

CCC Mobile™ Solutions – Photo Self Inspection Privacy Policy

Effective Date: October 3, 2018

Please read this Privacy Policy carefully. This Privacy Policy applies to information collected through CCC Mobile™ Solutions – Photo Self Inspection (“Photo Self Inspection”). By using Photo Self Inspection, you acknowledge that you have read and understood this Privacy Policy and the CCC Mobile Solutions – Photo Self Inspection End User License Agreement. Note that this Privacy Policy does not apply to information collected through any means other than Photo Self Inspection, including information that you provide to CCC offline. References to “CCC,” “we,” “our,” “us,” or variations of any of these, shall mean CCC Information Services Inc.

Children

Photo Self Inspection is not intended for children. Children should not use Photo Self Inspection 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 Photo Self Inspection.

Information Collected

CCC collects information in two ways: through information you voluntarily submit using Photo Self Inspection (“User-Provided Information”) and through your installation and use of Photo Self Inspection. All information that may be used to identify you will be treated as Personal Information.

- **User-Provided Information**

One way CCC collects information is by you providing that information. To use Photo Self Inspection, you may be required to provide personal information (e.g., information that can be used to identify you), which may include your first and last name, email address, mailing address, telephone number, insurance claim number, and Vehicle Identification Number (“VIN”). In addition, Photo Self Inspection allows users to upload photographic images, videos of damaged vehicles and damage description text to assist in the preparation of vehicle damage repair estimates (collectively, the “User Photographs”). You are solely responsible for the content of the User Photographs you upload to Photo Self Inspection; please be careful in selecting what images to include as part of your submission.

- **Mobile Device Type and Operating System Information**

Photo Self Inspection automatically collects information about your mobile device type, operating system, location information and camera settings.

How We Use Information We Collect

- **Personal Information**

We use Personal Information that we collect to provide you with information and documentation related to Photo Self Inspection.

We may provide your Personal Information to our third party service providers, but they will only be permitted to use 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 will also provide your Personal Information to insurance carriers (and their third party service providers) that are processing claims relating to your damaged or totaled vehicle.

We may use Personal Information we collect (including any corresponding general information) to provide you information about other information, products or services offered by CCC. If you do not wish to receive these kinds of communications, you can opt out by sending CCC an email with the subject as "ELECTION TO OPT OUT – CCC to Photo Self Inspection@cccis.com.

We may provide your Personal Information to our trusted business partners, to enable them to provide you information about other information, products or services offered by those business partners. If you do not wish to receive these kinds of communications, you can opt out by sending CCC an email with the subject as "ELECTION TO OPT OUT – BUSINESS PARTNERS" to Photo Self Inspection @cccis.com. Please note, however, that once you opt out, we will no longer share your Personal Information with our trusted business partners, but to the extent a business partner has already been provided your Personal Information, you must contact that business partner directly to opt out of receiving further marketing materials from it.

We may use Personal Information that is coupled with general information to improve Photo Self Inspection and our users' experience with Photo Self Inspection by providing users with information, including advertisements, that is relevant to that specific user.

We may provide your Personal Information to our affiliated entities and joint venture partners who may use the Personal Information for the same purposes as us.

- **User Photographs**

Any and all images and videos that you upload to Photo Self Inspection will be shared, unedited and without modification by CCC, with insurance carriers that are processing claims relating to your damaged or totaled vehicle. These insurance carriers will use your User Photographs for the limited purpose of processing claims relating to your damaged or totaled vehicles. CCC will not use or share User Photographs for any other purpose, except for system administration, for troubleshooting for Photo Self Inspection, to perform industry research and to develop products.

- **General Information and De-identified Personal Information**

We may take Personal Information and de-personalize it, such that it cannot be traced to a specific individual. We may use this de-personalized information for a broad range of purposes. For example:

- We may use de-personalized and/or general data to determine characteristics of users of Photo Self Inspection, which characteristics may be used to improve Photo Self Inspection or its features or to better market Photo Self Inspection or its features;
- We may use de-personalized and/or general data to determine the popularity or effectiveness of certain features of Photo Self Inspection and to improve Photo Self Inspection's appeal to users; and
- We may use de-personalized and/or general data by aggregating it with those of other Photo Self Inspection users to develop products, perform industry research and provide reports.

Security

Information CCC collects on Photo Self Inspection 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 strives to use commercially reasonable means 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

- **What Information Might the Cookies and Other Tracking Mechanisms Capture**

With cookies and other tracking mechanisms enabled, CCC will be able to track, 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 CCC's website or mobile application, social sharing of CCC's website content or mobile application, user location for demographic information, and the number of reports run and report generation information.

- **What are 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 web browser during interaction on websites. The cookie contains an ID number that allows CCC to, among other items, track the pages you've visited. If you log into the CCC website or mobile application via a third party, such third party may collect and use the information you provide. CCC has no control and is not responsible for such third-party collection and use, and you should review their data collection practices. CCC may also use a small file, called a web beacon. In combination with cookies, web beacons allow CCC to track, for example, whether web pages are viewed, how often web pages are viewed, and the specific times of day web pages are viewed. CCC may use other tracking mechanisms as well, for instance those utilized by analytics providers.

- **What Does CCC Do with Information Captured by Cookies and Other Tracking Mechanisms**

CCC utilizes the information captured by CCC cookies and other tracking mechanisms to enhance the website or mobile application user experience, including, user interface and navigation. Further, CCC may use cookies to personalize content and ads, to provide social media features and to analyze CCC's traffic. CCC may also share information captured by CCC cookies and other tracking mechanisms with CCC's social media, advertising, and analytics partners, who may combine it with other information that you've provided to them or

that they've collected from your use of their services. Additionally, CCC may share information captured by CCC cookies and other tracking mechanisms with our third-party contractors and suppliers.

How to Disable Cookies and Other Tracking Mechanisms

The following sites offer instructions for enabling or disabling the use of cookies in your browser. 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.

[Chrome](#)

[Firefox](#)

[Microsoft Internet Explorer and Edge](#)

[Opera](#)

[Safari](#)

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 the CCC mobile application. By using the CCC mobile application or website, you are "opting in" to the collection, use and sharing of this information described in this privacy policy.

Information Collected by Third Parties

Some of CCC's business partners, including advertisers, use cookies, but CCC has no access to or control over these cookies. This Privacy Policy covers the use of cookies, if any, provided by CCC only and does not cover the use of cookies by any third parties.

Information Provided to Third Party

Photo Self Inspection 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 Photo Self Inspection.

Other Users

In addition to the uses identified above, CCC may access or disclose Personal 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.

Business Transactions

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 Personal Information to the party or parties involved in the transaction as part of that transaction.

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 Photo Self Inspection after CCC posts a revised Privacy Policy signifies your acceptance of the revised Privacy Policy.