



Travel Centers LLC

## Privacy Notice for Potential Team Members

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5508 Lonas Drive  
Knoxville, Tennessee 37909



Travel Centers LLC

## Privacy Notice for Pilot Travel Centers LLC Potential Team Members

We understand that your privacy is important to you, and we are committed to respecting your privacy and protecting your Personal Information (PI).

This Privacy Notice applies to individuals seeking employment with Pilot Travel Centers LLC, owned and / or operated subsidiaries and affiliates collectively referred to as Pilot “PTC” or “us” or “we” or “our”).

We are providing this Privacy Notice to help you better understand the following:

- What Personal Information We Collect
- Why We Collect and How We Use Personal Information
- Rights and Choices About How We Use and Disclose Your Information
- How We Update this Privacy Notice

**This Privacy Notice may be subject to modification from time to time, notably in the event of changes to legislation or the introduction of new laws. We recommend that you check this Privacy Notice regularly. THE PROVISIONS OF THIS PRIVACY NOTICE DO NOT ESTABLISH ADDITIONAL CONTRACTUAL RIGHTS OR OBLIGATIONS, IN WHOLE OR IN PART, BETWEEN PTC AND YOU.**

### 1. What Personal Information We Collect:

Any Personal Information (PI) that you submit to us on this a job application will be collected and processed by PTC, where permissible by relevant, applicable law. We generally collect the following categories of PI for the purposes disclosed in the “Why We Collect and How We Use Personal Information” section of this Privacy Notice:

- Personal Information
  - Personal Identifiers
    - Personal Information
    - Account Information
    - Financial Information
    - Social Media Information
    - Unique Device Identifiers
  - Protected Classifications (Characteristics)
    - Health Information
    - Sensory Information



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- Demographic Information
  - Commercial Information
    - Recruitment and Employment-Related Information
  - Internet/Other Electronic Network Activity
    - Digital Information
  - Geolocation Data
    - Location Data
  - Inferences
    - Inferences
  - Other
    - Content and Information You Voluntarily Share
    - General Information Collected from Other Sources
- Sensitive Personal Information (SPI)
  - Personal Information
    - Government Identifiers
    - Account Information
    - Geolocation Information
    - Demographic Information
    - Health Information

**2. PERSONAL INFORMATION**

Category of Personal Information That We Collect or Receive	PTC and our Service Providers May Process Personal Information for these Business Purposes	Categories of Third Parties to Whom We Sell, Share, or Disclose Personal Information
<p><b>Personal Information</b> such as name, date of birth, address, phone number, email address, etc.;</p>	Administrative Analytical Communication Development Equal Employment Opportunity Legal, Regulatory, or Insurance Personnel and Performance Management Security Management and Monitoring Other Business Purposes	AdTech and Analytics companies Business Partners Corporate Affiliates Legal / Government entities Safety / Physical Security companies
<p><b>Account Information (when you create one)</b> such as email and text communication, positions previously applied for, etc.</p>	Administrative Analytical Communication Equal Employment Opportunity Legal, Regulatory, or Insurance Personnel and Performance Management Security Management and Monitoring Other Business Purposes	AdTech and Analytics companies Business Partners Corporate Affiliates Legal / Government entities Safety / Physical Security companies



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<p><b>Financial Information</b> such as direct billing, credit card/debit card number, bank routing and account numbers, credit history, etc.;</p>	<p>Not collected as part of the recruiting and application process</p>	<p>N/A</p>
<p><b>Social Media Information</b> such as social media handles, aliases, usernames, etc.;</p>	<p>Administrative</p>	<p>AdTech and Analytics companies</p>
<p><b>Unique Device Identifiers</b> such as: electronic device model, browser type, MAC address, IP address, etc.</p>	<p>Analytical Development Security Management and Monitoring Other Business Purposes</p>	<p>AdTech and Analytics companies Legal / Government entities Safety / Physical Security companies</p>
<p><b>Health Information</b> such as disability or health condition information you share as part of the application process</p>	<p>Administrative Legal, Regulatory, or Insurance</p>	<p>Legal / Government entities</p>
<p><b>Sensory Information</b> such as voice recordings or video / photographic images that may be captured during virtual interviews, in public areas, or in PTC facilities for security reasons; biometric information; etc.</p>	<p>Administrative Identity Verification Legal, Regulatory, or Insurance Communication Equal Employment Opportunity Legal, Regulatory, or Insurance Security Management and Monitoring</p>	<p>Legal / Government entities Safety / Physical Security companies</p>
<p><b>Demographic Information</b> such as age, marital status, military/veteran status, language preferences, gender, ethnicity, etc.</p>	<p>Administrative Analytical Communication Development Equal Employment Opportunity Legal, Regulatory, or Insurance Personnel and Performance Management Security Management and Monitoring</p>	<p>Legal / Government entities Safety / Physical Security companies</p>



