

Privacy Policy

Effective December 31, 2022

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PRIVACY POLICY & NOTICE: INTRODUCTION

Solera Holdings, LLC (collectively referred to as "Solera" "we," or "us") is part of the Solera group of companies. This Privacy Policy and Notice explains our policy concerning the collection and processing of personal data and describes privacy rights and how the law protects data subjects. We respect privacy and are committed to protecting your personal data.

Our websites and services are not intended for use by minors under the age of 16 and we do not knowingly collect data relating to children.

It is important that you read this privacy policy together with other notices we may provide on specific occasions when we are collecting or processing personal data so that you are fully aware of how and why we are using your data. For example, there are separate privacy notices for employees and job candidates. Those privacy notices supplement this policy.

You can review specific sections of our policy by selecting a heading using the sidebar to the left or scroll through our entire policy.

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CONTACT DETAILS

Solera Holdings, LLC

Attn: Data Privacy Champion

1500 Solana Blvd, Bldg. 6, Suite 6300

Westlake, TX 76262

Email address: privacy@solera.com

Toll-free phone: +1 (855) 839-8020

CHANGES. This privacy policy may be updated from time to time. We will provide the updated policy on our website and a summary of material changes. Please keep us informed if your personal data changes during your relationship with us. We realize that it is important that the personal data we hold about you is accurate and current.

THIRD-PARTY LINKS. Some of our websites and services may include links to third-party websites, plug-ins, and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for how they process personal data. We encourage you to read the privacy notice of every website you visit.

THE DATA WE COLLECT

The types of personal data we obtain about you depends on how you interact with us and our products and services. Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed, such as anonymous data. We follow the law in each applicable jurisdiction in determining what constitutes personal data. The following are the categories and specific types of personal data that you provide to us directly or that we collect automatically.

When you use our public websites such as the website where you accessed this policy: We may collect Internet or other technical and usage data including but not limited to IP address, browsing history, and referring websites. Some collection is through cookies. You may also choose to provide your contact information for us to communicate with you about our products and services.

When you use our products or services including websites that require a log-in:

We may collect, use, store, and transfer different kinds of data which we have grouped together as follows:

- **Identification Data** such as a name, alias, phone number, address, unique identifiers, account name, social security number, driver's license number, passport number, or other similar identifiers.
- **Financial Data** such as bank account, credit card and debit card numbers, and other financial information.
- **Commercial Transaction Information** such as records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies.
- **Biometric Data** such as photographs and physical characteristics.
- **Technical and Usage Data** such as internet protocol address, login data, browser type and version, data on devices used to access a website, service or application, browsing history, and search history. how you use our website or service.
- **Geolocation Data** such as latitude and longitude of your location.
- **Sensing Information** such as audio, electronic, visual, thermal, olfactory, or similar info.
- **Employment Information** such as work experience or profession
- **Education Data** such as information about schooling, training and professional certifications
- **Inference Data** such as information drawn from other information reflecting preferences, characteristics, psychological trends, predispositions, behaviour, attitudes, intelligence, abilities, and aptitudes.
- **Medical Data** such as information on health conditions and treatment.
- **Marketing and Communications Data** such as your preferences in receiving marketing from us and third parties and your communication preferences.
- **Vehicle Data** such as vehicle registration and licensure, vehicle identification number, vehicle pictures, damage info and repair and maintenance records.

We also collect, use, and share Aggregated Data that is derived from personal data but does not identify a person. For example, we may aggregate Technical and Usage Data to calculate the percentage of users accessing a specific website feature. However, if we combine or connect Aggregated Data with your personal data so that it can directly or indirectly identify a person, we treat the combined data as personal data which will be used in accordance with this privacy policy.

We collect **Special Categories of Personal Data**, such as race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, criminal convictions and offenses. It is collected only where required to provide services or comply with a legal obligation.

IF YOU FAIL TO PROVIDE PERSONAL DATA. Where we need to collect personal data by law, or under the terms of a contract we have with you and you do not provide that data, we may not be able to enter into or perform a contract with you. In this case, we may have to cancel a product or service you have with us, but we will notify you if this is the case at the time.

