



Privacy Notice

THIS PRIVACY NOTICE APPLIES TO DRIVERSE'S COLLECTION AND USE OF UNITED STATES RESIDENTS' PERSONAL INFORMATION, PARTICULARLY WHERE SUCH USE OR COLLECTION IS GOVERNED BY STATE PRIVACY LAWS. ALTHOUGH NOT ALL STATES HAVE COMPREHENSIVE PRIVACY LAWS THAT APPLY TO THE PERSONAL INFORMATION OF THEIR RESIDENTS, DRIVERSE MAY AS A COURTESY EXTEND SOME OF RIGHTS PROVIDED UNDER CERTAIN US STATE PRIVACY LAWS TO THE PERSONAL INFORMATION OF RESIDENTS OF THE UNITED STATES OF AMERICA MORE BROADLY.

PLEASE READ THIS PRIVACY NOTICE CAREFULLY BECAUSE IT PROVIDES IMPORTANT INFORMATION AND EXPLAINS YOUR RIGHTS. PLEASE VISIT THIS WEBPAGE FROM TIME TO TIME, AS WE MAY UPDATE OUR NOTICE IN RESPONSE TO CHANGES IN THE LAW OR OUR DATA PRACTICES. IF YOU HAVE ANY QUESTIONS OR CONCERNS, OR WISH TO EXERCISE YOUR PRIVACY RIGHTS, WE INVITE YOU TO CONTACT US BY ANY OF THE METHODS LISTED AT THE BOTTOM OF THIS PRIVACY NOTICE.

NOTICE LAST UPDATED: APRIL 05, 2024

Who are we?

We are Driverse of 3245 Pickle Road Akron, OH 44312, privacy@drb.com, 330-645-4200 ("we", "us", "our").

Driverse is a cloud-based shop management software that removes the complexity of using multiple solutions to do one job. Easy part and labor lookup, accurate quoting, vehicle diagrams/specs and more are all at your fingertips. This Privacy Notice explains how we use the Personal Information we hold on prospective, current, or former customers, and the rights you may have in relation to that Personal Information.

We may use your information jointly with our affiliated operating companies worldwide and Vontier Corporation, our parent company, located at 5438 Wade Park Blvd., Suite 600, Raleigh, NC, 27607; USA.

What does this Privacy Notice cover?

We take your privacy seriously. This notice:

- sets out the types of Personal Information that we collect about you;
- explains from where we collect Personal Information about you;
- explains how and why we collect and use your Personal Information;
- explains when, why and with whom we will share your Personal Information;
- explains the different rights and choices you have when it comes to your Personal Information; and
- explains how you can contact us.

What Personal Information do we collect about you?

We may collect, process and store Personal Information about you over the course of your relationship with us.

Personal Information means information that identifies, relates to, describes, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular individual or household. Deidentified or aggregate information or publicly available information is not Personal Information.

The following chart describes the categories of Personal Information we may collect about you for the following purposes:

What personal information do we collect, for what purpose, and for how long do we store personal information?

	Sources from which the Personal Information was collected :		Specific business or commercial purpose for which the Personal Information was collected to :								
	Directly from data subject	Direct or indirect use of our products or services	Contact us to discuss the services or products	Respond to questions or concerns	Deal with administrative matters	Perform services on customer behalf	Carry out/enforce our contractual obligations	Do internal research, analytics and development.	Verify identity or for fraud/crime prevention	Debug errors in our systems	Market/advertise (website/ web app only)
Categories of Personal Information that DRIVERSE has collected in the past 12 months.											
<input checked="" type="checkbox"/> Address, name, email, similar identifiers	x	x	x	x	x		x	x			
<input checked="" type="checkbox"/> Unique and online identifiers	x	x				x		x		x	x
<input checked="" type="checkbox"/> Commercial information		x			x		x	x			
<input checked="" type="checkbox"/> Internet/electronic network activity information (only website cookies)		x						x		x	x

What Personal Information do we Sell to or Share with third parties?