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<p><b>Recruitment Information</b> such as resume and curriculum vitae (CV) details, previous work experiences, educational background, certificates, licenses and vocational records, information of general interests, membership to associations, any information you have provided us during the interviews, information gathered from reference persons whose contact details you have provided to us, leaving date and your reason for leaving, information related to immigration, right-to-work, residence status, pre-hire assessments, etc.</p>	<p>Administrative Analytical Communication Equal Employment Opportunity Legal, Regulatory, or Insurance Personnel and Performance Management Other Business Purposes</p>	<p>Legal / Government entities</p>
<p><b>Commercial/Transaction</b> such as items or services purchased when completing a transaction using a discount offered as a benefit of your employment.</p>	<p>Not collected as part of the application process</p>	<p>N/A</p>
<p><b>Digital Information</b> such as browsing history and regional geolocation information; website and app usage information</p>	<p>Administrative Analytical Development Security Management and Monitoring</p>	<p>AdTech and Analytics companies</p>
<p><b>Geolocation Data</b> collected as part of the application process, while using our platforms or services, or shared with us by third parties.</p>	<p>Administrative Analytical Development Equal Employment Opportunity Legal, Regulatory, or Insurance Personnel and Performance Management Security Management and Monitoring Other Business Purposes</p>	<p>AdTech and Analytics companies</p>
<p><b>Inferences</b> such as qualifications, preferences, characteristics, behaviors, etc.</p>	<p>Administrative Analytical Communication Equal Employment Opportunity Legal, Regulatory, or Insurance Personnel and Performance Management</p>	<p>N/A</p>



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<p><b>Content and information you voluntarily share</b></p>	<p>Administrative Analytical Communication Development Equal Employment Opportunity Legal, Regulatory, or Insurance Personnel and Performance Management Security Management and Monitoring Other Business Purposes</p>	<p>AdTech and Analytics companies Business Partners Corporate Affiliates Legal / Government entities Safety / Physical Security companies</p>
<p><b>General information collected from other sources</b></p>	<p>Administrative Analytical Communication Development Equal Employment Opportunity Legal, Regulatory, or Insurance Personnel and Performance Management Security Management and Monitoring Other Business Purposes</p>	<p>AdTech and Analytics companies Business Partners Corporate Affiliates Legal / Government entities Safety / Physical Security companies</p>

**3. SENSITIVE PERSONAL INFORMATION (SPI) (applicant)**

<p><b>Category of Personal Information That We Collect or Receive</b></p>	<p><b>PTC and our Service Providers May Process Personal Information for these Business Purposes</b></p>	<p><b>Categories of Third Parties to Whom We Sell, Share, or Disclose Personal Information</b></p>
<p><b>Government Identifiers</b> such as social security number, state identification number, passport, etc.</p>	<p>Identity Verification Legal, Regulatory, or Insurance Background Check Equal Employment Opportunity Legal, Regulatory, or Insurance Other Business Purposes</p>	<p>N/A</p>
<p><b>Account Information</b> such as account log-in with password or passcode</p>	<p>Administrative Equal Employment Opportunity Security Management and Monitoring</p>	<p>N/A</p>
<p><b>Financial Information</b> such as financial account, debit/credit card number security code</p>	<p>Not collected as part of the employment application process</p>	<p>N/A</p>
<p><b>Geographic Information</b> such as precise geolocation  NOTE: Some states define precise geolocation as a form of biometric data.</p>	<p>Administrative Analytical Audits and Controls Testing Equal Employment Opportunity Other Business Purposes</p>	<p>N/A</p>



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<b>Demographic Information</b> like race/ethnic origin, gender, citizenship/citizenship status	Equal Employment Opportunity	Legal / Government entities (as required by law)
<b>Biometric Information</b> like facial, retina or fingerprint scans for the purpose of identification or authentication	Not collected as part of the employment application process	NA
<b>Health Information</b> such as health conditions/diagnoses, etc.	Equal Employment Opportunity	Legal / Government entities (as required by law)
<b>Children's Information</b> (under 16)	Not collected as part of the employment application process	N/A
<b>Sensitive Personal Information Inferences</b>	PTC does not make sensitive personal inferences nor use sensitive personal information to make inferences about an applicant.	N/A

We have collected the same categories of personal information in the 12 months prior to the date of this Privacy Notice.