HOW WE USE YOUR DATA

Personal Information collected through our public websites such as the website where you accessed this policy: We will use the personal data we collect to administer our websites, for internal operations, data analysis and to improve our websites. We may also use personal information for direct marketing or other specific purposes made clear to you at the time you submit your personal information on our website. Our use of your Personal Information may be based on our legitimate interests to ensure network, information security, and business performance improvement. Our direct marketing purposes are based on your consent. We may also rely on our legitimate interests to improve business and marketing practices or contact you to offer similar Services or products that you may have bought from us, requested a demo, or negotiated with us.

Personal Information collected by our Products and Services including websites that require login: We will only use your personal data as permitted by law. Most commonly, we will use your personal data in the following circumstances:

- Where we need to perform the contract we are about to enter into or have entered into with you.
- Where it is necessary for a legitimate interest and your interests and fundamental rights do not override those interests.
- Where we need to comply with a legal or regulatory obligation.

Generally, we do not rely on consent as a legal basis for processing your personal data other than in relation to marketing communications.. You have the right to withdraw consent to marketing at any time by contacting us.

PURPOSES FOR WHICH WE WILL USE YOUR PERSONAL DATA: We may provide additional notices to you of the purpose of and basis for collecting the data. In general, we collect

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information for purposes and on the bases shown below:

Purpose of Collection	Lawful basis for processing
To provide services to you or your employer	Performance of a contract Our legitimate business interests (to contact you in relation to a contract with your employer)
To manage payments and recover money owed to us	Performance of a contract Our legitimate business interests (to recover claims)
To display interactive content	Performance of a contract
To provide customer service	Performance of a contract Our legitimate business interests (to record service provided) Comply with legal obligations
For marketing activity and to enable you to participate in competitions	Performance of a contract Our legitimate business interests (to improve our services and analytics) Comply with legal obligations Consent
Administer and protect our business	Our legitimate business interests (to conduct and manage our business in a secure way and to give you the best services and the best and most secure experience) Comply with legal obligations
Data analytics	Our legitimate business interests (to improve our products and services)
To make recommendations to you about goods and services that may be of interest	Our legitimate business interests (to develop our products and services and grow our business)
To provide promotional offers	In order to take steps at your request prior to entering into a contract Consent

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- **Legitimate business interest** means the interest of our business that does not override your interests or fundamental rights and freedoms. We make sure to consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal data for our legitimate interests. You can obtain further information about how we assess our legitimate interests against any potential impact on you in respect of specific activities by contacting us.
- **Performance of Contract** means processing your data where it is necessary for the performance of a contract to which you or your employer are a party or to take steps at your request before entering into such a contract.
- **Comply with a legal obligation** means processing your data where it is necessary for compliance with a legal or regulatory obligation that we are subject to.

MARKETING COMMUNICATIONS: You will receive marketing communications from us if you have requested information from us or purchased goods or services from us or if you provided us with your details when you entered a competition or registered for a promotion and, in each case, you have not opted out of receiving that marketing. We will get your express opt-in consent where required by law.

CHANGE OF PURPOSE. We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another purpose that is compatible with the original purpose. For an explanation, please contact us.

If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so. We may process your personal data without your knowledge or consent as permitted by law.

DISCLOSURES OF YOUR PERSONAL DATA

We may share your personal data with:

- Other companies in the Solera group of companies who are involved in providing the service or product or provide IT and system administration services and information

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- Our customers who are providing services to you.
- Our service providers who provide IT and system administration services or product support.
- Our professional advisers such as lawyers, bankers, auditors, and insurers.
- Government agencies, when required by law
- Third parties to whom we sell, transfer, or merge parts of our business or our assets or where seek to acquire other businesses or merge with them. If a change happens to our business, the new owners may use your personal data in the same way as set out in this privacy policy.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

SECURITY

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorized way, altered, or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors, and other third parties who have a business need-to-know. They will only process your personal data on our instructions, and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

NOTICE REGARDING INTERNATIONAL TRANSFERS

Personal data may be transferred from the country where it was collected to other countries where Solera's group of companies operate. This means, for instance, that personal data may be transferred from the EEA, UK, Switzerland, and Brazil to the United States, Mexico, and India for processing. Any transfers will be in compliance with applicable law.

