

Privacy Policy

Last Updated: October 1, 2021

At the Enlyte family of businesses (“**Enlyte**,” “**we**,” “**us**,” or “**our**”), we take your privacy and the security of your information very seriously.

This Privacy Policy (“**Policy**”) covers Enlyte owned and operated websites (“**Site**” or “**Sites**”), including [enlyte.com](#), [mitchell.com](#), [genexservices.com](#), and [coventrywcs.com](#), and any services offered via the Site or other hosted service (collectively, the “**Services**”). These Services include services that assist our customers by providing solutions tailored to meet the specific business needs of the property & casualty and collision repair industries.

This Policy is incorporated into, and is part of, our Terms of Use available at [enlyte.com/terms-of-use](#), which govern your access and use of the Site and/or Services. If you have entered into a separate written agreement with one of our businesses, that separate written agreement controls and those terms within this Policy that conflict with that separate written agreement do not apply. Unless otherwise defined herein, capitalized terms have the meaning assigned to such terms in the Terms of Use.

If you have any questions regarding this Policy, please contact us at legal@mitchell.com.

The Policy describes the types of information we gather, use, transfer, and secure from visitors and users (“**you**” or “**users**”) of our Site and Services. By accessing any Site or using any Services,

If you do not agree to the terms of this Policy, do not use the Site or any of our Services.

1. Types of Information We Collect

We may collect two types of information from you: (i) information that you provide that can be used to identify you such as your name, email address, and account number ("**Personal Information**") and (ii) information that cannot be used to identify you such as your frequency of visits to the Site and browser type ("**Anonymized Information**").

a. Personal Information We Collect

- i. We collect Personal Information that you provide to us when you use our Services. For example, you may provide us with your email address, first name and last name, phone number, or other Personal Information.
- ii. If you choose to share information publicly through our Site or Services, please understand that we cannot control the actions of third parties who may collect this public information.

b. Personal Information We Collect From Our Business Customers

We may collect certain types of identifying information from our business customers through their use of our products or services — including your Personal Information. We may link information we collect from our Business Customers with your Personal Information.

c. Anonymized Information

We may collect Anonymized Information that does not individually identify you when you visit our Site or interact with our Services. We may also use one or more processes to deidentify Personal Information, such that only Anonymized Information remains. We may collect, use, store, and transfer Anonymized Information without restriction.

your website browser when you visit a website. These include our own first-party Cookies as well as third-party Cookies of our service providers and marketing partners. Some Cookies are only stored temporarily and destroyed each time you close your web browser. Our Site also uses persistent Cookies, which are not deleted when you close your browser and may collect and store data for a set period of time after you've left our Site. You can find out more about Cookies in general and how they work at Cookiepedia.

We use Cookies for the following purposes:

- i. **Website Operation.** Cookies help us run our Site securely and enable basic functions like page navigation.
- ii. **Performance and Analytics.** Cookies help us analyze how you interact with our Site. This enables us to monitor and improve our Site performance, services, and your experience. For example, we use Google Analytics to analyze Site traffic, how the Services are used, and to improve of our advertising efforts. To disable Google Analytics, please download the [Google Analytics Opt-Out Browser Add-On](#). You also have the option to opt out of Google's use of Cookies by changing your settings via Google's advertising opt-out page.
- iii. **Advertisements.** Cookies allow us to deliver advertisements that are meaningful to you. Our third-party advertising partners may use the Cookies to build a profile of your interests, deliver relevant advertising on other websites, and measure the effectiveness of the advertisements.

You can control Cookies in your browser settings. *If you disable or reject certain Cookies, our Site or Service may not function as intended.* For more information on how you can customize your browser's Cookie setting, please visit the link corresponding to your web browser below:

- [Google Chrome](#)

- [Mozilla Firefox](#)

Although we do our best to honor the privacy preferences of our visitors, we are not able to respond to “Do Not Track” signals from your browser. We are not responsible for the completeness, effectiveness, or accuracy of any third-party opt-out options or programs.

2. How We Use Your Information

We use your Personal Information and any other information that we collect:

- to present our Site and its contents to you;
- to provide you with information, products, or services that you request from us;
- to provide you with notices about our products and services;
- to carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection;
- to notify you about changes to our Site or any products or services we offer or provide through it;
- to fulfill any other obligations described when you provide your information; and,
- for any other purpose with your consent.

To the extent permitted by applicable law, we will retain your Personal Information only for as long as we believe it is necessary to fulfill the purposes for which it was collected, including for the purpose of meeting any legal, accounting, or other reporting requirements or obligations.

3. Sharing Personal Information with Third Parties

- a. We may provide Personal Information to third parties for the purpose of providing the Services. We may disclose Personal Information to our affiliates or service providers to provide you with the Services. For example, we may transfer your Personal Information to service providers to: (i) assist with providing the Services; (ii) fulfill the purpose for which you provided it; or, (iii) communicate with you about current or future offerings. These service providers are not authorized to retain, share,

to comply with a legal requirement, judicial proceeding, court order, or legal process served on us; (ii) to investigate a possible crime, such as fraud or identity theft; (iii) in connection with the sale, purchase, merger, reorganization, liquidation, or dissolution of Enlyte; (iv) when we believe it is necessary to protect the rights, property, or safety of a Enlyte or other persons; (v) to enforce or apply our Terms of Use and other agreements, including for billing and collection purposes; or (vi) as otherwise required or permitted by law, including any contractual obligations of Enlyte.

4. Children and Privacy

We do not knowingly collect Personal Information from children in connection with the features of our Sites or Services. If we become aware that an individual under the age of 13 has provided Personal Information through our Sites or Services, we will immediately remove the individual's Personal Information from our files.

5. How We Protect Your Information

- a. We take the security of your Personal Information very seriously. We use reasonable administrative, physical, and technical safeguards to secure your Personal Information. However, despite these safeguards, we cannot guarantee that unauthorized third parties will not access, alter, disclose, or destroy your Personal Information.
- b. Any email or other communication purporting to be from one of our websites asking you to provide sensitive information (e.g., social security number, password, financial information, etc.) should be treated as unauthorized and suspicious. If this happens to you, please report it to us immediately by emailing legal@mitchell.com.

6. Your California Privacy Rights

If you are a California resident, you may have additional privacy rights. For an explanation of these rights please review our [California Rights](#).

7. Canadian Users & Visitors

Canadian citizens, except under circumstances defined by law, are entitled to access their Personal Information collected by us by writing to: Enlyte, attention Legal Department, 6220 Greenwich Drive, San Diego, CA 92122. We may ask you to pay an administrative fee for accessing or copying your Personal

management, or would like us to access, correct, or ask us to investigate any matters regarding your Personal Information, please contact us.

8. Third Party Sites and Links

Some links on our Site may redirect you to third-party websites and services that we do not operate. The privacy practices of these websites and services are governed by their own policies. We make no representations or warranties as to the privacy practices of any third parties. If you are submitting information to any third party through our Site or Services, you should review and understand that party's applicable privacy practices — including their privacy policy — before providing your information.

9. Updates to this Policy

Each time you use our Site or Services the current version of the Policy will apply. When you use our Site, you should check the date of this Policy, which appears at the top of the Policy, and review any changes since the last version. Our business changes frequently and this Policy is subject to change from time to time. Unless stated otherwise, our current Policy applies to all of your information that we possess. We will not materially change our policies and practices to make them less protective of your privacy without first notifying you and gaining your consent.

10. Contacting Us

To contact us with your questions or comments regarding this Policy or our information collection and dissemination practices, please email us at legal@mitchell.com.



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