As an applicant for employment, you are responsible for ensuring that the personal information you submit to us is correct and true. If you choose not to provide certain information, we may not be able to process your applications.

#### 4. Why We Collect and How We Use Personal Information:

Your PI will be used by PTC to carry out our application process, and your information may be used or collected for the following business or commercial purposes to the extent permitted by applicable law:

- **Administrative Purposes:** To service and maintain account(s) or systems or networks, or for other management or administrative purposes, etc.
- **Analytical Purposes:** To evaluate website and mobile application usage, traffic, and purchasing patterns, determine the effectiveness of advertising and marketing campaigns, etc.
- **Communication Purposes:** To manage communications via text message / SMS, push notification, inbox messaging, email, telephone, or physical mail for business or customer service reasons and / or to review and respond to customer service inquiries, etc.



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- **Equal Employment Opportunity Purposes:** To comply with laws, regulations, and guidance pertaining to equal employment opportunity and anti-discrimination, etc.
- **Legal, Regulatory, or Insurance Purposes:** To comply with applicable law, legal proceedings, court orders, garnishments, government mandates, and respond to requests from legal authorities, enforce law requirements, investigate injury claims, respond to environmental laws and regulations, apply for Intellectual Property protections, provide and administer workers' compensation, etc.
- **Personnel and Performance Management Purposes:** To manage processes related to employment application and hiring processes.
- **Security Management and Monitoring:** To detect security incidents, protect against and investigate malicious, deceptive, fraudulent, or illegal activity or prosecute individuals responsible for that activity, secure PTC's premises, assets, and information for the purposes of fraud or crime prevention, suppression, or detection, ensure compliance with applicable policies and terms of use.
- **Other Business Purposes:** To provide products, services, or information to PTC and business partners, communicate for business or customer service reasons, perform outplacement services, carry out any other legitimate reason such as changes to our policies or in response to an inquiry, etc.

If you are offered and accept employment with PTC, the PI collected during the application and recruitment process may become part of your employment record.

PTC is committed to the privacy and security of your PI. Following industry leading practices, when we collect, use, process, or disclose your PI, we take reasonable steps to ensure it is treated securely and in accordance with this Privacy Notice.

## 5. Sources of Collection and How We Collect Personal Information

PTC utilizes various technical and non-technical sources to collect your PI. PTC collects your PI in circumstances including, but not limited to:

- You visit our corporate office, travel centers, or other businesses;
- You communicate with us by USPS mail;
- You use our guest Wi-Fi service either in-store or in a PTC office;
- You interact with us through our Electronic Platform (e.g., Pilot Flying J mobile application, website, email, or social media);
- You use location-based features via computer, mobile device, or while using the Pilot Flying J mobile application;
- You contact Guest Services;
- You submit an employment application to us;
- You accept an employment offer, or contract with us;





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- You otherwise voluntarily provide us or any third parties, on our behalf, with information.

In addition to the collection methods referenced above, we may also collect your PI:

- From our affiliates and/or service providers;
- From third-party verification services;
- From on premise surveillance systems;
- From third-parties with whom coordination is required;
- From law enforcement or regulators for safety and security purposes;
- Through the use of technology (e.g. your IP address, interest-based advertising, cookies, web beacons, pixel tags, and geolocation services).

## 6. Categories of Personal Information We Sell or Share

We do not sell or share applicant personal information for cross-context behavioral advertising.

## 7. Sharing Personal Information with Third Parties

PTC may disclose the categories of PI listed in the tables above with third parties to perform, for instance, services to support our business operations, provide services to our applicants and team members, and comply with any applicable laws or regulations.