If the processing of your personal data is subject to the EU or UK General Data Protection Regulation, we will ensure that any international or onward transfer is consistent with applicable law such as standard contractual clauses approved by an appropriate regulatory authority. We may also rely on an adequacy decision of the regulatory authority such as the European Commission confirming an adequate level of data protection in the jurisdiction of the party receiving the information.

DATA RETENTION

We will only retain your personal data for as long as necessary to fulfill the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorized use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

YOUR PRIVACY CHOICES

You may opt not to disclose information to us. Some of your information, however, may be required in order to use our products or services. Additional information regarding your privacy rights can be found below in the "Jurisdiction Specific Information" section.

MARKETING COMMUNICATIONS. You can ask us to stop sending you marketing messages at any time. Opting out of marketing messages will not affect our processing of your personal data for non-marketing purposes, such as providing a product or service to you, warranty registration, the product or service experience, or other transactions.

COOKIES. You can make choices about what cookies collect information on our websites. You may be able to set your browser to refuse all or some browser cookies. If you disable or refuse certain cookies, some parts of the website may become inaccessible or not function properly.

JURISDICTION SPECIFIC INFORMATION

You may have certain rights available to you when it comes to your personal information. Below is a summary of those rights.

EUROPEAN UNION, THE UNITED KINGDOM, & SWITZERLAND

Data Subjects may, depending on applicable law, have some or all of the following rights:

- **Right of access-** You have the right to obtain confirmation as to whether or not personal data concerning you is being processed, and, where that is the case, access to the personal data and to know what data is being processed, the purpose of the processing, as well as the origin of such data and the communications made or planned for such data.

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- **Right to rectification**- You have the right to obtain without undue delay the rectification of inaccurate personal data concerning you. Taking into account the purposes of the processing, you shall have the right to have incomplete personal data completed, including by means of providing a supplementary statement.
- **Right to erasure ('right to be forgotten')**- You have the right to obtain the erasure of personal data concerning you without undue delay and the controller shall have the obligation to erase personal data without undue delay where one of the following grounds applies.
- **Right to restriction of processing**- You have the right to obtain restriction of processing.
- **Right to data portability**- You have the right to receive the personal data concerning you, which you have provided to a controller, in a structured, commonly used and machine-readable format and have the right to transmit those data to another controller without hindrance from the controller to which the personal data have been provided.
- **Right to object or to withdraw consent**- You have the right to object, on grounds relating to your particular situation, at any time to processing of personal data concerning you.
- **Automated individual decision-making, including profiling**- You have the right not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects concerning you or similarly significantly affects.

To exercise your rights please apply directly through the link below in the "Rights Requests" section. If you believe that we have not processed your personal data in accordance with regulations, you can contact our Privacy Department at privacy@solera.com. You are entitled to submit a complaint to the Data Protection Agency in your country, you can find a list of EU contacts here: https://edpb.europa.eu/about-edpb/about-edpb/members_en.
UNITED STATES

In some States, you may have certain rights when it comes to your personal data including:

- **The right to access** the personal data we have collected about you over the last 12 months and the way we use and disclose your information and confirm our processing of your information
- **The right to request** a copy of the personal data we have collected about you
- **The right to delete** data we have collected about you
- **The right to correct** the personal data we have collected about you
- **The right to port** or transfer a copy of the personal data we have collected about you in a structured, commonly used and machine-readable format
- **The right to opt-out of automated decision-making** which significantly impact your rights where a decision is made using an electronic system without human involvement. No decision will be made by us about you solely on the basis of automated decision making which has a significant impact on you
- **The right to be free from discrimination for exercising your rights** (non-discrimination)
- **The right to appeal** our decision related to your rights request by sending us an email marked "Appeal"

We do not currently respond to "Do Not Track" signals.

Under certain circumstances, California residents may also have right to use an authorized agent to make a request under CPRA on your behalf. You must provide us with written documentation that the agent is authorized to act on your behalf or a power of attorney. We may also contact you directly to verify your identity.

