

CCC® Mobile Appraiser Pro Privacy Notice

Effective Date: March 17, 2021

Please read this Privacy Notice carefully. This Privacy Notice applies to information collected through CCC® Mobile Appraiser Pro ("Appraiser Pro"). Appraiser Pro 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 Appraiser Pro, you acknowledge that you have read and understood this Privacy Policy and the Terms of Use for Appraiser Pro. Note that this Privacy Notice does not apply to information collected through any means outside of Appraiser Pro, including information that you provide to the insurance carrier or CCC outside of Appraiser Pro. References to "CCC," "we," "our," "us," or variations of any of these, shall mean CCC Information Services Inc and its affiliates, acting as a service provider to your employer.

You may only utilize Appraiser Pro if you have a pre-existing relationship with an insurance carrier that allows the use of Appraiser Pro and you have account credentials from such insurance carrier.

Appraiser Pro is designed to allow you to select an assignment from those assigned to you or those available at a certain location, as applicable, and: (a) capture photos, record videos, and transmit to the insurance carrier photos and videos of the damaged or totaled vehicle(s) for which you are evaluating; and (b) input information related to such damaged or totaled vehicle(s) for which you are evaluating for use by the insurance carrier. All use of Appraiser Pro for any other purpose is strictly prohibited.

Please limit the availability of photos and videos, and annotations thereto, requested by insurance carriers. Please do not include any sensitive personal information about you, or any other person, in the photos, videos or text you submit or allow the insurance company to photograph or record in Appraiser Pro. Everything you submit in Appraiser Pro will be shared with insurance carriers and other parties, as described below.

Information Collected

CCC collects information in two ways: through information you voluntarily submit and through your installation and use of Appraiser Pro. This information is collected for Appraiser Pro to complete the requests you and your insurance carrier have requested by using Appraiser Pro.

- **User-Provided Information**

When you use Appraiser Pro, you may be required to provide your user ID, name, login details, and business contact information to verify your identity (as they are assigned and required by the insurance carrier). While processing a claim, the photos, videos, and your comments on the vehicle will be uploaded to the CCC Claim Folder via the Appraiser Pro and will be identifiable to you as the user who created them.

In addition, Appraiser Pro allows you to upload to take photos 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 Appraiser Pro. Please be careful in selecting what images to include as part of your submission or allowing the video recording to continue without pause so that screen shots of videos cannot be taken that you do not want to share.

- **Information Collected Automatically**

Appraiser Pro 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. Sharing your location is necessary to drive-in locations or home visits that you may be assigned. You may need to adjust your device's privileges to allow for your location to be shared. If you choose not to provide your location data, you can use the Appraiser Pro postcode search function. Additionally, using 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 Appraiser Pro.

How We Use Information We Collect with Appraiser Pro

- We use the information that we collect to provide you Appraiser Pro on behalf of your insurance carrier and to provide you with information and documentation related to Appraiser Pro.
- 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, the insurance carrier may make additional uses of any data provided through Appraiser Pro. Please contact your employer directly for this information.

How We Share Information We Collect with Appraiser Pro

- We will share your information with insurance carriers that are processing claims relating to your assigned damaged or totaled vehicle, including any and all images and videos (including any annotations or notes thereto) that you upload to Appraiser Pro. These insurance carriers will use your User Photographs and Videos for the limited purpose of processing these related claims.
- 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 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 Appraiser Pro. CCC utilizes cookies, web beacons, and other tracking mechanisms to understand how users engage with Appraiser Pro. 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 Appraiser Pro. Appraiser Pro 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.

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 visit allaboutcookies.org 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 Appraiser Pro. By using Appraiser Pro, you are agreeing to the collection, use and sharing of information as described in this Privacy Notice.

Children

Appraiser Pro is not intended for children. Children should not use Appraiser Pro for any purpose, even with the permission of their parents. CCC will not knowingly allow anyone under 16 to provide any personally identifying information. If you are under 16, please do not provide any information about yourself.

Third Party Links

Appraiser Pro 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 Notice applies only to information collected from Appraiser Pro.

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 Appraiser Pro after CCC posts a revised Privacy Notice signifies your acceptance of the revised Privacy Notice.

* * *

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 employer directly.