The categories of third parties with whom we may share or disclose PI are as follows:

- **AdTech and Analytics** - We may share limited personal information (such as a unique identification number and online and technical information) with ad tech companies and other online providers of services. When we share your information in this context, we follow applicable legal requirements, which may require that we provide opt-out rights or other individual rights.
- **Business Partners** - Where we have the legal right, we may share or otherwise make your information available to business partners or other third parties for a business purpose that we have approved. When we disclose information in this context, we make sure that we comply with applicable legal requirements, which may include providing opt-out or other rights with respect to the shared data. We require that the recipients of this data protect such data, obey use restrictions, and comply with all applicable laws.
- **Corporate Affiliates** - We may disclose personal information, as part of any actual or contemplated merger, sale, transfer of assets, acquisition, bankruptcy, or similar event, including related to due diligence conducted prior to such event, where permitted by law.
- **Legal / Government** - We may share your personal information where we believe the disclosure is required by law, or otherwise necessary to comply with the law, regulatory requirements, requests from public authorities, or to enforce our agreements or policies, to protect the rights and property of our team members, the company, our partners or the public (including for fraud prevention purposes and to prevent, investigate and prosecute criminal activities).
- **Safety / Physical Security** – We may disclose, where permitted by law, your personal information to our affiliates and other persons and entities for the purpose of protecting the rights, safety,



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security, and property of our customers, team members, and the public. We may also disclose this information to protect and enforce our rights – including for fraud prevention purposes and to prevent, investigate and prosecute criminal activities – and to assist others to do the same.

Notwithstanding anything else in this notice, we may share data that has been aggregated or deidentified in such a manner that it is no longer considered personal information for any purpose. When we share aggregated or deidentified data, we require recipients to refrain from reidentifying the data and to pass this obligation on to downstream recipients.

In addition to sharing your PI with the third parties referenced above, we may also share your PI:

- With a subsequent owner, co-owner or operator of one or more of the websites owned and operated by PTC, or any portion or operation related to part of one or more of the websites owned and operated by PTC; and/or
- In connection with a corporate merger, consolidation, or restructuring, the sale of substantially all our stock and/or assets, or other corporate change, including, without limitation, during the course of any due diligence process.

## 8. Cookies and Online Tracking Technologies

Pilot and some of our third-party business partners (such as advertising services and analytics providers) use cookies, beacons, pixels, and other tracking technologies when you visit any of our websites or use any of our Pilot Flying J mobile applications. These technologies help us to bring you a more cohesive and worthwhile experience.

You can control these technologies within your browser by clicking the banner at the bottom of the

### Cookies

A cookie is a small file created by a web server that can be stored on your device (if you allow) for use either during a particular browsing session (a "session cookie") or a future session (a "persistent cookie"). Many browsers are designed to accept cookies by default; however, you can modify your browser settings either to notify you when you have received a cookie or to refuse to accept cookies. Please note that certain areas of our websites and applications may not function properly if you set your browser not to accept cookies.

Some examples of why we use cookies:

- To learn about how you interact with our websites
- To detect and prevent fraud
- To conduct analytics activities
- To improve our websites and services
- To facilitate Interest Based Advertising

### Other Online Tracking Technologies



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In many cases, the collection of your personal information using these online tracking technologies is controlled by Pilot. However, in some cases the data collected through use of these cookies is controlled by our vendors or other third parties. When a third-party controls that collection, Pilot strives to provide you with links to those providers where you can submit privacy requests related to their services.

***Examples of other online tracking technologies we may use:***

***Beacons/Pixels***

These are embedded images or objects that are used on web pages or emails. They help companies to unobtrusively understand how visitors navigate website pages and can verify when specific content has been accessed. We may use web beacons or pixels to:

- Improve our websites and services
- Detect and prevent fraud
- Verify system and server integrity
- Better understand how many people visit our webpages or view specific content

***Embedded Scripts***

We may use embedded scripts that collect information about your interactions with our websites, mobile apps, and advertisements. These scripts are temporarily loaded into your web browser and are active only while you are connected to our website, mobile app, or advertisement.

***Location Technology***

We may use global positioning or other location identifying technologies to locate your device. This helps Pilot ensure we are compliant with geographically significant regulations, as well as other consumer services like finding the next Pilot location or booking driver services like showers and parking.

***In-app Tracking***

Mobile application tracking may include a variety of technologies like software development kit (SDK), device identifiers such as mobile ad IDs (MAID), or identifiers for advertisers (IDFA) that associates your user activity on a given app and helps us track activity across multiple apps and/or devices.

***Device and Activity Monitoring***

We may use technologies that monitor and record your interactions with our websites and mobile apps, such as your keystrokes and click-related activity. These technologies may also collect and analyze information from your device, such your operating system, plug-ins, and system fonts.

