services <input type="checkbox"/> Send marketing communications</p> | <p><input type="checkbox"/> Disclosure for business purposes to internet service providers and payment processors</p> |
| <p><input type="checkbox"/> Protected classification characteristics under California or federal law, such as:</p> <p>A photocopy/scan of government issued identification reveals personal information. For example:</p> <ul style="list-style-type: none"> • Driver's license/state identification card - includes image, date of birth, physical description and gender • Permanent resident card - includes image, date and place of birth; • Social security card - includes social security number • Passport - includes image, date and place of birth and nationality • Military ID - includes image and rank | <p><input type="checkbox"/> Directly from you</p> | <p><input type="checkbox"/> To confirm identity <input type="checkbox"/> Confirm you are licensed to drive our vehicles <input type="checkbox"/> Confirm eligibility for a manufacturer or lender rebate and to apply for and process any such rebate</p> | <p>N/A</p> |
| <p><input type="checkbox"/> Commercial information, such as:</p> | <p><input type="checkbox"/> Directly from you <input type="checkbox"/> Third parties, such as vehicle manufacturer and/or advertising companies</p> | <p><input type="checkbox"/> Appraise your vehicle <input type="checkbox"/> Send informational and marketing communications</p> | <p>N/A</p> |

| | | | |
|--|---|--|---|
| Vehicle information, ownership information, and current lease or finance terms | | | |
| <input type="checkbox"/> Internet or other similar network activity information , such as: IP address, browsing history, and search history | <input type="checkbox"/> Indirectly from you (e.g., from observing your actions on our Services) | <input type="checkbox"/> To communicate with you regarding our products and services <input type="checkbox"/> Improve user experiences by making our website easier to use and navigate, and more personalized based on the profile we create about you | <input type="checkbox"/> Disclosure for business purposes to internet service providers |
| <input type="checkbox"/> Geolocation information , such as: IP address | <input type="checkbox"/> Indirectly from you (e.g., from observing your actions on our Services) | <input type="checkbox"/> To respond to your requests and inquiries <input type="checkbox"/> Send marketing communications | <input type="checkbox"/> Disclosure for business purposes to internet service providers |
| <input type="checkbox"/> Sensory data , such as Audio information from voicemail messages and/or recorded phone calls (with your consent) | <input type="checkbox"/> Directly from you | <input type="checkbox"/> To communicate with you; some phone calls are recorded (with your consent) for training our staff and for quality assurance purposes | N/A |
| <input type="checkbox"/> Professional or employment-related information , such as: Information regarding current occupation | <input type="checkbox"/> Directly from you | <input type="checkbox"/> To confirm eligibility for a manufacturer or lender rebate, if applicable <input type="checkbox"/> To confirm eligibility for employee discount pricing | N/A |
| <input type="checkbox"/> Non-public education information (per the Family Educational Rights and Privacy Act (20 U.S.C. Section 1232g, 34 C.F.R. Part 99)) , such as: Information regarding whether you were or would soon be a college graduate | <input type="checkbox"/> Directly from you | <input type="checkbox"/> To confirm eligibility for a manufacturer or lender rebate, if applicable | N/A |
| <input type="checkbox"/> Inferences drawn from personal information to create a profile , such as: Information regarding your vehicle preferences and needs | <input type="checkbox"/> Indirectly from you (e.g., from observing your actions on our Services) <input type="checkbox"/> Third-party service providers, including advertising companies and analytics providers | <input type="checkbox"/> To market our products and services to you | N/A |

For more information regarding our privacy practices and your rights under the California Consumer Privacy Act, view our Privacy Policy at <https://www.seasidechryslerdodgejeepram.com/privacy.htm>

Template (ii): this sample form is intended for consumers who applied for credit, but did not purchase/lease a vehicle, buy parts or obtain repair services pursuant to a parts ticket or repair order.

**RESPONSE TO REQUEST TO KNOW ABOUT CATEGORIES OF INFORMATION COLLECTED
UNDER THE CALIFORNIA CONSUMER PRIVACY ACT**

To: _____
Date of receipt of request: _____
Date of response to request: _____

Seaside Chrysler Dodge Jeep Ram (“Dealership,” “we,” “us” or “our”) respects the privacy of the information our customers entrust to us. This is our response to your request to know information about the following items under the California Consumer Privacy Act (CCPA).

