

## **Use and Privacy Policy**

Thank you for visiting our Web site and for reviewing our privacy policy. FleetCrew/Zippy Lube respects the privacy rights of all visitors to our Web site. The following describes how we will protect the information we receive and disseminate through this Web site.

### **General Disclaimer**

The information contained in this Web site is provided as a service to the Internet community. Any user of this information is hereby advised that it is being provided "as is." Though diligent efforts have been made to ensure accuracy, the information provided may be subject to errors or omissions. Visitors to this site agree that FleetCrew/Zippy Lube is not liable for errors or omissions of any of the information provided. Furthermore, this site provides links to sites administered by other organizations for which FleetCrew/Zippy Lube cannot warrant the accuracy. The information provided on this site should not be used as a substitute for advice of legal counsel.

### **Information Collected and Stored**

For each visitor to our Web site, our Web server automatically gathers and stores certain information. Only the following information is collected and stored:

- Your Internet domain and IP address. The Internet Protocol Address is a numerical identifier assigned either to your Internet service provider or directly to your computer.
- The type of browser and operating system you used to access our site.
- The date and time of your access to our site.
- The pages you view on our Web site.
- The address of the Web site from which you reached us, if you come to our Web site from a link on another Web site.
- Any downloaded form or document.

### **How This Information Is Used**

We use this information to make our site more useful to visitors. Information collected is used to diagnose problems with our server; to learn about the number of visitors to our site and the types of technology they use; and to improve the content of the site. We do not track or record information about individuals. This information does not personally identify you. Your e-mail address is not automatically collected.

Personal information submitted through the Web site is normally used to respond to your message and for no other purpose. We do not create individual profiles with the information you provide or give it to any other public or private organization for commercial purposes or otherwise.

We may disclose personally identifiable information in response to legal process, for example, in response to a court order or a subpoena. We also may disclose such information in response to a law

enforcement agency's request, or where we believe it is necessary to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, or as otherwise required by law.

Although we take appropriate measures to safeguard against unauthorized disclosures of information, we cannot assure you that personally identifiable information that we collect will never be disclosed in a manner that is inconsistent with this Privacy Notice.

### **Cookies**

Cookies are simple text files stored on your computer by your web browser. They are used by sites that are looking to provide customized user experiences or user logins.

When needed to maintain the functionality of an application, FleetCrew/Zippy Lube only uses cookies during the session in which you access our interactive applications. Cookies created on your computer by using this Web site do not contain personal information and do not compromise your privacy or security. We use the cookie feature only to store randomly generated identifying temporary tags on your computer. You can refuse the cookie or delete the cookie file from your computer by using any of the widely available methods. However, if you turn your cookie option off you may not be able to access some of the features in our interactive applications. You must have cookies enabled in your Web browser when you are prompted to enter a username and password.

### **If You E-mail Us**

We appreciate questions, comments, or concerns about our Web site. If you choose to send us personal information by e-mailing us, normally we use the information to respond to your message and for no other purpose. We do not create individual profiles with the information you provide, or give it to any other public or private organization for commercial purposes or otherwise.

### **Links to Other Sites**

This site contains links to other Web sites that might be useful to you. FleetCrew/Zippy Lube does not endorse the privacy policy or practices of these Web sites, nor is it responsible for their content. When you link to another Web site, you are no longer on our Web site and are subject to the terms of use and privacy policies of the new Web site.

### **Contacting Us**

If you have any questions regarding this Policy or any FleetCrew/Zippy Lube Privacy practices, please forward your written correspondence to FleetCrew/Zippy Lube Corporate, 4135 Indus Way, Riverside, CA 92503.