We may monitor devices and activity:

- To enhance and customize your experience
- To better respond to your inquiries and requests
- To detect and prevent fraud
- To detect cyber incidents and other malicious activity



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- To verify systems and server availability and integrity
- To troubleshoot issues
- To improve our websites, mobile apps, and services

More information on controlling interest-based advertising on apps on your mobile device, visit <http://www.aboutads.info/appchoices>

### ***Third-party Analytics***

Pilot may use analytics providers - like Google Analytics, Adobe Analytics, or others - to obtain analytical information about our websites and applications. These providers may use cookies and other tracking technologies that help us analyze how our guests use or interact with our websites, services, advertisements, and mobile applications.

For more information about Google Analytics, please see the Google Analytics Terms of Use and the Google Analytics Privacy Policy.

- <https://marketingplatform.google.com/about/analytics/terms/us/>
- <https://policies.google.com/privacy>

In addition to other universal opt out mechanisms, you may exercise choices regarding the use of browser cookies from Google Analytics by downloading the Google Analytics Opt-out Browser Add-on.

- <https://tools.google.com/dlpage/gaoptout>

Learn more about Adobe Analytics by visiting the Adobe Privacy Center.

- <https://www.adobe.com/privacy.html>

You can also make choices about data collection for certain companies by visiting an industry consumer choice platform such as the NAI (<https://optout.networkadvertising.org/>) or DAA (<https://optout.aboutads.info/>). You may still receive ads after limiting processing of information for interest-based advertising, but those ads may be less relevant to your interests.

## **9. Retention Period**

We retain information for different periods of time depending on the purposes for which we collect and use it, as described in this Privacy Notice. We will delete or de-identify information when it is no longer needed to fulfill these purposes unless a longer retention period is required to comply with applicable laws. There may be technical or other operational reasons where we are unable to fully delete or de-identify your information. Where this is the case, we will continue to store it securely according to our internal data policies and take reasonable measures to prevent further processing your information. We are required by privacy laws to maintain records of individual rights requests and how we responded to such requests for at least 24 months. We only use information obtained from any individual rights requests for recordkeeping purposes.

## **10. Rights And Choices About How We Use and Disclose Your Information**



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## Understanding Your Individual Rights

PTC values our applicants and wants them to understand their rights regarding the PI that we have collected on them. There are numerous state laws that combine to specify the following rights:

1. Right to Access – the right to know the PI we have collected about you
2. Right to Delete – the right to delete the PI we have collected about you (dependent on your location; restrictions apply)
3. Right to Rectify – the right to correct/amend PI we have collected about you
4. Right to Restrict – the right to limit the use or disclosure of certain categories of PI
5. Right to Opt Out of Sale or Sharing – the right to opt-out of the sale or sharing of PI we have collected about you
6. Right to Withdraw Consent – the right to withdraw your consent to the collection, use, or disclosure of your PI (dependent on your location)

If a request is submitted in a manner that is not one of the designated methods for submission, or if the request is deficient in some manner unrelated to our verification process, we will provide you with specific directions on how to submit the request or remedy any deficiencies with the request, as applicable.

If requests from an applicant are manifestly unfounded or excessive, in particular because of their repetitive character, we may either (1) charge a reasonable fee, or (2) refuse to act on the request and notify the applicant of the reason for refusing the request. If we charge a fee, the amount will be based upon the administrative costs of providing the information or communication or taking the action requested.

PTC will not discriminate against applicants for exercising any of the rights described herein. This includes denying goods or services, charging different prices, or providing a different level or quality of service. However, PTC can offer applicant's different rates (or service) if that difference is reasonably related to the value of the applicant's data.

### **10.1. Access Rights – Requests to Know**

#### ***The Right to Access Personal Information Collected, Disclosed, or Sold***

You have the right to request that PTC disclose the PI we collected about you. Upon the receipt of a verified request and in accordance with our internal data policies, we will provide the following:

- Categories of PI we collected about you;
- Categories of sources for the PI we collected about you;
- Our business or commercial purpose for collecting, sharing, or selling that PI;
- Categories of third parties with whom we disclose that PI; and
- Specific pieces of PI we collected about you.



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Please note that there may be instances where access to your PI may be restricted by law. If we are unable to verify your identity, we may request additional information for the express purpose of validating your identity. If we are prohibited from fulfilling your request for the disclosure of all or some of your PI, we will advise you of the specific reasons for restricting access, barring any legal or regulatory limitations.

We will not provide specific pieces of PI if the disclosure creates a substantial, articulable, and unreasonable risk to (1) the security of that PI, (2) the individual's account with us, or (3) the security of our systems or networks. We will not disclose Social Security numbers, driver's license numbers, other government-issued identification numbers, financial account numbers, health insurance numbers, medical identification numbers, account passwords, and security questions and answers.