- Categories of personal information collected;
- Categories of sources from which the personal information was collected;
- Business or commercial purposes for collecting or selling the personal information;
- Categories of third parties with whom the business shared or sold the personal information;
- Business or commercial purpose for which it sold or disclosed the personal information.

Under the CCPA, “Personal information” does not include the following items, which may be excluded from this response:

- Publicly available information, defined as information lawfully made available from federal, state, or government records;
- Protected health information;
- The sale of information to or from a consumer reporting agency for use in a consumer report;
- Personal information about a job applicant or a business’ employees (excluded from most provisions of the CCPA through December 31, 2020);
- Personal information provided in the context of a business to business communication/transaction (excluded through December 31, 2020);
- Personal information collected, processed, sold or disclosed pursuant to the Gramm-Leach-Bliley Act;
- Personal information collected, processed, sold or disclosed pursuant to the Driver’s Privacy Protection Act of 1994

Check A. or B. below

- A. We are unable to confirm your identity. Your request to know about categories of personal information collected is denied.
- B. The chart below reflects the information we have collected about you during the past 12 months.

| Category of personal data | Source(s) | Purpose(s) | Disclosure to third parties |
|--|--|--|---|
| <input type="checkbox"/> Identifiers, such as: | <input type="checkbox"/> Directly from you | <input type="checkbox"/> To respond to your requests and inquiries | <input type="checkbox"/> Disclosure for business purposes to internet service |

| | | | |
|--|--|---|---|
| <p>Name, postal address, email address, IP address, identification numbers (e.g., social security number, driver's license number, state identification number, military identification number or passport number)</p> | <p><input type="checkbox"/> Indirectly from you (e.g., from observing actions on our Services)</p> <p><input type="checkbox"/> Third-party service providers, including advertising companies, analytics providers, and websites or companies that provide information regarding vehicles or provide listings of vehicles available for sale/lease, that forward identifiers provided by you</p> | <p><input type="checkbox"/> Communicate with you regarding our products or services</p> <p><input type="checkbox"/> Enter into and process transactions with you</p> <p><input type="checkbox"/> Send marketing communications</p> <p><input type="checkbox"/> Confirm your identity and that you are at least 18 years old</p> <p><input type="checkbox"/> Confirm you are licensed to drive our vehicles</p> | <p>providers and analytics providers</p> <p><input type="checkbox"/> Disclosure for marketing purposes to advertising companies</p> |
| <p><input type="checkbox"/> Personal information categories listed in the California Customer Records statute (Cal. Civ. Code § 1798.80(e)), such as:</p> <p>Phone number; insurance information; bank account number, credit card number, debit card number, or other financial information, including information relating to your vehicle financing or lease terms, along with vehicle information; and/or signature(s).</p> | <p><input type="checkbox"/> Directly from you</p> <p><input type="checkbox"/> Third-party service providers, including advertising companies and analytics providers</p> | <p><input type="checkbox"/> To respond to your requests and inquiries</p> <p><input type="checkbox"/> Communicate with you regarding our products or services</p> <p><input type="checkbox"/> Enter into transactions with you</p> <p><input type="checkbox"/> Send marketing communications</p> <p><input type="checkbox"/> Confirm identity</p> <p><input type="checkbox"/> Confirm acknowledgement of receipt of documents we provide to you</p> | <p><input type="checkbox"/> Disclosure for business purposes to internet service providers</p> |

| | | | |
|--|---|---|---|
| <p><input type="checkbox"/> Protected classification characteristics under California or federal law, such as:</p> <p>A photocopy/scan of government issued identification reveals personal information. For example:</p> <ul style="list-style-type: none"> • Driver's license/state identification card - includes image, date of birth, physical description and gender • Permanent resident card - includes image, date and place of birth; • Social security card - includes social security number • Passport - includes image, date and place of birth and nationality | <p><input type="checkbox"/> Directly from you</p> <p><input type="checkbox"/> Government's Military Lending Act website</p> | <p><input type="checkbox"/> To confirm identity</p> <p><input type="checkbox"/> Confirm you are licensed to drive our vehicles Confirm eligibility for a manufacturer or lender rebate and to apply for and process any such rebate</p> <p><input type="checkbox"/> Determine coverage under the Military Lending Act in connection with a financed vehicle transaction</p> | <p><input type="checkbox"/> Disclosure to manufacturer or lender for processing applicable rebate</p> |
|--|---|---|---|

