

Video Chat for Repair Facilities Privacy Policy

Last Updated: November 30, 2020

Please read this Privacy Policy carefully. This Privacy Policy applies to information collected through Video Chat for Repair Facilities ("Video Chat - RF"). Video Chat - RF is provided to you by CCC Information Services on behalf of an insurance carrier or its designated third party administrator in which you have a business relationship and to whom you are actively engaging in a video chat session (inclusive of representatives, "insurance carrier"). By using Video Chat - RF, you acknowledge that you have read and understood this Privacy Policy and the Video Chat - RF Terms of Use [\[Link\]](#). Note that this Privacy Policy does not apply to information collected through any means other than Video Chat - RF, including information that you provide to the insurance carrier or CCC outside of Video Chat - RF. References to "CCC," "we," "our," "us," or variations of any of these, shall mean CCC Information Services Inc and its affiliates, acting as service provider to the insurance carrier.

Information Collected

CCC collects information in two ways: through information you voluntarily submit using Video Chat - RF and through the installation and use of Video Chat - RF.

- **User-Provided Information**

One way CCC collects information is by you providing that information. When you use Video Chat - RF, you may provide information that would be captured in User Photographs and Videos (as defined below). Video Chat - RF provides users the ability to allow insurance carrier to capture photographs, record, and transmit to insurance carrier photographic images and (when available) videos of damaged or totaled vehicle(s) for which you are evaluating and the video chat session (collectively, the "User Photographs and Videos"). You are solely responsible for the content of the User Photographs and Videos, and other content you provide to Video Chat - RF or allow the insurance carrier to capture photographs or recordings of through Video Chat - RF; please be careful in allowing the Video Chat - RF to continue without pause so that the insurance carrier cannot capture photographs of items that you do not want to share. You are solely responsible for acquiring consent for the provision of all such User provided information.

- **Information Collected Automatically**

Video Chat - RF also automatically collects information such as the video chat session start and end time –which will be associated with your auto-generated video chat session ID.

How We Use Information We Collect with Video Chat - RF

- We use the information that we collect to provide you Video Chat - RF on behalf of the insurance carrier and to provide you with information and documentation related to Video Chat – RF.
- We also use deidentified and/or aggregate information to help us create, develop, operate, deliver, and improve our products, services, site content, user experience, and advertising of our products and services.

- In addition to the uses identified above, CCC may access or disclose the information under certain additional circumstances such as the following: (a) to protect or defend the legal rights or property of CCC and its corporate affiliates; (b) to protect against fraud or for risk management purposes; or (c) to comply with applicable law or legal process.

Please note, insurance carrier may make additional uses of any data or information provided through Video Chat - RF pursuant to the insurance carrier's business relationship and/or contract with you. Please contact the insurance carrier directly for this information.

How We Share Information We Collect with Video Chat - RF

- We will share your information with insurance carriers that are processing claims relating to the damaged or totaled vehicle for which you are evaluating and/or made User Photographs and Videos , including any and all images and videos (including any annotations or notes thereto) that you allow insurance carrier to take screen shots or recordings of from Video Chat - RF.
- We may provide your information to our service providers to retain, use, and disclose that information in connection with services they provide to us and you (e.g., we may store your data on servers that are owned and operated by our hosting services provider, etc.).
- We may share information we collect with other entities such as law enforcement, government entities, or courts as required or allowed by applicable law, such as for the legal and safety purposes described under the "How We Use Information We Collect" Section above, or otherwise to help prevent harm or fraud to us, you, our customers, or other third parties.
- In addition, if CCC sells all or part of its business or sells or transfers all or a material part of its assets, or is otherwise involved in a merger or transfer of all or a material part of its business, CCC may transfer your information to the party or parties involved in the transaction as part of that transaction.

Security

Information CCC collects on Video Chat - RF is stored within CCC controlled databases (or databases hosted on CCC's behalf) on servers maintained in protected environments. However, no physical or electronic security system is impenetrable, and no security can prevent all unauthorized access, use or disclosure. Although CCC implements and maintains reasonable measures to protect your information, CCC cannot guarantee its absolute security, nor can CCC guarantee that information you supply won't be intercepted while being transmitted to CCC over the Internet.

Children

Video Chat - RF is not intended for children. Children should not use Video Chat - RF for any purpose, even with the permission of their parents. CCC will not knowingly allow anyone under 13 to provide any personally identifying information. If you are under 13, please do not provide any information about yourself through Video Chat - RF.

Third Party Links

Video Chat - RF may contain links to websites not controlled by CCC. CCC is not responsible for the privacy practices of third parties. CCC encourages users to read the privacy statements of third-party

websites to which they link. This Privacy Policy applies only to information collected from Video Chat - RF.

Changes to the Privacy Policy

CCC reserves the right to change this Privacy Policy at any time in our sole discretion. You are expected to check this page frequently, so you are aware of any changes as they are binding on you. Your continued use of Video Chat - RF after CCC posts a revised Privacy Policy signifies your acceptance of the revised Privacy Policy.

* * *

Additional Information for California Residents

If you are a California resident, you may have rights under the California Consumer Privacy Act. You may exercise your rights, if any, regarding your data by contacting the insurance carrier directly.