

Pilot Travel Centers LLC Privacy Notice

Effective Date: This Notice was last updated July 12, 2021.

This Privacy Notice explains how Pilot Travel Centers LLC together with its parent company and its owned and/or operated subsidiaries and affiliates, including, but not limited to Pilot Corporation and SFJ Inc. collectively referred to as (“PTC” or “us” or “we” or “our”) protect, collect, use, and share Personal Information (“PI”), obtained through our off-line outlets (including but not limited to, our travel centers and service centers) and our online outlets (including our Electronic Platform, defined as any software application, whether tablet, smartphone or other app (including its contents and services) (the “App”), online or mobile website, Wi-Fi-access, myRewards® Program, myRewards Plus™ Program, or Prime Parking Program (including all of their respective content and services), the social media pages we control, and email messages that we may send from time to time or that you may send to us). For the avoidance of doubt, this Privacy Notice applies to all your interactions as a consumer (guest or customer) with PTC, both on and off-line, whether you access our webpage, use our mobile application, interact with our Electronic Platform, participate in the Loyalty Program, or visit our travel centers, service centers, or other locations.

For purposes of this Privacy Notice, “Personal Information” is any information that identifies, relates to, describes, or is capable of being associated with, or could be reasonably linked to a consumer or household. From time to time, PTC will review and update this Privacy Notice to reflect changes in our business practices and/or Personal Information collection practices. We reserve the right to amend this Privacy Notice at any time, for any reason by posting the updated Privacy Notice, along with the revision date, on the Electronic Platform. It is strongly recommended that you periodically check this page to ensure you are viewing the most current version of the Privacy Notice. Your continued interactions with us constitute a continuing acceptance of this Privacy Notice as it may be revised from time to time. Any changes become effective when posted.

BY SUBMITTING PERSONAL INFORMATION TO PTC, VIA ANY SUBMISSION CHANNEL, YOU ACKNOWLEDGE AND AGREE THAT YOU ARE 16 YEARS OF AGE OR OLDER AND YOU ACCEPT AND CONSENT TO THE PRACTICES AND USES DESCRIBED IN THIS PRIVACY NOTICE.

TO ENROLL IN OUR LOYALTY PROGRAM YOU MUST BE AT LEAST 18 YEARS OF AGE.

THE PROVISIONS OF THIS PRIVACY NOTICE DO NOT ESTABLISH CONTRACTUAL RIGHTS OR OBLIGATIONS, IN WHOLE OR IN PART, BETWEEN PILOT TRAVEL CENTERS LLC, ITS PARENT COMPANY, AND ANY OF ITS OWNED AND/OR OPERATED SUBSIDIARIES OR AFFILIATES AND YOU.

You may request an accessible version of this Privacy Notice by contacting us via the methods identified in the “Contact Us” section of this Privacy Notice.

Information We Collect

In accordance with our business practices, we collect and retain the following categories of PI about you for the purposes disclosed in the “Why We Collect and How We Use Personal Information” and the “Notice of Financial Incentive” sections of this Privacy Notice. The types of PI we have collected in the previous 12 months include, but are not limited to:

- Identifiers and Categories of Personal Information
 - **Personally Identifiable Information** such as name, date of birth, address, phone number, email address, driver’s license number, social security number, etc.;
 - **Financial Information** such as direct billing, credit card/debit card number, bank routing and account numbers, credit history, etc.;
 - **Social Media Information** such as social media handles, aliases, usernames, etc.;
 - **Health Information** such as insurance policy information, health conditions, medical records, death certificates, etc.;
 - **Unique Device Identifiers** such as: electronic device model, browser type, MAC address, IP address, etc.
- Protected Classifications
 - **Sensory Information** such as voice recordings for guest service inquiries and video/ photographic images

- that may be captured in public areas for security reasons, or otherwise;
- **Health Information;**
- **Demographic Information** such as age, marital status, military/veteran status, language preferences, gender, ethnicity, etc.
- Commercial Information
 - **Transaction Information** such as transactions completed at PTC locations and travel centers including, but not limited to: fuel purchases, Western Union money transfers, retail purchases, reserved parking purchases, shower reservations, repair services, replacement parts, gift card balances, etc.
- Internet or Other Electronic Network Activity Information
 - **Digital Information** such as browsing history and geolocation information;
 - **Cookies and Similar Technologies Data** as described in the “Cookies” section of this Notice.
- Geolocation Data
 - **Location Data** collected while using our platforms or services, or shared with us by third parties.
- Audio, Electronic, Visual, Thermal, Olfactory, or Similar Information
 - **Sensory Information**
- Inferences Drawn from Personal Information
 - **Inferences** such as preferences, characteristics, behaviors, etc.
- Other Content and Information You Voluntarily Share
- General Information Collected from Other Sources

