



## CUSTOMER PRIVACY POLICY

We are committed to safeguarding the privacy of the personal information of all our customers. This Policy gives effect to American Roads, LLC (AmRoads) commitment to protect your personal information and has been adopted by all of the separate and distinct legal entities that manage, operate, franchise, own and/or provide services to the various AmRoads entities (Detroit Windsor Tunnel LLC, Alabama Toll Operations LLC, American Roads Technologies LLC, Alabama Black Warrior Parkway LLC, Central Alabama River Parkway LLC, Alabama Emerald Mountain Expressway Bridge LLC, and The Baldwin County Bridge Company LLC). References to “AmRoads”, “we” and “our” throughout this Policy, depending on the context, collectively refer to those separate and distinct legal entities. This Policy applies to information you provide when you use our website, toll bridges, tunnels, mobile applications transponders and services.

The restrictions on our use and sharing described in this privacy policy apply only to personal information, and not to aggregate and/or generic information that does not identify you. Therefore, we reserve the right to share non-personal information with third parties for any reason, unless prohibited by law or regulation.

### **Personal Information We May Collect When You Provide That Information To Us**

We do not collect personal information about you unless you voluntarily provide it. For the purposes of this policy, “personal information” means any information concerning a natural person, as opposed to a corporate entity, which by itself, because of name, number, symbol, mark, or other identifier, or in combination with other information, can be used to identify that natural person. AmRoads only collects personal information about you when you provide that information voluntarily by sending an e-mail or letter or by initiating an online transaction, such as opening a Freedom Pass or Nexpress® account or viewing and modifying an existing Freedom Pass or Nexpress® account. Examples of personal information you may voluntarily provide to us include:

- Name.
- Email Address.
- License Plate information.
- Driver’s license information.
- Telephone number and billing address.
- Credit card or other payment information, e.g., debit card information.

### **Information Collected When You E-mail this Website or Initiate an Online Transaction, and How We Use that Information**

During your visit to our website you may send an email or submit feedback to AmRoads customer service. If so, AmRoads will collect your e-mail address and the contents of your message. The information collected is not limited to text characters and may include audio, video and graphic information formats included in the message. AmRoads may use your e-mail address and the information included in your message to respond to you, to address issues you identify, to improve this website, or to forward your message to another authority (US Customs and Border Protection or Canada

Border Services Agency) for appropriate action. AmRoads does not collect your e-mail address for commercial purposes and AmRoads does not sell or otherwise disclose your e-mail address for commercial purposes. AmRoads will not market to you via email or text message, or by means of an automatic telephone dialing system.

During your visit to our website you may initiate a transaction such as opening a Freedom Pass or Nexpress® account or viewing and modifying an existing Freedom Pass or Nexpress® account. AmRoads may use the information, including personal information, that you volunteered by initiating the transaction to open, operate and maintain your Freedom Pass or Nexpress® account, such as periodic notices, correspondence and statements. AmRoads may disclose such information for those purposes that may be reasonably ascertained from the nature and terms of the transaction in connection with which the information was submitted.

AmRoads services are not intended for minors under the age of 13 and we do not knowingly collect, maintain or process personal information of minors under the age of 13 or create profiles of minors under the age of 13 through our website or use of our services. Users are cautioned, however, that AmRoads will treat personal information submitted in an e-mail or transaction as though it was submitted by an adult, and such information may, unless exempted from access by Federal or State law, be subject to public access. AmRoads strongly encourages parents and teachers to be involved in children's Internet activities and to provide guidance whenever children are asked to provide personal information online. If we determine that we have collected such information, we will immediately delete the information.