### ***Instructions for Submitting Access Requests***

PTC provides the following options to submit Access Requests. Individuals may submit their Access Request by:

- Accessing our online portal: **privacy.pilotflyingj.com**
- Calling our one of our toll-free numbers:
  - **1.888.496.7108**, for United States residents
  - **1.855.701.0605**, for Canadian residents

### ***Process to Verify Access Requests***

To verify the identity of the individual who has made an Access request, PTC may require individuals to submit additional information. PTC may ask individuals to provide: first name, last name, date of birth, address, phone number, and email address. After providing the information necessary to complete the request, you will be verified with a third-party identity verification service. Once this request has been verified, the Privacy Office will begin to process your request.

## **10.2. Do Not Sell My Personal Information**

### ***Right to Opt-Out of the Sale or Sharing of Personal Information***

In working with other companies and businesses, we may disclose personal information in a way that meets the criteria of "selling" or "sharing" personal information as defined under state privacy laws.

You can request to opt-out of this "sale or sharing" of your personal information by clicking on the "Do Not Sell or Share My Personal Information" link [here](#) or by following options outlined below ("Instructions for Submitting Do Not Sell or Share Requests").

You have the right to opt-out of the sale or sharing of the PI that PTC has collected on you. As used within the context of this Privacy Notice, "Sell" refers to the act of selling, renting, releasing, disclosing, disseminating, making available, transferring, or otherwise communicating orally, in writing, or by electronic or other means, the PI we have collected during the normal course of business, to another business or a third party for monetary or valuable consideration. You are not required to create an account or enroll in any of our loyalty programs in order to exercise your rights under this provision.



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If you choose to exercise this right, PTC will refrain from selling your PI for a period of one year. After this period, we may contact you to obtain your consent to sell your PI.

We do not sell or share the PI of minors under 16 years of age without affirmative authorization where required by law. For more information, please view the Personal Information of Minors section in this Privacy Policy.

### ***Instructions for Submitting Do Not Sell or Share Requests***

PTC provides the following options to submit Do Not Sell or Share Requests. Individuals may submit their Do Not Sell Requests by:

- Accessing our online portal: [privacy.pilotflyingj.com](https://privacy.pilotflyingj.com)
- Calling our one of our toll-free numbers:
  - **1.888.496.7108**, for United States residents
  - **1.855.701.0605**, for Canadian residents

Upon receiving a request to opt-out, we will act upon it as soon as feasibly possible and in accordance with any applicable law. We will notify all third parties to whom we have sold your PI, as required by law. We will notify you when this has been completed.

If we have a good-faith, reasonable, and documented belief that a request to opt-out is fraudulent, we may deny the request. In this scenario, we will inform the requesting party that we will not comply with the request and provide an explanation of why we believe the request is fraudulent.

## **11. Opt-out Preference Signals**

An opt-out preference signal is sent by a platform, technology, or mechanism on behalf of website visitors and communicates that visitor's choice to opt out of the sale and sharing of personal information for cross-context behavioral advertising with all businesses that recognize the signal, without having to make individualized requests. The signal can be set on certain browsers or through opt-out plug-in tools.

We recognize the Global Privacy Control signal and do so at the browser level and it does not apply to personal information we may collect offline or that we may associate only with your name or email address. This means that if the signal is sent through a specific browser, we will recognize it for that browser only, and only with respect to the identifiers for that browser. If you would like more information about opt-out preference signals, including how to use them, the Global Privacy Control website has such information (<https://globalprivacycontrol.org/>).

### ***Opting-In After Opting-Out of the Sale or Sharing of Personal Information***

If you have previously opted-out of the sale or sharing of your PI and would like to opt-in, you can do the following:



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- If you are a Loyalty member, you can change the setting in your Loyalty account, via the Loyalty Portal
- If you are not a Loyalty member, you opt-in by registering for a Loyalty account.

We use a two-step opt-in process through which you must first clearly request to opt-in and then second separately confirm your choice to opt-in.

### ***Authorized Agents***

If acting as an Authorized Agent on behalf of a consumer, please contact our Privacy Office at [privacy@pilotflyingj.com](mailto:privacy@pilotflyingj.com)

## **12. Notice to California Residents**

### **Access Requests**

Under the California Consumer Privacy Act, PTC is required to respond to no more than two access requests in a rolling 12-month period.