NOTICE REGARDING SALE & SHARING OF PERSONAL DATA FOR TARGETED ADVERTISING

In some states, residents have the right to opt-out of having their personal data sold or shared for targeted advertising purposes. We do not sell or share personal information as defined under applicable data protection laws and have not done so within the last 12 months.

BRAZIL

Whenever the processing operation is carried out in Brazil, the purpose of the processing activity is to offer or provide goods or services or the processing of data of individuals located in Brazil; or the personal data being processed were collected in Brazil according to Section 3 of LGPD ("LGPD Data"), this Policy shall be governed according to: (i) the General Data Protection Law, no. 13,709/2018 (hereinafter the "LGPD"), (ii) the Constitution of the Brazilian Federative Republic, article 5, item LXXII; (iii) the Habeas Data Law (hereinafter "Habeas Data"), no. 9,507/1997; and, finally, the (iv) Internet Civil Rights, Law No. 12,965/2014.

When processing LGPD Data, the following principles shall apply:

- **Purpose:** Personal Data collected must be used for a lawful, legitimate, specific and explicit purpose, which must be informed in advance, in a clear and sufficient manner;

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- **Adequacy:** Processing of Personal Data compatible with the informed purpose;
- **Need:** Limitation of the processing to the minimum necessary for the accomplishment of its purposes, with the scope of the relevant, proportional and non-excessive data in relation to the purposes of the processing of data;
- **Free Access:** facilitated and free of charge consultation about the form and duration of the processing, as well as about the integrity of their personal data;
- **Quality:** accuracy, clarity, relevance and updating of the data, according to the need and for the fulfillment of the purpose of its processing;
- **Transparency:** clear, accurate and easily accessible information about the carrying out of the processing and the respective processing agents, subject to commercial and industrial secrecy;
- **Security:** use of technical and administrative measures to protect Personal Data from unauthorized access and accidental or unlawful situations of destruction, loss, alteration, communication or disclosure;
- **Prevention:** Adoption of measures to prevent the occurrence of damage due to the Processing of Personal Data;
- **Non-discrimination** : Impossibility of processing for unlawful or abusive discriminatory purposes;
- **Accountability:** adoption of effective measures capable of proving compliance with the rules of protection of Personal Data and the effectiveness of these measures;

When we process your LGPD Data, you are entitled to:

- Obtain confirmation of the existence of processing.
- Free access to your Personal Data that has been processed, as provided in Section 9 and 18 of the LGPD.
- Correction of incomplete, inaccurate or outdated Personal Data.
- Anonymization, blocking or deletion of unnecessary, excessive or processed data in non-compliance with the provisions of the LGPD.
- Portability of Personal Data to another service provider or product, upon express request, in accordance with the regulations of the ANPD, in compliance with trade and industrial secrets.
- Deletion of Personal Data processed with your consent, except in the cases provided for in Art. 16 of the LGPD;
- Information of public and private entities with which we have shared your Personal Data;
- Information on the possibility of not providing consent and on the consequences of such a denial;
- Withdrawal of consent, pursuant to § 5 of Section 8 of the LGPD;
- Submit to the ANPD complaints for violations of the provisions of the Applicable Regulations and the other rules that modify, add or supplement it, on the basis of § 1 of Section 18 of the LGPD.

DATA RETENTION: How Long Will You Use My Personal Data?

We will only retain your personal data for as long as necessary to fulfill the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorized use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

Details of retention periods for different aspects of your personal data are available in our retention policy which you can request from us by contacting us. More specifically, and without limiting the generality of the foregoing, by law we have to keep basic information about our customers for at least 5 years after they cease being customers for tax, financial auditing, and record keeping purposes.

OTHER JURISDICTIONS

You may have rights under data protection laws in relation to your personal data. Contact us for more information.

RIGHTS REQUESTS

If you wish to exercise any of the rights set out above, please fill out the webform [here](#). California residents may also contact us using the contact information above.

When you make a Rights Request, we may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. If your request provides an email address, or our records contain your email address, we may ask you to verify your identity through such address. Where additional information is required, we try to ask only information that can be corroborated through our records. We may also ask you for further information in relation to your request to speed up our response.