How We Collect Personal Information

PTC utilizes various technical and non-technical sources to collect your PI. Collection of your PI may occur in the following situations, without limitation:

- You complete transactions at PTC owned or operated travel centers, and other facilities;
- You visit our corporate office, travel centers, or other businesses;
- You use one of our services (e.g., Truck Care, Shower Reservations, etc.);
- You interact with us through our electronic platform (e.g., Pilot Flying J mobile app, website, email, or social media, etc.);
- You communicate with us by USPS mail;
- You enroll and participate in any of our loyalty programs including, but not limited to: myReward Plus™, Pilot Flying J Good Sam RV Plus Card Program, etc.;
- You enter a PTC contest or sweepstake;
- You use our in-store guest Wi-Fi service;
- You use location-based features via computer, mobile device, or while using the Pilot Flying J mobile application;
- You use the Pilot Flying J mobile application to create and/or update a user profile;
- You use the wallet feature in the Pilot Flying J mobile application;
- You contact guest services;
- You submit a risk claim; and/or
- You otherwise voluntarily provide us or any third parties, on our behalf, with information (e.g. surveys).

In addition to collecting PI directly from you, we may also collect your PI from these categories of sources:

- From our affiliates and service providers;
- From third-party verification services;
- From on premise surveillance systems;
- From third-parties with whom coordination is required to complete a transaction, such as providing billing information to credit card issuers.
- From law enforcement or regulators for safety and security purposes;
- From financial institutions and credit bureaus to complete a transaction, such as providing billing information to credit card issuers; and/or
- Through the use of technology (e.g. your IP address, interest-based advertising, cookies, web beacons, pixel tags, and geolocation services).

Why We Collect And How We Use Personal Information

PTC may collect and use your PI to fulfill the following specific business and commercial purposes including, but not

limited to:

- **Accounting and Billing Purposes:** To manage accounts for goods and services procured;
- **Administrative Purposes:** To service and maintain your loyalty account(s);
- **Advertising Purposes:** To provide promotional offers and content based on the consumer's specific interest;
- **Analytical Purposes:** To evaluate in-store, website, and mobile application usage, traffic, and purchasing patterns and determine the effectiveness of advertising and marketing campaigns;
- **Audits and Controls Testing Purposes:** To evaluate internal controls and conduct audits for compliance (including those conducted by PTC's internal and external audit service providers);
- **Communication Purposes:** To communicate with you via SMS, push notification, inbox messaging, email, telephone, or USPS mail for business or customer service reasons and/or to review and respond to customer service inquiries;
- **Consumer Experience Purposes:** To provide offers and/or services (including, but not limited to, loyalty programs) specifically tailored to your interests in accordance with applicable laws, such as surveys;
- **Development Purposes:** To develop new goods and services or to enhance, or to improve existing services;
- **Electronic Platform Maintenance:** To identify and address issues that impair existing website and mobile application functionality and improve the consumer experience;
- **Financial Purposes:** To process payments for products and services, process refunds, determine credit worthiness, and report to credit bureaus;
- **Identity Verification Purposes:** To identify and authenticate you when you exercise your individual rights or to provide loyalty account information;
- **Legal, Regulatory, or Insurance Purposes:** To comply with applicable law, legal proceedings and respond to requests from legal authorities, enforce law requirements, and investigate injury claims;
- **Marketing Purposes:** To offer additional products and services to you, or to provide entry into sweepstakes and contests;
- **Other Business Purposes:** To provide products or services or information you requested, to communicate with you for business or customer service reasons, or any other legitimate reason such as changes to our policies or in response to an inquiry;
- **Research Purposes:** To engage in consumer research and analytics for generating insights on browsing and buying activities on PilotFlyingJ.com and any other active domains that adhere to all other applicable ethics and privacy laws, if the consumer has provided informed consent; and/or
- **Security Management:** To detect security incidents, protect against and investigate malicious, deceptive, fraudulent, or illegal activity or prosecute individuals responsible for that activity, and to secure PTC's premises, assets, and information for the purposes of fraud or crime prevention, suppression or detection.

Sharing Personal Information with Third Parties (Disclosures for a Business Purpose)

PTC may share the categories of PI listed above with third parties to perform, for instance, services to support our business operations, provide services to our guests, and comply with any applicable laws or regulations. We request that ThirdParty Service Providers* implement commercially reasonable and appropriate safeguards and protections to prevent the unauthorized access, disclosure, and modification of your PI. The categories of such entities with whom we share PI to provide services and help fulfill these obligations may include, but are not limited to:

- **Analytics Companies**
- **Business Transfers and Corporate Changes**
- **Casualty and Insurance Providers**
- **Cloud Service Providers**
- **Content and Feature Providers**
- **Contract Management Companies**
- **Credit Issuers and Financial Institutions**
- **Credit Reporting Agencies**
- **Law enforcement**
- **Legal and other professional advisors**
- **Marketing Companies**
- **Our Affiliated Companies**
- **Payment Processors**

- **Sales and Billing Companies**

PTC reserves the right to share any and all PI:

- with a subsequent owner, co-owner, or operator of our physical and/or digital assets; or
- in connection with a corporate merger, consolidation, or restructuring, the sale of substantially all of our stock and/or assets, or other corporate change, including, without limitation, during the course of any due diligence process or bankruptcy.