### **Information Collected Automatically When You Visit this Website**

When you visit this website, AmRoads automatically collects and stores the following information about your visit:

- User client hostname. Your hostname or Internet Protocol Address. The Internet Protocol Address is a numerical identifier assigned either to your Internet service provider or directly to your computer.
- HTTP header, user agent. The type of browser you are using, its version, and the operating system on which that browser is running.
- HTTP header, referrer. The web page from which you accessed this web page.
- System date. The date and time of your request.
- Full request. Your exact request.
- Status. The status code the server returned to you.
- Content Length. The content length, in bytes, of any document sent to you.
- Method. The request method used.
- Universal Resource Identifier (URI). The location of a resource on the server.
- Query string of the URI. Anything after the question mark in a URI.
- Protocol. The transport protocol and the version used.

AmRoads uses the information that is collected automatically to improve our website's content and to help AmRoads understand how users are interacting with the website. AmRoads collects this information for statistical analysis, to determine what information is of most and least interest to our users, and to improve the utility of the material available on the website. The information is not

collected for commercial marketing purposes and AmRoads does not sell or otherwise disclose the information collected from this website for commercial marketing purposes.

### **Cookies; Log Files**

Cookies are simple text files stored on your web browser to provide a means of distinguishing among users of this website. The use of cookies is a standard practice among Internet websites. To better serve you, AmRoads may use “session cookies” to enhance or customize your visit to this website. Session cookies can be created automatically on the device you use to access this website. These session cookies do not contain personal information and do not compromise your privacy or security. AmRoads may use the cookie feature to store a randomly generated identifying tag on the device you use to access this website. A session cookie is erased during operation of your browser or when your browser is closed.

At times you may be asked if you would like to personalize this website by allowing AmRoads to store a “persistent cookie” on your computer’s hard drive. This persistent cookie will allow the website to recognize you when you visit again and tailor the information presented to you based on your needs and interests. AmRoads uses persistent cookies only with your permission.

The software and hardware you use to access this website allows you to refuse new cookies or delete existing cookies. Refusing or deleting these cookies may limit your ability to take advantage of some features of this website.

We use log files to record website activity on websites, which allows us to gather statistics about your browsing habits. These files assist in determining how many and how often users have accessed or used our website and services and other similar data.

### **Information and Choice**

As noted above, AmRoads does not collect any personal information about you during your visit to this website unless you provide that information voluntarily by: using our toll bridges, tunnels, mobile applications transponders and services; sending an email; submitting an online form; or initiating an online transaction such as opening a Freedom Pass or Nexpress® account or viewing and modify an existing Freedom Pass or Nexpress® account. You may choose not to send AmRoads an e-mail, submit an online form or initiate an online transaction. While your choice not to participate in these activities may limit your ability to receive specific services or products through this website, it will not prevent you from requesting services or products from AmRoads by other means and will not normally have an impact on your ability to take advantage of other features of the website, including browsing or downloading publicly available information.

### **Disclosure of Personal Information**

AmRoads does not sell or provide your personal information to unaffiliated companies for commercial purposes unrelated to AmRoad's businesses. AmRoads may, however, share personal information without your consent for legitimate business purposes, including without limitation, the following:

- Sharing information with AmRoad's subsidiaries and affiliates, unless prohibited by law or regulation;

- Making information available to third parties and/or service providers who are providing the product(s), service(s), or information you requested. These third parties are not allowed to use the personal information except for the purpose of providing these product(s) and/or services;
- Making information available to third parties who are providing service(s) to AmRoads or its subsidiaries or affiliates (for example, third-parties performing credit card processing, credit reporting agencies, electronic bill payment services, or debt collection services). These companies are authorized to use your personal information only as necessary to provide these services to us);
- Undergoing business transitions; in the event AmRoads experiences a business transition, such as a merger or acquisition, or selling a portion of its assets, personal information will, in most instances, transfer as part of the assets;
- Forming a good-faith belief that disclosure of information is necessary to protect the rights and property of AmRoads, and/or its affiliates, other AmRoads customers; or,
- Disclosing information when allowed or required by law or regulation or when our legal counsel has a good-faith belief that a subpoena or court order requires the disclosure.

