

Privacy - North America

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The OEC website and Product are intended for use by adult audiences and are not targeted to or intended for use by children. We do not knowingly collect any personal information from children. This site does not collect age information about its users. If you are under 18 years old, or under the applicable legal age to enter into a binding contract in your state, you must have a parent or legal guardian register and/or make the purchase for you. We encourage parents to talk with their children about using the Internet safely and the dangers of communicating with strangers and disclosing personal information online.

When you visit the OEC website, we may collect and store information about your visit on an anonymous aggregate basis. This information may include the time and length of your visit, the name of your Internet service provider, the pages you looked at on our site, and the site you visited just before coming to ours (collectively “General Information”). We will use this General Information to measure the number of visitors to areas of our site and to help us make our site more useful. We may also share or sell aggregate statistical General Information to our business partners and others.

II. Registered Information. In addition to the information described above, if you are a registered user of a Product or if you provide feedback, participate in surveys or otherwise supply information to us on the website, you may have provided to us and we may collect from you: your name, postal address, telephone number, e-mail address, credit card information (including credit card number, expiration date, and card security code) [collectively “Credit Card Information”], and customer-specific information on the types of parts and services ordered through a Product including motor vehicle make and model, and specific parts order details, including but not limited to part numbers and pricing information including manufacturer’s suggested retail price and the price paid by the dealer (collectively “Registered Information”).

To ensure your Registered Information is accurate, or to correct any information you have registered, you may access it by contacting us at Support@OEConnection.com.

III. Uses of Information. We will use General Information and Registered Information to provide better service to you and may use your e-mail address to send you newsletters or information regarding new products, product enhancements or promotional offers. We also reserve the right to use your e-mail address to communicate with you about important administrative, policy, legal, credit card, and billing matters as well as any alleged violations of our terms of service or your subscription agreement, which may affect your use of the website or our Products. Other than your Credit Card Information, we may also share or sell General Information and Registered Information to our business partners and others, including, without limitation, automotive dealerships, repair facilities, parts suppliers, and insurance companies. Further, we may provide General Information and Registered Information: (i) in response to subpoenas, search warrant, court orders, and legal process; (ii) when we believe in good faith that the law requires it; (iii) to respond to an emergency situation; (iv) to investigate fraud, abuse or other misuse; or (v) to protect or defend the rights of OEC.

A collision shop's or dealership's or other user's ("Buyer") Registered Information will be shared with the dealership or other supplier ("Seller") with whom a parts order is placed. The Seller is not bound by the same privacy statement as we are. A Seller's Registered Information will be shared with the Buyer requesting a parts order. The Buyer is not bound by the same privacy statement as we are. The Registered Information of Buyers and Sellers may also be shared with insurance companies and others who are not bound by the same privacy statement as we are.

If you do not want us to share or sell any identifiable information (including Registered Information other than your Credit Card Information) with anyone else, please notify us in an e-mail message to the following address:

Support@OEConnection.com . In addition, California residents, pursuant to California Civil Code Section 1798.83, may request information regarding our disclosure of their information to third parties for direct marketing purposes. California residents may make such a request by notifying us in an e-mail message to the following address: Support@OEConnection.com .

IV. Service Providers. We may hire third parties to provide or perform certain services related to the Product. General Information and Registered Information will only be made available to these service providers to the extent necessary to perform their services regarding the Product. These third parties may be bound by confidentiality agreements with us; however, we do not assume responsibility for any negligent, reckless or intentional abuses of General Information and Registered Information obtained by these third parties.

V. Transfer of Information. In the event of any merger, liquidation, dissolution, transfer, exchange or sale of a Product or of all or substantially all of our assets or equity, General Information and Registered Information may be sold, assigned, or transferred to a party acquiring a Product or all or substantially all of

our assets and/or equity in order to permit the acquiring party to continue uninterrupted operation of the website or a Product.

