

## **CCC Mobile™ Solutions – Resolve Privacy Policy**

Effective Date: January 01, 2020

Please read this Privacy Policy carefully. This Privacy Policy applies to information collected through CCC Mobile™ Solutions – Resolve (“Resolve”). Resolve is provided to you by CCC Information Services on behalf of your insurance carrier or your insurance carrier’s third-party administrator (“insurance carrier”). By using Resolve, you acknowledge that you have read and understood this Privacy Policy and the CCC Mobile Solutions – Resolve End User License Agreement. Note that this Privacy Policy does not apply to information collected through any means other than Resolve, including information that you provide to your insurance carrier or CCC outside of Resolve. 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 your insurance carrier.

### **Information Collected**

CCC collects information in two ways: through information you voluntarily submit using Resolve and through your installation and use of Resolve.

- **User-Provided Information**

One way CCC collects information is by you providing that information. When you use Resolve, you may provide your user ID, name, email address, telephone number, insurance claim number, catastrophic event information, Vehicle Identification Number (“VIN”), the name of the individual recording the User Photographs and Videos, and other vehicle information such as make, model, color of your vehicle, vehicle options. In addition, Resolve allows users to upload and allows insurance carrier representatives to take screen shots of and/or to upload, photographic images and videos of damaged vehicles (collectively, the “User Photographs and Videos”). You are solely responsible for the content of the User Photographs and Videos and other content you upload to Resolve or allow the insurance carrier representatives to take screen shots of through Resolve; please be careful in selecting what images to include as part of your submission or allowing the video chat to continue without pause so that the insurance carrier representatives cannot take screen shots of videos that you do not want to share.

- **Information Collected Automatically**

Resolve also automatically collects information such as device ID, IP address, location based on your IP address, browser language, browser type, and GPS location of uploaded photographic images and videos. Additionally, through the use of cookies and other tracking mechanisms (described in more detail below), we may collect, where applicable and without limitation, the number of visits, number of page views, number of user sessions, new visitors, traffic received by other websites that directed traffic to Resolve.

### **How We Use Information We Collect with Resolve**

- We use the information that we collect to provide you Resolve on behalf of your insurance carrier and to provide you with information and documentation related to Resolve.
- 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 your 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 provided through Resolve pursuant to the insurance carrier's contract with you. Please contact your insurance carrier directly for this information.

### **How We Share Information We Collect with Resolve**

- We will share your information with insurance carriers that are processing claims relating to your damaged or totaled vehicle, including any and all images and videos (including any annotations or notes thereto) that you upload to or allow insurance carrier representatives to take screen shots of from Resolve. These insurance carriers will use your User Photographs and Videos for the limited purpose of processing claims relating to your damaged or totaled vehicles.
- 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 Resolve 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.

### **Cookies and Other Tracking Mechanisms**

A cookie is a small entry in text file stored on your computer's hard drive for the purpose of identifying your device during interactions on Resolve. CCC utilizes cookies, web beacons, and other tracking mechanisms to understand how users engage with Resolve. CCC may share information captured by cookies and other tracking mechanisms with CCC's analytics service partners, who may combine it with other information that they've collected from users of Resolve. Resolve uses Google Analytics™ service or Google Firebase™ platform. For more information on how Google may use your data as part of those products, please go to [www.google.com/policies/privacy/partners](http://www.google.com/policies/privacy/partners).

Your browser may allow you to disable the use of cookies. However, if you choose to decline cookies, you may not be able to take advantage of various features on the website or mobile application that are available to other visitors. Please go [here](#) for instructions for enabling or disabling the use of cookies in your Google Analytics service.

Tracking mechanisms for mobile applications are not configured to be disabled. As such, if you do not consent to the collection, use or sharing of this type of information in the manner described in this privacy policy, please do not use Resolve. By using Resolve, you are agreeing to the collection, use and sharing of information as described in this privacy policy.

### **Children**

Resolve is not intended for children. Children should not use Resolve 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 Resolve.

### **Third Party Links**

Resolve 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 Resolve.

### **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 Resolve 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 your insurance carrier directly.