| | | | |
|---|---|--|---|
| <ul style="list-style-type: none"> • Military ID - includes image and rank | | | |
| <input type="checkbox"/> Commercial information , such as: Vehicle information, ownership information, and current lease or finance terms | <input type="checkbox"/> Directly from you <input type="checkbox"/> Third parties, such as vehicle manufacturer and/or advertising companies | <input type="checkbox"/> Appraise your vehicle <input type="checkbox"/> Send informational and marketing communications | N/A |
| <input type="checkbox"/> Biometric information You completed a "Thumbprint form" | <input type="checkbox"/> Directly from you | <input type="checkbox"/> To confirm identity | N/A |
| <input type="checkbox"/> Internet or other similar network activity information , such as: IP address, browsing history, and search history | <input type="checkbox"/> Indirectly from you (e.g., from observing your actions on our Services) | <input type="checkbox"/> To communicate with you regarding our products and services <input type="checkbox"/> Improve user experiences by making our website easier to use and navigate, and more personalized based on the profile we create about you | <input type="checkbox"/> Disclosure for business purposes to internet service providers |
| <input type="checkbox"/> Geolocation information , such as: IP address | <input type="checkbox"/> Indirectly from you (e.g., from observing your actions on our Services) | <input type="checkbox"/> To respond to your requests and inquiries <input type="checkbox"/> Enter into transactions with you <input type="checkbox"/> Send marketing communications | <input type="checkbox"/> Disclosure for business purposes to internet service providers |
| <input type="checkbox"/> Sensory data , such as Audio information from voicemail messages and/or recorded phone calls (with your consent) | <input type="checkbox"/> Directly from you | <input type="checkbox"/> To communicate with you; some phone calls are recorded (with your consent) for training our staff and for quality assurance purposes | N/A |
| <input type="checkbox"/> Professional or employment-related information , such as: Information regarding current occupation | <input type="checkbox"/> Directly from you | <input type="checkbox"/> To confirm eligibility for a manufacturer or lender rebate <input type="checkbox"/> To confirm eligibility for employee discount pricing | N/A |
| <input type="checkbox"/> Non-public education information (per the Family Educational Rights and Privacy Act (20 U.S.C. Section 1232g, 34 C.F.R. Part 99)), such as: | <input type="checkbox"/> Directly from you | <input type="checkbox"/> To confirm eligibility for a manufacturer or lender rebate and to apply for and process any such rebate | N/A |

| | | | |
|---|---|---|-----|
| Information regarding whether you were or would soon be a college graduate | | | |
| <input type="checkbox"/> Inferences drawn from personal information to create a profile , such as: Information regarding your vehicle preferences and needs | <input type="checkbox"/> Indirectly from you (e.g., from observing your actions on our Services) <input type="checkbox"/> Third-party service providers, including advertising companies and analytics providers | <input type="checkbox"/> To market our products and services to you | N/A |

For more information regarding our privacy practices and your rights under the California Consumer Privacy Act, view our Privacy Policy at <https://www.seasidechryslerdodgejeepram.com/privacy.htm>

(Rev 1/2020) Form RTK B

Template (iii): this sample form is intended for consumers who purchased/leased a vehicle, bought parts and/or obtained repair services pursuant to a parts ticket or repair order.

**RESPONSE TO REQUEST TO KNOW ABOUT CATEGORIES OF INFORMATION COLLECTED
UNDER THE CALIFORNIA CONSUMER PRIVACY ACT**

Seaside Chrysler Dodge Jeep Ram (“Dealership,” “we,” “us” or “our”) respects the privacy of the information our customers entrust to us. This is our response to your request to know information about the following items under the California Consumer Privacy Act (CCPA).

- Categories of personal information collected;
- Categories of sources from which the personal information was collected;
- Business or commercial purposes for collecting or selling the personal information;
- Categories of third parties with whom the business shared or sold the personal information;
- Business or commercial purpose for which it sold or disclosed the personal information.