VI. Security. It is important that you protect your user name and password to keep your information confidential and to protect your account. Always be sure to log out when you are done using a Product. We also take certain steps to keep user names and passwords confidential. Unfortunately, no data transmission over the Internet can be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, OEC cannot ensure or warrant the security of any information you transmit to us or that we transmit to you. We disclaim any and all liability for disclosure of any information obtained due to errors in transmission or the unauthorized acts of third parties. Please make us aware of such unauthorized acts by notifying us at Support@OEConnection.com if you believe any collected General Information or Registered Information is being used improperly.

In the event that the security of any personal customer information stored by OEC is compromised, we will provide the affected customers with notice of such breach in the most expedient time possible and without unreasonable delay. This notice shall be posted on OEC's website, and, depending upon the extent of the breach and the nature of the information compromised, OEC may also provide affected customers with personalized notice in writing, by e-mail, or by telephone.

VII. Cookies. The OEC website may make use of "cookie" technology to measure site activity and to customize information for your benefit. A "cookie" is an element of data that a website can send to your browser which may then store the cookie on your hard drive so that when you come back to visit us again we can tailor information to suit your individual preferences. The goal is to save you time and to provide you with an enhanced use of the website.

You will find that cookies are an industry standard and are used at most major Web sites in much the same way we use them here at OEC. We encourage you to read the privacy policies of all Web sites you visit before you accept cookies from these Web sites. You can set your browser to reject or to accept cookies. You have the option to reject cookies when you are just browsing the Web and accept cookies when you want to use the Products.

VIII. Links to Other Sites. Our website may contain links to third-party sites. We have no control over these sites and we are not responsible for their accuracy or their content, nor do we warrant or assume liability for any of the offerings of these sites. You should review the privacy statements and conditions of use of these third-party sites because they are not subject to our privacy statement. Furthermore, we cannot warrant that these sites will neither contain viruses nor otherwise damage your software, hardware or information handling system. The inclusion of a link does not imply our association with or endorsement of the site.

If you have a problem with a website linked from this site, please notify us at Support@OEConnection.com and we will take any actions we deem appropriate in our sole discretion.

IX. For Canadian users:

- 1. The Risk & Compliance Manager supervises compliance with privacy aspects your non-public personal data;
- 2. OEC will direct any persons seeking access to their personal information, that is held by you as a subscriber, back to the subscriber holding the data;
- 3. You shall provide your customers in Canada with a notice specifying that the Customer NPI or other personal information as defined under Canadian law may be transferred to and stored in the United States and may be subject to disclosure pursuant to the laws of the United States;
- 4. You shall comply fully with the applicable Canadian privacy laws;
- 5. You warrant that obtained all consents from its clients required under the applicable Canadian privacy laws for the collection, use and disclosure of personal information by you and OEC;
- 6. OEC shall fully comply with all applicable Canadian privacy laws.

X. Contact us for Additional Information. If you have questions or desire additional information regarding our privacy statement, please contact us by e-mail Support@OEConnection.com ; write to us at OEC LLC, 4205 Highlander Parkway, Richfield, OH 44286; call us at (888) 776-5792 (U.S.) or (866) 253-1351 (Canada); or fax us at (330) 523-1700 (U.S.) or (800) 420-0898 (Canada).

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XII. Effective Date. This statement was last updated on February 26, 2009.



Customer Support

Role

- Aftersales Executive
- Distributors
- Estimator
- Fleet Management Company

Company Type

- Aftermarket Suppliers
- Dealerships
- Distributors
- Fleets

English:
[888.776.5792](tel:888.776.5792) (ext. 1)

French:
[877.824.4813](tel:877.824.4813)

Spanish:
[877.301.4854](tel:877.301.4854)

Insurance Rep

Parts Manager

Shop Owner

Insurers

Manufacturers

Repairer

Solutions

Insights and BI

Marketplace

Repair

Supply Chain

Company

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RepairLink Network

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