We have sold or disclosed the following categories of Personal Information for cross-context behavioral advertising or targeted advertising purposes with the following categories of third parties and for the following purposes:

	Sold or Shared?		Purpose of Sale Sharing		Category of Third Parties to whom We Sell or with whom we Share Personal Information	
	Sold	Shared	Improve Website/Services	Advertising Purposes	Data analytics Providers	Advertising Providers
Categories of Personal Information tha DRIVERSE has collected in the past 12 months.						
<input type="checkbox"/> Address, name, email, similar identifiers		x	x	x	x	x
<input checked="" type="checkbox"/> Unique and online identifiers		x	x	x	x	x
<input type="checkbox"/> Commercial information		x	x	x	x	x
<input checked="" type="checkbox"/> Internet/electronic network activity information		x	x	x	x	x

What Personal Information do we disclose to services providers and contractors?

	Disclosed?		Purpose of Disclosure				Category of Service Providers and/or Contractors to Whom We Disclose Personal Information					
	Yes	No	Process Orders	Customer Support	Provide Website	Payment Processing	Data analytics	Operating Systems and Platforms	Customer Support	Internet Services	Financial Services	Direct Marketing Providers
Select categories of Personal Information that DRIVERSE has collected in the past 12 months.												
<input checked="" type="checkbox"/> Address, name, email, similar identifiers	x		x	x	x	x			x		x	x
<input checked="" type="checkbox"/> Unique and online identifiers	x		x	x	x		x	x	x	x		
<input checked="" type="checkbox"/> Commercial information	x		x	x	x	x			x			x
<input type="checkbox"/> Internet/electronic network activity information		x										

Additional facts about how we share your Personal Information

We also share your Personal Information with third parties to comply with legal obligations; when we believe in good faith that an applicable law requires it; at the request of governmental authorities or other third parties conducting an investigation; to detect and protect against fraud, or any technical or security vulnerabilities; to respond to an emergency; or otherwise to protect the rights, property, safety, or security of third parties, visitors to our websites, our businesses, or the public. We may also share your Personal Information with third parties if we are involved in a (proposed or actual) merger, acquisition, financing due diligence, reorganization, bankruptcy, receivership, sale of company assets, or transition of service to another provider, your information may be disclosed in connection with the negotiation of such transaction, and/or sold or transferred as part of such a transaction as permitted by law and/or contract.

We do not grant access to your Personal Information to any other third parties unless we say so in this Privacy Notice or unless the law requires it.

How long we retain your Personal Information

We only keep Personal Information for as long as necessary to fulfill the purposes for which it was collected and as permitted or required by law, such as to comply with recordkeeping and other legal obligations. There may also be residual information that will remain within our backup files, databases, and other records, which will not be removed or changed, except in accordance with retention policies.

We do not knowingly collect the Personal Information of minors

Our products and services are not directed to minors under the age of 16 and we do not knowingly collect, share, or sell the Personal Information of minors.

How do we keep your Personal Information secure?

We implement and maintain reasonable security appropriate to the nature of the Personal Information that we collect, use, retain, transfer or otherwise process. While we are committed to developing, implementing, maintaining, monitoring and updating a reasonable information security program, no such program can be perfect; in other words, all risk cannot reasonably be eliminated. Data security incidents and breaches can occur due to vulnerabilities, criminal exploits or other factors that cannot reasonably be prevented. Accordingly, while our reasonable security program is designed to manage data security risks and thus help prevent data security incidents and breaches, it cannot be assumed that the occurrence of any given incident or breach results from our failure to implement and maintain reasonable security.

What about marketing?

We endeavor in good faith to adhere to self-regulatory advertising principles, such as the Digital Advertising Alliance's Principles. If you are interested in learning more about and/or opting out of online behavioral advertising, sometimes called interest-based advertising, we encourage you to visit one of the advertising industry-developed opt-out pages, such as www.youradchoices.com or aboutads.info. Please note that while we provide these links for your convenience, we do not have access to, or control over, these third parties' use of cookies or other tracking technologies.

Do we respond to "Do Not Track" signals?

No, we do not respond to browser or do not track signals.

What rights do you have in relation to the Personal Information we hold on you?

Depending on your state of residence, you may have the following additional privacy rights.

RIGHT TO REQUEST DISCLOSURE OF INFORMATION WE COLLECT AND SHARE ABOUT YOU

Your state of residence may provide you the right to submit a request to us for some or all of the following information, with respect to Personal Information we have collected:

- The categories of Personal Information we've collected about you.
- The categories of sources from which we collected the Personal Information.
- The business or commercial purposes for which we collected, shared, or sold the Personal Information.
- The third parties with whom we disclosed the information.
- The specific pieces of information we collected.