Under the CCPA, “Personal information” does not include the following items, which may be excluded from this response:

- Publicly available information, defined as information lawfully made available from federal, state, or government records;
- Protected health information;
- The sale of information to or from a consumer reporting agency for use in a consumer report;
- Personal information about a job applicant or a business’ employees (excluded from most provisions of the CCPA through December 31, 2020);
- Personal information provided in the context of a business to business communication/transaction (excluded through December 31, 2020);
- Personal information collected, processed, sold or disclosed pursuant to the Gramm-Leach-Bliley Act;
- Personal information collected, processed, sold or disclosed pursuant to the Driver’s Privacy Protection Act of 1994

Check A. or B. below

A. We are unable to confirm your identity. Your request to know about categories of personal information collected is denied.

B. The chart below reflects the information we have collected about you during the past 12 months.

| Category of personal data | Source(s) | Purpose(s) | Disclosure to third parties |
|---|--|--|---|
| <input type="checkbox"/> Identifiers , such as: Name, postal address, email address, IP address, identification numbers (e.g., social security number, driver’s license number, state identification number, military identification number or passport number) | <input type="checkbox"/> Directly from you <input type="checkbox"/> Indirectly from you (e.g., from observing actions on our Services) <input type="checkbox"/> Third-party service providers, including advertising companies, analytics providers, and websites or companies | <input type="checkbox"/> To respond to your requests and inquiries <input type="checkbox"/> Communicate with you regarding our products or services <input type="checkbox"/> Enter into and process transactions with you <input type="checkbox"/> Send marketing | <input type="checkbox"/> Disclosure for business purposes to internet service providers, analytics providers, payment processors and warranty, insurance or service contract administrators, if applicable to transaction <input type="checkbox"/> Disclosure for marketing purposes to advertising companies <input type="checkbox"/> Disclosure for safety and warranty purposes to |

| | | | |
|--|--|--|---------|
| | that provide information regarding vehicles or | communications <input type="checkbox"/> Complete government forms | vehicle |
|--|--|--|---------|

| | | | |
|--|--|--|---|
| | <p>provide listings of vehicles available for sale/lease, that forward identifiers provided by you</p> | <p><input type="checkbox"/> Confirm your identity and that you are at least 18 years old</p> <p><input type="checkbox"/> Confirm you are licensed to drive our vehicles or take delivery of a vehicle purchased or leased from us</p> | <p>manufacturer, if you purchased/leased a new or certified vehicle or if your vehicle was serviced at our dealership</p> <p><input type="checkbox"/> Disclosure to state or federal agencies, when required by law</p> <p><input type="checkbox"/> Disclosure to vehicle manufacturer for marketing and analytical purposes, if you purchased/leased a new or certified vehicle or if your vehicle was serviced at our dealership</p> |
| <p><input type="checkbox"/> Personal information categories listed in the California Customer Records statute (Cal. Civ. Code § 1798.80(e)), such as:</p> <p>Phone number; insurance information; bank account number, credit card number, debit card number, or other financial information, including information relating to your vehicle financing or lease terms, along with vehicle information; and/or signature(s).</p> | <p><input type="checkbox"/> Directly from you</p> <p><input type="checkbox"/> Third-party service providers, including advertising companies and analytics providers</p> | <p><input type="checkbox"/> To respond to your requests and inquiries</p> <p><input type="checkbox"/> Communicate with you regarding our products or services</p> <p><input type="checkbox"/> Enter into and process transactions with you</p> <p><input type="checkbox"/> Send marketing communications</p> <p><input type="checkbox"/> Complete government forms</p> <p><input type="checkbox"/> Confirm insurance coverage</p> <p><input type="checkbox"/> Confirm identity</p> <p><input type="checkbox"/> Obtain authorization to collect payments</p> <p><input type="checkbox"/> collect payments</p> <p><input type="checkbox"/> Confirm acknowledgement of receipt of documents we provide to you</p> | <p><input type="checkbox"/> Disclosure for business purposes to internet service providers, delivery services and payment processors</p> <p><input type="checkbox"/> State or federal agencies, when required by law</p> <p><input type="checkbox"/> Disclosure to vehicle manufacturer for marketing and analytical purposes, if you purchased/leased a new or certified vehicle or if your vehicle was serviced at our dealership</p> |