### **Deletion Requests**

As a resident of California, in addition to the individual rights mentioned in this Privacy Notice, you also have the right to request the deletion of your Personal Information.

### ***The Right to the Deletion of Personal Information***

You have the right to request that PTC delete any of your PI that we collected from you and retained, subject to certain exceptions. We respect your right to request the deletion of your PI and would like to inform you of what happens if we are able to honor your request. If you choose to delete your PI, this will result in us deleting your PI from the associated loyalty account. As a result of the deletion of your PI, you will:

1. Forfeit your points and forfeit the ability to earn new points;
2. Forfeit your credits and the ability to earn new credits, including, but not limited to: parking, showers, Wi-Fi, and coffee;
3. Forfeit the ability to log in to the Pilot Flying J mobile app and all associated non-guest mode features (i.e., mobile fueling, mobile shower reservations, myOffers program - including saving and redeeming offers);
4. Forfeit the ability to log into PTC WiFi;
5. Forfeit the ability to reserve a parking space online;
6. Forfeit the ability to get a receipt at the kiosk after 24 hours or at a different store;
7. Forfeit the ability to reserve a shower at the kiosk or in the Pilot Flying J mobile app;
8. Forfeit the ability to access the loyalty portal and perform functions within the loyalty portal, including, but not limited to: saving offers and checking point balances;





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9. Forfeit the ability to reserve or print a slip for a Prime Parking space at the kiosk;
10. Forfeit the right to participate in some loyalty-based sweepstakes; and
11. Forfeit all rewards, perks and discounts tied to loyalty, including, but not limited to loyalty-based fuel discounts.

**After a request is completed, it is your responsibility to remove the Pilot Flying J Application from your devices, as information may still be gathered by Pilot Travel Centers LLC if it remains installed.**

We may deny your deletion request if retaining the information is necessary for us or our service provider(s) to:

- Complete the transaction for which we collected the Personal Information, provide a good or service that you requested, take actions reasonably anticipated within the context of our ongoing business relationship with you, or otherwise perform our contract with you.
- Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity, or prosecute those responsible for such activities.
- Debug to identify and repair errors that impair existing intended functionality.
- Exercise free speech, ensure the right of another consumer to exercise their free speech rights, or exercise another right provided for by law.
- Comply with the California Electronic Communications Privacy Act (Cal. Penal Code § 1546 et. seq.).
- Engage in public or peer-reviewed scientific, historical, or statistical research in the public interest that adheres to all other applicable ethics and privacy laws, when the information's deletion may likely render impossible or seriously impair the research's achievement, if you previously provided informed consent.
- Enable solely internal uses that are reasonably aligned with consumer expectations based on your relationship with us.
- Fulfill the employment or business purpose for which it was collected.
- Comply with a legal obligation; and/or
- Make other internal and lawful uses of that information that are compatible with the context in which you provided it.

### ***Instructions for Submitting Deletion Requests***

PTC provides the following options to submit Deletion Requests. Individuals may submit their Deletion Request by:

- Accessing our online portal: [privacy.pilotflyingj.com](https://privacy.pilotflyingj.com)
- Calling our one of our toll-free numbers:
  - **1.888.496.7108**, for United States residents

### ***Process to Verify Deletion Requests***

To verify the identity of the individual who has made a Deletion request, PTC may require individuals to submit additional information. PTC may ask individuals to provide: first name, last name, date of birth, address, phone number, and email address. After providing the information necessary to complete the



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request, you will be verified with a third-party identity verification service. Once this request has been verified, the Privacy Office will begin to process your request,

### ***Denial of Deletion Requests***

If we deny your request, we will (1) inform you that we will not comply with the request and describe the basis for the denial, including any applicable statutory and regulatory exceptions; (2) delete the PI that is not subject to the exception; and (3) not use the PI retained for any other purpose than provided for by the applicable exception(s).

### ***Authorized Agents***

You may designate an Authorized Agent to make requests on your behalf. Under the California Consumer Privacy Act, an Authorized Agent is defined as “a natural person or a business entity registered with the Secretary of State that a consumer has authorized to act on their behalf”. If you would like to designate an agent to act on your behalf, you and the agent will need to comply with our verification process. Specifically, if the agent submits requests to access, delete, or correct your personal information, the agent will need to provide us with your signed permission indicating the agent has been authorized to submit the request on your behalf. We will also require that you verify your identity directly with us or confirm with us that you provided the agent with permission to submit the request. We may deny a request from an Authorized Agent that does not submit proof that they have been authorized by the consumer to act on their behalf.