Your state of residence may provide you the right to request the following further information:

- The categories of Personal Information (if any) that we have sold or Shared about you, the third parties to whom we sold or Shared that Information, and the category or categories of Personal Information sold or Shared to each third party.
- The categories of Personal Information that we have disclosed to service providers who receive the Personal Information solely to provide services to us.

RIGHT TO REQUEST THE DELETION OF PERSONAL INFORMATION WE HAVE COLLECTED FROM YOU

Your state of residence may provide you the right to request that we delete the Personal Information we have collected about you. This right may be subject to certain exceptions which allow us to retain your Personal Information.

RIGHT TO REQUEST THE RECTIFICATION OF PERSONAL INFORMATION WE HAVE COLLECTED FROM YOU

Your state of residence may provide you the right to request that we rectify any incorrect Personal Information we have collected about you, subject to certain exceptions. Once we receive your request and confirm your identity, we will review your request, taking into account the nature of the Personal Information and the purposes of the processing of the Personal Information to see if we can correct the data. We may also request additional information showing that the information you want to correct is inaccurate.

RIGHT TO ASK US NOT TO SELL OR SHARE YOUR PERSONAL INFORMATION

Subject to certain exceptions, your state of residence may provide you the right to request that we not (i) sell your Personal Information, (ii) Share your Personal Information, or (iii) process your Personal Information for certain profiling purposes. You can exercise this right by using one of the methods set out below under "Contact us or exercise your rights".

Once we receive and authenticate your request that we not (i) sell your Personal Information, (ii) Share your Personal Information, or (iii) process your Personal Information for purposes of profiling, we will discontinue doing so unless you subsequently expressly authorize us to do so. Your state of residence may allow us to ask for your permission to resume the sale or Sharing of your Personal Information at a later date.

To review this Privacy Notice in its entirety from the beginning, click [\[here\]](#) *[insert hyperlink to top of Privacy Notice]*.

For clarity, we do not and will not sell or Share Personal Information with third parties in connection with the mobile application but may Share your Personal Information in connection with your use of our website or web based applications.

RIGHT TO ASK US TO LIMIT OUR USE AND DISCLOSURE OF YOUR SENSITIVE PERSONAL INFORMATION

Your state of residence may provide you the right to direct us to limit our use of your Sensitive Personal Information. You have the right to direct us to limit our use of your sensitive personal information to that use which is necessary to fulfill the purposes reasonably expected by an average consumer who requests those goods or services. California law considers the following pieces of personal information to be "sensitive:" social security number, driver's license number or other government-issued identification number, financial account number, any health insurance or medical identification number, an account password, security questions and answers, or unique biometric data. We use sensitive personal information only as it is necessary to fulfill the purposes for which it was collected, and we do not use it to infer characteristics about you.

You can exercise your right to limit our use of your Sensitive Personal Information by using one of the methods set out below under “Contact us or exercise your rights”.

We do not use or disclose your Sensitive Personal Information for purposes that would trigger this right under applicable privacy laws.

To review this Privacy Notice in its entirety from the beginning, click [\[here\]](#)*[insert hyperlink to top of Privacy Notice]*.

WE ARE COMMITTED TO HONORING YOUR RIGHTS

If you exercise any of the rights applicable to you, we will continue to treat you fairly. In particular, this means that individuals who exercise their rights under this Notice will not be denied or charged different prices or rates for goods or services or provided a different level or quality of goods or services than other individuals.

We will not discriminate or retaliate against you for exercising any of your privacy rights.

RIGHT TO APPEAL

If you make a request to exercise any of the above rights and we are unable to comply with your request, you may request to appeal against our decision. To appeal any data privacy request decision, please contact us at privacy@drb.com. If after you complete the appeal process with us, you are still unsatisfied with our response, you may contact your Attorney General to file a complaint.

CALIFORNIA SHINE THE LIGHT

California Civil Code Section 1798.83, also known as the “Shine The Light” law, permits California residents to annually request, free of charge, information about the Personal Information (if any) disclosed to third parties for direct marketing purposes in the preceding calendar year.

For people who do business with us on behalf of their employer or contractor

If you have provided your Personal Information to Driveerse when communicating or transacting with us on behalf of your employer or another business, you may also have the right to request that we not sell or share your information by following the directions above. Should you exercise this right, Driveerse will not discriminate against you for doing so and will continue to treat you fairly in our subsequent interactions with you and the business you represent.

How can you make a request to exercise your rights?