| | | | |
|--|---|--|---|
| <p><input type="checkbox"/> Protected classification characteristics under California or federal law, such as:</p> <p>A photocopy/scan of government issued identification reveals personal information. For example:</p> <ul style="list-style-type: none"> • Driver's license/state identification card - includes image, date of birth, physical description and gender • Permanent resident card - includes image, date and place of birth; • Social security card - includes social security number | <p><input type="checkbox"/> Directly from you</p> <p><input type="checkbox"/> Government's Military Lending Act website</p> | <p><input type="checkbox"/> To confirm identity</p> <p><input type="checkbox"/> Confirm you are licensed to drive our vehicles or take delivery of a vehicle purchased or leased from us</p> <p><input type="checkbox"/> Confirm eligibility for a manufacturer or lender rebate and to apply for and process any such rebate</p> <p><input type="checkbox"/> Determine coverage under the Military Lending Act in connection with a financed vehicle transaction</p> <p><input type="checkbox"/> Provide you with copies of certain documents written in the language in which your finance or lease transaction was primarily negotiated, as required by law</p> | <p><input type="checkbox"/> Disclosure to manufacturer or lender for processing applicable rebate</p> <p><input type="checkbox"/> Disclosure to state or federal agencies, when required by law</p> |
|--|---|--|---|

| | | | |
|---|---|---|---|
| <ul style="list-style-type: none"> • Passport - includes image, date and place of birth and nationality • Military ID - includes image and rank <p>Completion of a Translated Contract Acknowledgement or signing of translated documents reveals your primary language</p> | | <input type="checkbox"/> Complete government forms | |
| <input type="checkbox"/> Commercial information , such as: Vehicle information, ownership information, and current lease or finance terms | <input type="checkbox"/> Directly from you <input type="checkbox"/> Third parties, such as vehicle manufacturer and/or advertising companies | <input type="checkbox"/> Enter into and process transactions with you <input type="checkbox"/> Appraise your vehicle <input type="checkbox"/> Send informational and marketing communications <input type="checkbox"/> Retain records of transactions as required by law <input type="checkbox"/> Fulfill the terms of a written warranty or product recall <input type="checkbox"/> Process warranty, insurance or service contract claims <input type="checkbox"/> Share information with state agencies as required by law | <input type="checkbox"/> Disclosure for business purposes to payment processors, delivery services and warranty, insurance or service contract administrators, if applicable to transaction <input type="checkbox"/> Disclosure for safety and warranty purposes to vehicle manufacturer, if you purchased/leased a new or certified vehicle or if your vehicle was serviced at our dealership <input type="checkbox"/> Disclosure to state or federal agencies, when required by law |
| <input type="checkbox"/> Biometric information You completed a "Thumbprint form" | <input type="checkbox"/> Directly from you | <input type="checkbox"/> To confirm identity | N/A |
| <input type="checkbox"/> Internet or other similar network activity information , such as: IP address, browsing history, and search history | <input type="checkbox"/> Indirectly from you (e.g., from observing your actions on our Services) | <input type="checkbox"/> To communicate with you regarding our products and services <input type="checkbox"/> Improve user experiences by making our website easier to use and navigate, and more personalized based on the profile we create about you | <input type="checkbox"/> Disclosure for business purposes to internet service providers |
| Geolocation information , such as: <input type="checkbox"/> IP address <input type="checkbox"/> Vehicle location (using GPS, as permitted by law) | <input type="checkbox"/> Indirectly from you (e.g., from observing your actions on our Services) <input type="checkbox"/> From vehicles equipped with GPS tracking (as permitted by law) | <input type="checkbox"/> To respond to your requests and inquiries <input type="checkbox"/> Enter into and process your transactions with you <input type="checkbox"/> Send marketing communications <input type="checkbox"/> Track vehicles as permitted by law | <input type="checkbox"/> Disclosure for business purposes to internet service providers |

| | | | |
|--|--|---|-----|
| <input type="checkbox"/> Sensory data , such as | <input type="checkbox"/> Directly from you | <input type="checkbox"/> To communicate with you; some phone calls are recorded (with your consent) for | N/A |
|--|--|---|-----|