If acting as an Authorized Agent on behalf of a consumer, please contact our Privacy Office at [privacy@pilotflyingj.com](mailto:privacy@pilotflyingj.com).

## **13. Notice to Canadian Residents – Amendment and Withdrawal of Consent Requests**

As a resident of Canada, in addition to the Access and Do Not Sell My Personal Information rights mentioned in this Privacy Notice, you also have the right to request the amendment of your PI, if you believe it is inaccurate and the right to withdraw consent for the collection, use, and disclosure of your PI.

### ***The Right to Amendment of Personal Information***

You have the right to request that PTC amend any of your PI that you believe to be inaccurate, incomplete, or not up to date.

PTC will take reasonable steps to correct the information so that it is accurate, complete, and up to date. This may include transmitting the amended information to third parties who have access to the information in question.

### ***Instructions for Submitting Amendment Requests***

Individuals may submit their Amendment Request by:

- Calling our Guest Services Team: **1.877.866.7378**



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### ***The Right to Withdraw Consent for the Collection, Use, or Disclosure of Personal Information***

You have the right to withdraw consent, at any time, for the collection, use, or disclosure of Personal Information. We respect your right to withdraw consent and would like to inform you of what happens if we are able to honor your request. If you choose to withdraw consent, this will result in deleting information from associated accounts, including loyalty accounts. As a result, you will:

1. Forfeit your points and forfeit the ability to earn new points;
2. Forfeit your credits and the ability to earn new credits, including, but not limited to: parking, showers, Wi-Fi, and coffee;
3. Forfeit the ability to log in to the Pilot Flying J mobile app and all associated non-guest mode features (i.e., mobile fueling, mobile shower reservations, myOffers program - including saving and redeeming offers);
4. Forfeit the ability to log into PTC WiFi;
5. Forfeit the ability to reserve a parking space online;
6. Forfeit the ability to get a receipt at the kiosk after 24 hours or at a different store;
7. Forfeit the ability to reserve a shower at the kiosk or in the Pilot Flying J mobile app;
8. Forfeit the ability to access the loyalty portal and perform functions within the loyalty portal, including, but not limited to: saving offers and checking point balances;
9. Forfeit the ability to reserve or print a slip for a Prime Parking space at the kiosk;
10. Forfeit the right to participate in some loyalty-based sweepstakes; and
11. Forfeit all rewards, perks and discounts tied to loyalty, including, but not limited to loyalty-based fuel discounts.

**After a request is completed, it is your responsibility to remove the Pilot Flying J Application from your devices, as information may still be gathered by Pilot Travel Centers LLC if it remains installed.**

### ***Instructions for Submitting Withdrawal of Consent Requests***

Individuals may submit their Request by:

- Accessing our online portal: [privacy.pilotflyingj.com](https://privacy.pilotflyingj.com)
- Calling our toll-free number, **1.855.701.0605**

### ***Process to Verify Withdrawal of Consent Requests***

To verify the identity of the individual who has made a Withdrawal of Consent request, PTC may require individuals to submit additional information. PTC may ask individuals to provide: first name, last name, date of birth, address, phone number, and email address. After providing the information necessary to complete the request, you will be verified with a third-party identity verification service. Once this request has been verified, the Privacy Office will begin to process your request.

## **14. Personal Information of Minors**

PTC does not employ or contract with minors under the age of 16 and does not knowingly collect or sell the PI of such minors. If we confirm that Personal Information has been collected from a consumer under the



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age of 16, we will delete these records in accordance with applicable laws. If you believe that PTC has collected information of a consumer less than 16 years of age, please contact our Privacy Office at [privacy.pilotflyingj.com](http://privacy.pilotflyingj.com).

#### **15. Contact Us for More Information**

If you have questions or concerns about our Privacy Policy and privacy practices, please contact our Privacy Leader at [privacy@pilotflyingj.com](mailto:privacy@pilotflyingj.com), via telephone at 1.877.866.7378, or at the address provided below:

Pilot Flying J  
Attention: Privacy Leader  
5508 Lonas Dr.  
Knoxville, TN 37909

#### **16. How We Update This Privacy Notice**

PTC may change this notice from time to time at its sole discretion. We will post any changes to [www.pilotflyingj.com/applicant-privacy-notice](http://www.pilotflyingj.com/applicant-privacy-notice). Each version of the notice is identified by its effective date.