To exercise any of the rights above, or to ask a question, contact us at this toll free number 330-645-4200 or use the contact details set out at the end of this Privacy Notice.

How will we verify your identity when you submit a request?

IF YOU MAINTAIN A PASSWORD-PROTECTED ACCOUNT WITH US

We will verify your identity using a two-step process. We will first ask you to log into your account, and we will then ask you to separately authenticate your identity by asking you a series of questions.

If we are unable to verify your identity through your password-protected account with a reasonable degree of certainty appropriate to the nature of your request, for security reasons, we may ask you to verify your identity in accordance with the additional requirements described below.

REQUESTS FOR SPECIFIC PIECES OF PERSONAL INFORMATION

We will ask you for at least three pieces of Personal Information and endeavor to match those to information we maintain about you. Additionally, we require that you provide a declaration attesting to your identity, signed under penalty of perjury.

If we are unable to verify your identity with the degree of certainty required, we will not be able to fulfill the request. We will notify you to explain the basis of the denial. Additionally, if we deny your request to receive specific pieces of Personal Information, we will treat the request as one seeking disclosure of the categories of Personal Information we have collected about you and endeavor to verify your identity using the less-stringent standards applicable to such requests.

REQUESTS FOR CATEGORIES OF PERSONAL INFORMATION COLLECTED ABOUT YOU

We will ask you for at least two pieces of Personal Information and endeavor to match those to information we maintain about you.

If we are unable to verify your identity with the degree of certainty required, we will not be able to respond to the request. We will notify you to explain the basis of our denial.

REQUESTS FOR DELETION OF PERSONAL INFORMATION WE HAVE COLLECTED FROM YOU

We will ask you for at least two pieces of Personal Information and endeavor to match those to information we maintain about you.

If we are unable to verify your identity with the degree of certainty required before providing you with the information requested, we will notify you to explain the basis of our denial. Additionally, we may treat the request as a request to opt-out of the sale or sharing of your Personal Information.

REQUESTS FOR RECTIFICATION OF PERSONAL INFORMATION WE HAVE COLLECTED FROM YOU

We will ask you for at least two pieces of Personal Information and endeavor to match those to information we maintain about you.

We may also ask you for evidence of the accuracy of the Personal Information you are trying to correct. If we determine that it is more likely than not that the Personal Information we have is correct, we may deny your request. We will provide you with an explanation of the basis for any denial. Additionally, we may treat your request as a request to delete if this does not negatively impact you or you consent.

AUTHORIZED AGENTS – ADDITIONAL VERIFICATION REQUIRED

You may designate an agent to submit requests on your behalf. The agent can be a natural person or a business entity.

If you would like to designate an agent to act on your behalf, you and the agent will need to comply with our agent verification process. You will be required to verify your identity by providing us with certain Personal Information as described above, depending on whether you hold an account with us or not and the nature of the information you require, which we will endeavor to match the information submitted to information we maintain about you. Additionally, we will require that you provide us with written confirmation that you have authorized the agent to act on your behalf, and the scope of that authorization. The agent will be required to provide us with proof of the agency relationship, which may be a declaration attesting to the agent’s identity and authorization by you to act on their behalf, signed under penalty of perjury. Information to identify and verify your agent can be submitted through the same mechanism and at the same time that you submit information to verify your identity.

What about household Personal Information?

There may be some types of Personal Information that can be associated with a household (a group of people living together in a single dwelling). Requests for access, rectification or deletion of household Personal Information do not apply to household data.

How can you contact us or exercise your rights?

If you have questions on the processing of your Personal Information, would like to exercise any of your rights, or are unhappy with how we’ve handled your information, please contact us here: DRB Systems, LLC, 3245 Pickle Road, Akron, OH 44312, or privacy@drb.com.

If you would like to assert your privacy rights, you may also call us at 330-645-4200 or contact privacy@drb.com.

Accessibility of our communications

We are committed to ensuring that our communications are accessible to people with disabilities. To make accessibility-related requests or report barriers, please call us at 330-645-4200 or contact privacy@drb.com.

What about changes to this Privacy Notice?

We will review and update this Notice periodically in light of changing business practices, technology, and legal requirements. If we make a significant or material change in the way we use or share your Personal Information, you will be notified via email or a notice on our website.

ADDITIONAL COMPLIANCE REQUIREMENTS

“Do Not Sell Or Share My Personal Information” Button/Link

Do Not Sell Or Share My Personal Information