| | | | |
|--|---|---|--|
| Audio information from voicemail messages and/or recorded phone calls (with your consent) | | training our staff and for quality assurance purposes | |
| <input type="checkbox"/> Professional or employment-related information , such as: Information regarding current occupation | <input type="checkbox"/> Directly from you | <input type="checkbox"/> To confirm eligibility for a manufacturer or lender rebate and to apply for and process any such rebate, if applicable <input type="checkbox"/> To confirm eligibility for employee discount pricing <input type="checkbox"/> Complete government forms, as required | <input type="checkbox"/> Disclosure to manufacturer or lender for processing rebate, if applicable <input type="checkbox"/> Disclosure to state or federal agencies, when required by law |
| <input type="checkbox"/> Non-public education information (per the Family Educational Rights and Privacy Act (20 U.S.C. Section 1232g, 34 C.F.R. Part 99)) , such as: Information regarding whether you were or would soon be a college graduate | <input type="checkbox"/> Directly from you | <input type="checkbox"/> To confirm eligibility for a manufacturer or lender rebate and to apply for and process any such rebate, if applicable | <input type="checkbox"/> Disclosure to manufacturer or lender for processing rebate, if applicable |
| <input type="checkbox"/> Inferences drawn from personal information to create a profile , such as: Information regarding your vehicle preferences and needs | <input type="checkbox"/> Indirectly from you (e.g., from observing your actions on our Services) <input type="checkbox"/> Third-party service providers, including advertising companies and analytics providers | <input type="checkbox"/> To market our products and services to you | N/A |

For more information regarding our privacy practices and your rights under the California Consumer Privacy Act, view our Privacy Policy at <https://www.seasidechryslerdodgejeepram.com/privacy.htm>

*This sample response is for responding to a consumer who requests to know the **specific pieces** of personal information that have been collected. Before providing this sensitive information, dealers should review page 34 of this Handbook regarding Verification of Requests.*

**RESPONSE TO REQUEST TO KNOW ABOUT SPECIFIC PIECES OF PERSONAL INFORMATION
UNDER THE CALIFORNIA CONSUMER PRIVACY ACT**

To: _____
Date of receipt of request: _____
Date of response to request: _____

Seaside Chrysler Dodge Jeep Ram (“Dealership,” “we,” “us” or “our”) respects the privacy of the information our customers entrust to us. This is our response to your request to know information about the following items under the California Consumer Privacy Act (CCPA).

- We are unable to locate in our records any personal information relating to you.
- We are unable to confirm your identity. Your request to know the specific pieces of personal information is denied.
- In the past 12 months, we collected the following specific pieces of information about you:

Name: _____
Phone number(s): _____
Email address: _____
Mailing address: _____
IP address: _____
Other: _____
Other: _____

- For customers who have purchased or leased a vehicle from the Dealership, have purchased parts, or have had their vehicles serviced at the Dealership pursuant to a parts ticket or repair order, enclosed with this response is a redacted* copy of documents containing specific pieces of personal information collected from you.

For more information regarding our privacy practices and your rights under the California Consumer Privacy Act, view our Privacy Policy at <https://www.seasidechryslerdodgejeepram.com/privacy.htm>

*For your privacy, we have not identified and have redacted from the enclosed documents the following pieces of personal information collected from you: social security number, driver’s license number or other government-issued identification number, financial account number, any account password, or security questions and answers.

DATA RETENTION POLICY

Purpose

The purpose of this Data Retention Policy (“Policy”) is to ensure that the data collected, maintained and used by DEALERSHIP (“DEALERSHIP”), including sensitive personal data, is adequately protected and maintained, and to ensure that data that is no longer needed by DEALERSHIP is discarded at the proper time and in the proper manner. This Policy is designed to ensure compliance with U.S. federal and local laws and regulations to eliminate accidental or innocent destruction of documents, and to facilitate DEALERSHIP’s operations by promoting efficiency and freeing up valuable storage space. This Policy is also for the purpose of aiding employees of DEALERSHIP in understanding their obligations in retaining information. DEALERSHIP expects all employees to fully comply with this Policy.

