

## Privacy Policy

Last revised: April 6, 2022

Sac Van Rental, ("We", "Us", "Our", "Sac Van Rental Rental") is committed to protecting your privacy and informing you about how your information is used. This Privacy Policy explains Our practices regarding the collection, use, disclosure, and protection of information that is collected through Our website, mobile application, and any other mobile or online service owned and offered by Sac Van Rental, LLC (Our "Service"). This page is used to inform website visitors regarding Our policies with the collection, use, and disclosure of Personal Information if anyone decided to use Our Service, the Sac Van Rental website. If you choose to use Our Service, then you agree to the collection and use of information in relation with this policy. The Personal Information that We collect are used for providing and improving the Service. We will not use or share your information with anyone except as described in this Privacy Policy. The terms used in this Privacy Policy have the same meanings as in Our Terms and Conditions, which is accessible at <https://sacvanrental.com>, unless otherwise defined in this Privacy Policy.

### Personal Information We Collect From You

We collect personal information from you to provide Our Service and offer you a personalized, useful, and efficient experience. The categories of personal information We collect can include:

#### Identifying Information

You provide Us information about yourself, such as your name, age, address, email address, university or other affiliation, and password, when you register for a Member account with the Service. We also collect a copy of your driver's license and billing and payment information if you utilize Our Service. In some cases, we may request an updated utility bill to verify place of residency. We may use a third-party service to verify driver's license and insurance (<https://stripe.com>). If you correspond with Us by email, we may retain the content of your email messages, your email address, and Our responses. We may also retain any messages you send through the Service. You may provide Us information in User Content you post to the Service.

#### Payment Information

Sac Van Rental, does not store payment information on its servers. When you make payment through Our Service, we process your payments through Stripe (<https://stripe.com>), a Third-Party application. The Third-Party application may collect certain financial information from you to process a payment on behalf of Sac Van Rental, including your name, email address, address, and other billing information. By submitting your payment information and/or linking your Sac Van Rental account with an outside payment service, you authorize Sac Van Rental to access and use this information to provide you with and accept payment for the Service and any associated fees. This allows Us to both confirm your identity and provide you with seamless, hassle-free transactions. We may collect Payment Information on a rental agreement to process rental extensions or security deposits.

#### Usage Information We Collect

#### Data Gathered from In-Vehicle Hardware

Mercedes-Benz Vans (and many other smart connected vehicles) gather information about the vehicle use, including time of use, location and movements, speed of travel, odometer readings, battery use management information, electrical system functions, software version information, infotainment system data, safety-related data and camera images (including information regarding the vehicle's SRS systems, braking and acceleration, security, e-brake, and accidents), and other features, and other data to assist in identifying issues and analyzing the performance of the vehicle and other aspects of the vehicle use. This is done automatically and cannot be changed due to the nature of the vehicle. Refer to [Mercedes-Benz Vans Privacy Statement](#) for more information.

Additionally, to use Mercedes-Benz mobile app, to take advantage of some of the Mercedes-Benz features such as remote lock/unlock/start, etc. We may need to collect this Telematic data to facilitate this optional service.

We may also use this Telemetry data if a Vehicle has not been returned on date/time per the rental agreement, terms of service, and/or if the rented Vehicle is the subject of an AMBER Alert issued pursuant to Section 8594 of the Government Code.

### **Use of Cookies and Other Technology to Collect Information**

When you visit Our website or use Our mobile app or Service, We and Our business partners may collect certain information about your computer or device through technology such as cookies, web beacons, log files, or other tracking/recording tools. The information We collect through the use of tracking technologies includes but is not limited to IP address, browser information, referring/exit pages and URLs, click stream data and information about how you interact with links on the website, mobile app, or Service, domain names, landing pages, page views, and cookie data that allows Us to uniquely identify your browser and track your browsing behavior on Our site. We may also use clear gifs or other technology in HTML-based emails sent to Our users to track which emails are opened and which links are clicked by recipients. Some or all data may be combined with other personally identifying information described above. We may also collect analytics data, or use third-party analytics tools, to help Us measure traffic and usage trends for the Service and to understand more about the demographics of Our users. These tools collect information sent by your browser or mobile device, including the pages you visit, your use of third-party applications, and other information that assists Us in analyzing and improving the Service. We may work with third parties to employ technologies, including the application of statistical modeling tools, which attempt to recognize you across multiple devices. Although We do Our best to honor the privacy preferences of Our visitors, we are currently unable to respond to Do Not Track signals from your browser.

When you access Our Service by or through a mobile device, We may receive or collect and store a unique identification number associated with your device or Our mobile application (including, for example, a UDID, Unique ID for Advertisers ("IDFA"), Google Ad ID, or Windows Advertising ID or other identifier), mobile carrier, device type, model and manufacturer, mobile device operating system brand and model, phone number, and, depending on your mobile device settings, your geographical location data, including GPS coordinates (e.g. latitude and/or longitude), Wi-Fi location, or similar information regarding the location of your mobile device.

We use or may use the data collected through these technologies to: (i) remember information so that you will not have to re-enter it during your visit; (ii) provide custom, personalized content and information, including advertising; (iii) identify you across multiple devices; (iv) provide and monitor the effectiveness of Our Service; (v) monitor aggregate metrics such as total number of visitors,

traffic, usage, and demographic patterns on Our website and Our Service; (vi) diagnose or fix technology problems; and (vii) otherwise to plan for and enhance Our service.