We will keep a record of rights requests and responses for at least twenty-four months in a log that will not be used for any purpose other than for record-keeping and analytics.

OUR ACTIONS OVER THE PAST TWELVE MONTHS

The following table provides additional information on the personal information collected in the last twelve months:

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Categories of Personal Information collected	Categories of Sources of such Personal Information	Purpose for which the Personal Information was collected	Categories of third parties with whom the Personal Information is shared
Identification Data	- Direct interaction with you - Customers for whom we provide services, and their agents - Vendors who provide us services - Other companies in the Solera group	- Provide you or our customers with services - Comply with legal obligations	- Customers for whom we are a service provider - Vendors who provided us services - Vendors who provided an element of our services - Other companies in the Solera group - Industry organizations who required it to provide information used in our services
Financial Data	- Direct Interaction - Use of our service - Customers who use our services - Vendors such as background check companies	- Provide services to our customers - Comply with legal obligations - For internal business purposes such as fraud detection	- Vendors who provided us professional assistance such as lawyers and accountants - Government and regulatory agencies
Commercial Transaction Data	- Direct Interaction - Customers who use our services	- Provide our services - Comply with legal obligations	- Vendors who provided us services - Vendors who provided an element of our services
Vehicle Data	- Direct Interaction - Customers who used our services - Other companies in the Solera group - Vendors who provide us services	- Provide services to our customers - Comply with legal obligations - Analytics	- Customers for whom we are a service provider - Vendors who provided us services - Vendors who provided an element of our services - Other companies in the Solera group - Government agencies who provide information required for our services or for legal compliance
Biometric Data	- Direct Interaction - Customers who used our services	- Security purposes such as tracking visitors to our offices - Incidental to collection of photographs concerning claims	- Vendors providing the software or service that collects the data - Vendors who provide us services such as security

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Usage Data	• Interaction with our services • Vendors who provide analytics and other services	• Security and troubleshooting • To improve our products and services	• Other companies in the Solera group • Vendors who provide us services including analytics
Geolocation Data	• Direct Interaction through our services • Through content uploaded in our services • From devices used by our employees and dedicated contractors	• Security and fraud detection • To provide services • To improve our products and services • To provide analytics	• Vendors who provide an element of our services • Vendors who provide professional services such as security and fraud detection • Other companies in the Solera group
Sensing Data	• Direct interaction through our contact centers • Through devices used by our workforce and at our offices	• To provide services • Security and fraud detection	• Vendors who provide us services • Other companies in the Solera group
Employment Data	• Direct interaction with our services • Direct interaction with you • Vendors who provide us services	• To provide services • Security and fraud detection • To comply with legal obligations • For human resources	• Vendors who provide us professional services • Customers of our services • Other companies in the Solera group • Government and regulatory agencies
Education Data	• Direct interaction with you • Vendors who provide us services	• Security and fraud detection • To comply with legal obligations • For human resources	• Vendors who provide us professional services • Other companies in the Solera group • Government and regulatory agencies
Inference Data	• Through our services • Direct interaction with you	• To provide analytics • To improve our products and services	• Customers of our services • Vendors who provide us professional services • Other companies in the Solera group
Medical Data	• Direct interaction • Employees • Vendors providing	• Provide employee benefits and process claims	• Vendors providing employment and benefits services • Professional advisors such as

	services relating to employment benefits and obligations	• Legal and regulatory obligations	insurers and lawyers
Marketing and Communications Data	• Direct interaction with you • Customers for whom we provide services, and their agents • Other companies in the Solera Group	• Provide you or our customers with services or information requested • Comply with legal obligations	• Vendors who provided us services • Other companies in the Solera group

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v.2. December 31, 2020 Reviewed policy; updated date and links to webform.

v.3. December 31, 2021 Reviewed notice; updated date; legal form “Inc.” replaced by “LLC”.

v.4. December 2022. This is a new version of the Privacy Policy containing expanded information in all sections, updated applicability, content information, and links to the webform.

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Come work with us

Solera is expanding in exciting ways. If you're looking to do the best work of your career with a team of like-minded colleagues, we invite you to join us.

JOIN THE TEAM