Definitions of Key Terms

“**Data**” is defined as any written, recorded or graphic material of any kind existing in any tangible or electronic form that is in the custody, possession or control of DEALERSHIP or any of its directors, officers or employees, which in any way concerns DEALERSHIP’s operations, business activities or legal requirements, including, but not limited to customer personal data. Data may be as obvious as a memorandum, an email, a contract, or something not as obvious, such as a computerized desk calendar, an appointment book, or an expense record.

“**Retention Period**” is defined as the period of time during which Data must be retained. Unless otherwise specified, Retention Periods are measured from the date of Data creation or modification.

Requirements

All Data will be stored in the physical locations or in the electronic systems that DEALERSHIP has provided and designated for such Data. Data shall be retained in a manner that reasonably protects the Data from damage or destruction, facilitates the location and retrieval of the Data in a minimal amount of time and with minimal expense and effort, and complies with other DEALERSHIP policies and procedures, to the extent applicable. Following the expiration of the Retention Period, Data should be destroyed absent explicit written direction to the contrary from Manvir Sangha.

Before Data is disposed of or destroyed, DEALERSHIP must verify that the Data (i) has met its Retention Period and (ii) is not the subject of any pending/imminent/threatened litigation or audit (see Section VI below for more information about this exception). Data will be disposed of in a manner that is reasonable considering the content of the Data, but which assures that the information has been destroyed.

- For printed Data:
 - Confidential or sensitive Data should be shredded or incinerated.
 - All non-confidential Data may be disposed of in the appropriate recycling receptacle.
- For electronic Data:
 - All Data should be deleted in a way that is irretrievable and non-restorable.

Email Archival Practices

This section is designed to ensure compliance with federal and state laws and regulations, to eliminate accidental or innocent destruction of emails and to facilitate DEALERSHIP's operations by promoting efficiency and freeing up valuable storage space. This section sets general guidelines, recognizing the impracticality of adhering to rigid rules, and the massive volume of records created by the ever-growing collection of digital devices and services used within DEALERSHIP.

DEALERSHIP strives to keep emails as follows:

- Retention settings are set to generally "archive" any messages over 6 months of age. These retained messages will be removed from the mail server to reduce the need for storage space.
- The messages will then be archived for up to 7 years, unless a longer or shorter Retention Period is chosen for selected messages.
- Retention settings should apply to all general mail storage folders including inbox and sent messages.
- If an employee uses electronic messages for business, outside a corporate email system account, the employee is expected to make reasonable effort to make records of the messages such that they are within DEALERSHIP's control.

Litigation Exception Process and How to Respond to Discovery Requests

In the event that DEALERSHIP is served with any subpoena or request for Data or any employee becomes aware of a governmental investigation or audit concerning DEALERSHIP or the commencement of any litigation against or concerning DEALERSHIP, such employee shall inform Manvir Sangha and any further disposal of Data shall be suspended until such time as Manvir Sangha, with the advice of legal counsel, determines otherwise. Manvir Sangha shall take such steps as are necessary to promptly inform all employees of any suspension in the further disposal of Data. This exception supersedes any previously or

subsequently established destruction schedule for those Data. If you believe this exception may apply, or have any questions regarding the possible applicability of this exception, or if you believe, for any reason, that Data or category of Data should not be destroyed, please contact Manvir Sangha.

Data Retention Schedule

It is impossible to designate a Retention Period for each and every type of Data that may exist or come to exist. However, this Policy sets forth Retention Periods for certain common types of Data in the chart below. If certain Data does not fall within a class for which there is a designated Retention Period in this Policy, DEALERSHIP will consult with legal counsel to determine the proper classification of the Data or to establish a Retention Period for the Data in question. To the extent Data is subject to more than one Retention Period, the Data will be retained for the longer of the specified time frames in order to comply with this Policy.

- 1) Retail Installment Contracts- 7 Years
- 2) Credit Applications that are Denied- 2 Years
- 3) Credit Applications that are Approved- NO REQUIREMENT
- 4) Employment Application, Termination, and Not Hired- 3 Years
- 5) Employment Applications, Hired- 3 Years
- 6) Internal Repair Orders- 3 Years
- 7) Odometer Statements- 5 Years
- 8) OSHA Records- 6 Years
- 9) Personnel Files, Closed- 6 Years after termination
- 10) Service Contracts/Extended Warranties- 7 Years