### **Retention of Information Collected**

In general, AmRoads' Internet services logs, comprised of electronic files or automated logs created to monitor access and use of AmRoads services provided through our website, information collected by use of our services, websites, mobile application and otherwise, information you submit, including personal information, submitted in an e-mail or when you initiate an online transaction such as opening a Freedom Pass or Nexpress® account or viewing and modifying an existing Freedom Pass or Nexpress® account, is retained as necessary to meet our contractual and legal obligations.

### **Audio and Video Surveillance**

We monitor, auditorially and visually, public spaces at the toll booths, bridges and tunnels for, among other reasons, our customer's and employee's safety, vehicle assistance, incident reporting, toll payment and enforcement, claim processing, customer support and training. Audio records are maintained pursuant to our record management policy. You consent to these practices by using the AmRoads bridges and tunnels.

### **Confidentiality and Integrity of Personal Information Collected**

AmRoads is strongly committed to protecting personal information collected through this website against unauthorized access, use, or disclosure. Consequently, AmRoads limits employee access to personal information collected from you to only those employees who need access to the information in the performance of their official duties. Employees who have access to this information are required to follow appropriate procedures in connection with any disclosure of personal information.

In addition, AmRoads has implemented procedures to safeguard the integrity of their information technology assets, including, but not limited to, authentication, monitoring, auditing, and encryption. These security procedures have been integrated into the design, implementation, and day-to-day operations of this website as part of AmRoads' continuing commitment to the security of electronic content as well as the electronic transmission of information.

For website security purposes and to maintain the availability of the website for all users, AmRoads employs software to monitor traffic to identify unauthorized attempts to upload or change information or otherwise damage our website.

Unfortunately, no information can be guaranteed to be 100 percent secure, so we cannot give an absolute assurance the information you provide to us will be secure at all times.

Accordingly, AmRoads does not have any responsibility whatsoever for the secure and effective operation of a) your Computer Systems (including but not limited to desktops, laptops, handheld devices, and networks) or b) the software installed on your Computer Systems, that you use to access our website and any AmRoads services. Please employ reasonable security practices with respect to any Computer System or software you use to connect to our Website, including

- Protect your password;
- Maintain (via updates and patches) the most current versions of your Computer System, including your operating system, software, web browsers, and browser plug-ins;
- Install and operate anti-virus software on all of your Computer Systems;
- Do not click on suspicious links, or open attachments from mysterious senders, and beware of email messages or websites requesting your personal information;
- Browse the Internet securely.

### **Disclaimers**

The information provided in this privacy policy should not be construed as giving business, legal, or other advice, or warranting as fail proof the security of information provided through our website.

Our websites may contain links to other websites and services. We do not endorse and are not liable for the content of the websites nor the privacy and data collection (if any) practices of such sites.

Neither AmRoads nor any of its employees, agents, or contractors (“Agents”) shall be held liable for the improper use of the information described and/or contained on this site or as part of our services. We assume no responsibility for anyone’s use of the information. Neither AmRoads nor its Agents shall be liable for direct, indirect, incidental, special, exemplary, or consequential damages (including, but not limited to, procurement or substitute goods or services; loss of use, data, or profits; or business interruption) however caused, even if advised of the possibility of such damage. This disclaimer of liability applies to any damages or injury.

AmRoads does not warranty, expressly or implicitly, the accuracy, adequacy, completeness, legality, reliability or usefulness of any information. All information is provided on an “as is” basis and AmRoads disclaims all warranties of any kind express or implied, including but not limited to the implied warranties of merchantability, fitness for a particular purpose, freedom from contamination by computer viruses and non-infringement of proprietary rights are disclaimed.

### **Your Consent**

By using the services at any one of the various AmRoads entities listed above, our website, or the Freedom Pass or Nexpress® programs, you consent to the collection and use of all submitted

information by AmRoads. If changes are made to this privacy policy AmRoads will post such changes or a revised privacy policy on this page.

### **Contact Us**

If you have any questions or comments about this privacy policy please feel free to contact us by e-mailing us at: [privacy@americanroads.com](mailto:privacy@americanroads.com)

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