



Appendix-9

Road Charge Privacy Policy

Road Charge Pilot Program Privacy Policy

What is 'Personal Information' and why is it needed?

- Personal information is any information about a person which, on its own or when combined with other information, is reasonably capable of revealing the identity or activities of that person. Personal information includes items such as address, telephone number, email address, driver's license number, account numbers, bank account information, a photograph, travel or trip details, and similar information associated with a specific person.
- All Volunteers have been asked to provide personal information for two reasons: first, to determine eligibility to participate in the pilot test; and second, to accurately manage your account during course of the Road Charge pilot project. The following section details the type of personal information you will be asked to provide.

Collection and use of your personal information

- Since this pilot project is being conducted for research purposes, we have asked for demographic information to help us better understand how a future Road Charge system might affect people differently, depending on where they live, their gender, ethnicity, general income level, the number of people in their household, etc. We are collecting, and will use this information for research purposes:
 - ▶ Year, make and model of vehicles you own or lease
 - ▶ Your age range (age 18 – 45, or 46 – 65, or older than 65)
 - ▶ Your gender, unless you prefer not to disclose
 - ▶ The number of persons in your household
 - ▶ The California county you live in, or your state of residence if not in California
 - ▶ Your income range (above or below the median income range for your county)
 - ▶ Your ethnicity
- In addition, we are collecting the following information needed to set up and properly manage your Road Charge account during the 9-month pilot project:

- ▶ Your full name and address, including zip code
 - ▶ Your email address and phone number
 - ▶ The Vehicle Identification Number (VIN) for the vehicle(s) you will enroll in the Pilot Project
- Occasionally, we may use your personal information to contact you or send important notices about your account, changes in the Road Charge pilot program, surveys, or changes to these policies.
 - Depending upon which Road Charge mileage reporting method and account manager you choose, additional personal information may be collected and used, but only with your clear, written approval. If this situation applies to you, you will be provided with more detail about the collection and use of your personal information by your account manager at the time you select your preferred Road Charge mileage reporting method.

Collection and use of non-personal information

- We also collect data that does not reveal the identity, activities or contact details of any specific person. This non-personal information and data may be collected, used, transferred and disclosed to third parties, but only for research purposes. Below are examples of non-personal information and how it might be used:
 - ▶ We may collect and share total miles driven from persons living in a certain region of California, so that policymakers can better understand how a road charge might impact drivers differently, depending upon where they live.
 - ▶ We may collect information on any difficulties people have in setting up their road charge mileage accounts, so that these services can be improved for any future road charge system.
 - ▶ We may collect data on road charges paid by drivers of different makes and models of vehicles, to gain insight into how a road charge system compares against the gas tax system.

Disclosure of personal information to Third Parties

- In order to carry out the Road Charge Pilot Program and achieve its objectives, we may make certain personal information available to public agencies or private companies that are authorized to provide

services in support of the Pilot Program. These agencies and companies are responsible for setting up your road charge account and processing your mileage reports, delivering mileage meters to persons who choose to test those devices, providing customer services, and conducting surveys for research and evaluation purposes. All of these third-party agencies and companies are legally required to adhere to this privacy policy and protect your personal information.

Your right to inspect your information and records

- Your account manager will provide you the opportunity to view all of your personal information and data collected and stored as part of the Road Charge Pilot Program to ensure only information and data you have authorized is being collected. To view your information, please contact your account manager.
- If you notice anything in your account that seems to be a mistake, you may request a review by your account manager, and a prompt correction of any errors discovered will be made.

Retention of your information and records

- Personal information that is collected to set up and manage your mileage account, including mileage and other data collected during the 9-month pilot, will be destroyed 30 days after the conclusion of the California Road Charge Pilot Program. Non-personal information may be retained indefinitely.

Any location-based services are entirely optional

- Your vehicle trip details are not required to participate in the Road Charge Pilot Program. However, a few of the automated mileage reporting methods have the capability to automatically calculate miles driven outside of California so that you won't need to fill out paperwork deducting those out-of-state miles from your Road Charge invoice. If you selected a method that uses a location-based mileage reporting service but don't want this information collected by your account manager, you must select a different mileage reporting method that does not use location-based services.

- As an added benefit of participating in the California Road Charge Program, your account manager may offer you, free of charge during the 9-month pilot test, other additional services and benefits not related to the Road Charge. Some of these services may require use of location-based technologies such as GPS devices. If your account manager offers you added services or benefits, they must clearly disclose if your location details will be used. You may always say no, and still be entitled to use their automated mileage reporting services during the 9-month Road Charge Pilot Program.

Summary of the Pilot Project

This pilot project is scheduled to last 9 months, from July 2016 through March 2017. More than 7,000 drivers have volunteered to participate. Each volunteer that participates in the pilot project will be asked to choose their preferred method of reporting miles driven. We are seeking a diverse group of participants. We want all ages, genders, races, income levels, vehicle types and parts of the state to be represented. The information you provide will help ensure we achieve our goal to have a fair distribution of volunteers across all categories.

For more information about the Road Charge Pilot Project, please visit www.californiaroadchargepilot.com

Questions?

Please email carchelp@prrbiz.com or call us at 1-855-607-9768 for help or an explanation.