

Customer Privacy Policy

THIS CUSTOMER PRIVACY POLICY TELLS YOU:

About our practices regarding the collection and use of data related to our customers and toll violators; how we protect that data; the categories of third-party persons or entities with whom we may share data; and your rights with respect to data concerning you.

WHY WE MAY GATHER INFORMATION:

We collect personally identifiable information to establish and maintain your account; facilitate processing, billing, and enforcing toll transactions; provide notices; facilitate interoperability; operate and manage the toll road system; communicate with you about products and service, marketing items, or the toll roads in general; and better serve you. We may also need information from you and others to help us verify your identity in order to prevent fraud and ensure security in accessing your account and resolving any violation transactions that may occur. For customers that pay by plate, we may need information to verify your identify, process payments, and provide you notices about any violations your vehicle incurs.

WHAT TYPE OF INFORMATION WE MAY GATHER:

In order to establish and maintain a customer account with us, we need your first and last name; current contact information including your address, telephone number and email address; information related to each vehicle you would like registered to your account including its license plate number. We also require valid credit card or debit card number(s) and/or bank account or other payment information, including the related billing address, and other basic account information necessary to process payments. When our system processes a payment to your account, the transaction records show usage of our roads by vehicles or transponders registered to your account or their use on other toll or parking facilities for which payment was processed through your account, including the location where the transaction occurred. This information is provided to you to allow you to reconcile the charges to your account. Similar information is required to process a One-Time Toll payment, in order to properly link a transaction to your vehicle and your pre- or post-transaction payment. For purposes of operation and management of the toll roads, including facilitating the processing and enforcement of toll transactions, we may also gather the name and address of the registered owner or renter of a vehicle using the toll roads, travel pattern data, address information, telephone number(s), email address(es), license plate number(s), social security number(s), photographs, bank account information, and credit or debit card numbers.

HOW WE PROTECT WHAT WE KNOW ABOUT OUR CUSTOMERS:

We treat what we know about you confidentially and take care in handling your information. To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, we strive to maintain physical, electronic, and administrative safeguards to secure the information we collect online or through your account or through your usage of the roads we operate. This includes the use of encryption technologies to protect information entered and presented on our website, and the use of tokenization to protect your payment card information. We utilize reasonable efforts and best practices in securing our systems and your data to mitigate against the risk of a data breach that could result in your information being stolen and used for unauthorized purposes.

THE CATEGORIES OF THIRD PARTY

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PERSONS OR ENTITIES WITH WHOM WE MAY SHARE CUSTOMER INFORMATION:

We may disclose personally identifiable information to others to carry out our business functions, billing, accounting, enforcement, operation and management of the toll roads, and to communicate information to you. For example, we may share your information to the extent legally authorized with third party entities such as law enforcement, government entities, other toll agencies, contractors facilitating the operation and management of the toll roads, entities or individuals that facilitate the collection and enforcement of tolls and penalties that you incurred, entities or individuals that facilitate communications with you, and other toll operators as necessary. If you choose to use your transponder to pay for parking where that service is offered, we may disclose personally identifiable information to the parking entity to process that transaction.

HOW YOU MAY REVIEW OR REQUEST CHANGES TO YOUR PERSONAL INFORMATION:

You may review or request changes to your personally identifiable information that you provided to The Toll Roads by accessing your account information online at www.thetollroads.com, through our free mobile app, or by calling (949) 727-4800 during normal business hours.

YOUR CALIFORNIA PRIVACY RIGHTS

We will not disclose your information to any third party for direct marketing purposes by that third party. We may disclose your information to our contracted vendor, for marketing products and services offered by TCA or a TCA business partner, with your express written consent. We will not disclose your information to any third party for purposes other than those described in the "Why We May Gather Information" paragraph, except as required by law. If you have provided consent to receive direct marketing materials, you may opt out of those communications at any time. If you have provided consent to receive direct marketing materials, California law permits residents of California to request certain details about information we disclose to third parties for direct marketing purposes. If you are a California resident and would like to request this information, please contact us at The Toll Roads, 125 Pacifica, Ste. 120, Irvine, CA 92618

ABOUT THE TOLL ROADS CUSTOMER PRIVACY POLICY AND HOW WE WILL NOTIFY YOU OF ANY MATERIAL CHANGES IN OUR CUSTOMER PRIVACY POLICY:

The Toll Roads Customer Privacy Policy may be accessed from any page of www.thetollroads.com website. We reserve the right to modify this Customer Privacy Policy at any time. If we make material changes to this policy, we will provide notice of those changes either through account statements, a notification on our website, or a notification on our free mobile application. We may also provide notice of such changes via email or mail to our customers and users. If you receive or view such a notice, please go to the website at www.thetollroads.com to view the updated Customer Privacy Policy to which the notice refers.