The Sac Van Rental website gathers information for [remarketing](#), re-engagement, and/or similar audience features provided by Google Ads & third-party vendors to reach guest who have previously visited our website, viewed our ads on the internet, and/or engaged with either. Third-party vendors, including Google, use [cookies](#) and/or device identifiers to serve ads based on visits to our website, viewing of our ads on the internet, and/or engagement with either. You may opt out of Google's use of cookies or device identifiers by visiting Google's [Ads Settings](#). Alternatively, you may also opt out of third-party vendor's use of cookies by visiting the [Network Advertising Initiative opt-out page](#) or control the use of device identifiers by using your [device's settings](#).

## **Your Choices About Your Information Communications**

We will not sell your contact information to third parties for marketing purposes. We may communicate with you via in-app notifications, email, SMS text, or other method. You control when and how (e.g., email, SMS, etc.) you would like to receive messages, and you may be able to opt-out of receiving certain types of messages. We may send you notifications of activity on the Service to the email address you give Us, in accordance with any applicable privacy settings. Sac Van Rental may send you other messages during operation of Our Service, such as notifications from other Users, updates about Service changes and new features, and important news that may impact your use and enjoyment of Sac Van Rental vehicles. These communications may contain banners, ads, or promotional material provided by third parties. If you click on the third-party link, you will be taken to that service, and your information will thereafter be subject to that party's Privacy Policy. You may be able to opt-out of receiving promotional emails by clicking the "unsubscribe" button at the footer of promotional email communications. Note that you are not permitted to unsubscribe or opt-out of non-promotional messages regarding your account. By providing Sac Van Rental your email address, you consent to Our using the email address to send you Service-related notices, including any notices required by law, in lieu of communication by postal mail.

## **Privacy Rights for Members who are California Residents**

Effective January 1, 2020, the California Consumer Privacy Act ("CCPA") allows Members who are residents of California to submit a request to Sac Van Rental (a "CCPA Request") for access to the pieces and categories of personal information, if any, that Sac Van Rental has collected about them. Information that Sac Van Rental provides in response to CCPA Requests shall, to the extent feasible, be in a readily usable format. Sac Van Rental shall specify the purposes for collecting the information, and the types of third parties with whom the information has been shared.

Members who are California residents may also submit a CCPA Request to Sac Van Rental for the deletion of their information. However, Sac Van Rental may be required to retain certain information to comply with other applicable laws, detect or prevent fraud, collect any fees owed, resolve disputes, assist with or process claims, troubleshoot problems, assist with any investigation, comply with audits and investigations, enforce its Terms of Service and associated policies, and take other actions reasonably necessary, permitted, or required by applicable law.

Members who are residents of California may submit a CCPA Request to Sac Van Rental by emailing Us and provide the Member's full name, the email address associated with the Sac Van Rental account, and the type of request being submitted. In response to a CCPA Request, Sac Van Rental will

verify that the request has been submitted by a Member associated with the account to which the request relates. In connection with this verification process, Members may be asked to provide government-issued identification to Sac Van Rental.

Members who are residents of California may designate an authorized agent to submit a CCPA Request on their behalf. To do so, the authorizing Member must submit to Sac Van Rental the Member's government-issued identification, the authorized agent's government-issued identification, and a valid power of attorney signed by the authorizing Member.

Members who submit CCPA Requests will not be charged different prices or provided different levels of service because of submitting such requests.

## **How We Protect Your Information**

Sac Van Rental cares about the security of your information and uses commercially reasonable physical, administrative, and technological safeguards to preserve the integrity and security of all information We collect and that We share with Our service providers. However, no security system is impenetrable, and We cannot guarantee the security of Our systems 100%. In the event that any information under Our control is compromised as a result of a breach of security, we will take reasonable steps to investigate the situation and, where appropriate, notify those individuals whose information may have been compromised and take other steps, in accordance with any applicable laws and regulations. To protect your privacy and security, we take reasonable steps (such as requesting a unique password) to verify your identity before granting you access to your account. You are responsible for maintaining the secrecy of your unique password and account information and for controlling access to your email communications from Sac Van Rental, at all times.

## **Children's Privacy**

Protecting the privacy of young children is especially important. For that reason, Sac Van Rental does not knowingly collect or solicit personal information from anyone under the age of 13 or knowingly allow such persons to register as Members. If you are under 13, please do not send any information about yourself to Us, including your name, address, telephone number, or email address. If we learn that We have collected personal information from a child under age 13 without verification of parental consent, that information will be deleted as quickly as possible.

## **Links to Other Websites**

We are not responsible for the practices employed by websites linked to or from the Service, nor the information or content contained therein. Please remember that when you use a link to go from the Service to another website, Our Privacy Policy is no longer in effect. Browsing and interaction on any other website, including those that have a link on Our website, is subject to that website's own rules and policies. Please read over those rules and policies before proceeding.

## **Service Providers**

We may employ third-party companies and individuals due to the following reasons:

To facilitate Our Service;

- To provide the Service on Our behalf;
- To perform Service-related services; or

- To assist Us in analyzing how Our Service is used.

We want to inform Our Service users that these third parties have access to your Personal Information. The reason is to perform the tasks assigned to them on Our behalf. However, they are obligated not to disclose or use the information for any other purpose.

### **Changes to This Privacy Policy**

We may update Our Privacy Policy from time to time. Thus, we advise you to review this page periodically for any changes. We will notify you of any changes by posting the new Privacy Policy on this page. These changes are effective immediately, after they are posted on this page.

### **Contact Us**

If you have any questions or suggestions about Our Privacy Policy, do not hesitate to contact us.