*Third Party Service Providers means a sole proprietorship, partnership, limited liability company, corporation, association, or other legal entity that processes information on behalf of a business and to which the business discloses a consumer's personal information for a business purpose pursuant to a written contract, provided that the contract prohibits the entity receiving the information from retaining, using, or disclosing the personal information for any purpose other than for the specific purpose of performing the services specified in the contract for the business.

How Long Do We Store And Use Your Personal Information?

We will retain and use your personal information for as long as is necessary to fulfill the purposes for which it was collected, to comply with our business requirements and legal obligations, to resolve disputes, to protect our assets, to provide our services, and to enforce our agreements.

We are required by law to maintain records of consumer requests submitted under the California Consumer Privacy Act and how we responded to such requests for at least 24 months. We only use information obtained from California Consumer Privacy Act requests for recordkeeping purposes.

Safeguarding Collected Information (Keeping Information Safe)

It is the goal of PTC to protect your privacy and safeguard your PI during all business and consumer transactions and interactions.

To protect the PI collected or transmitted, PTC has physical, technical, and procedural safeguards in place. These safeguards are based on industry best practices and standards, and the requirements of applicable legislation.

Please note, however, that while PTC attempts to safeguard your PI, no method of transmitting or storing electronic information is ever completely secure, and thus we make no warranty, express, implied, or otherwise, that your information will never be accessed, used, or released in a manner that is inconsistent with this Privacy Notice. **IN NO EVENT SHALL WE BE LIABLE FOR ANY DAMAGES (WHETHER CONSEQUENTIAL, DIRECT, INCIDENTAL, INDIRECT, PUNITIVE, SPECIAL, OR OTHERWISE) ARISING OUT OF, OR IN ANY WAY CONNECTED WITH, A THIRD PARTY'S UNAUTHORIZED ACCESS TO YOUR INFORMATION, REGARDLESS OF WHETHER SUCH DAMAGES ARE BASED ON CONTRACT, STRICT LIABILITY, TORT, OR OTHER THEORIES OF LIABILITY, AND ALSO REGARDLESS OF WHETHER WE ARE GIVEN ACTUAL OR CONSTRUCTIVE NOTICE THAT DAMAGES WERE POSSIBLE, EXCEPT AS PROVIDED UNDER APPLICABLE LAWS.**

We also use reasonable security measures when verifying a consumer privacy request and/or transmitting PI to a consumer in response to a consumer privacy request.

If a data breach compromises your PI, we will notify you and any applicable regulator when we are required to do so by applicable law.

Personal Information Collection for Consumers Under 16

PTC does not willingly collect or sell the PI of consumers less than 16 years of age. If we confirm that Personal Information has been collected from a consumer under the 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.

Third-Party Sites

This Privacy Policy is applicable only to the website on which it is posted, and it does not apply to any third-party websites.

The website may contain links to, and media and other content from, third-party websites. These links are to external websites and third parties with which we may have no relationship. Because of the dynamic media capabilities of our website, it may not be clear to you which links are to our website and which are to external, third-party websites. If you click on an embedded third-party link, you will be redirected away from our website to the external third-party website. You can check the URL to confirm that you have left this website.

We cannot and do not (1) guarantee the adequacy of the privacy and security practices employed by or the content and media provided by any third parties or their websites, (2) control third parties' independent collection or use of your PI, or (3) endorse any third-party information, products, services or websites that may be reached through embedded links on this website.

Any PI provided by you or automatically collected from you by a third party will be governed by that party's privacy policy and terms of use. If you are unsure whether a website is controlled, affiliated, or managed by us, you should review the Privacy Policy and practices applicable to each linked website.

Notice of Financial Incentive

PTC provides many special offers and discounts to loyalty members throughout the year. By providing your contact information and enrolling in our loyalty program, you join the many consumers who enjoy discounts and savings. Consumers enrolling in the loyalty program initially provide the following category of PI: Personally Identifiable Information. The more engaged individuals are with the loyalty program, the more discounts and savings they will receive. For more information about signing up for our Loyalty Program, you may visit a PTC location, our website, or download our mobile application. Consumers have the right to withdraw from the financial incentive by deactivating or deleting their Loyalty account. For more information, please contact our Privacy Office at privacy@pilotflyingj.com.

Do Not Track

Some web browsers have the ability that allows you to tell websites that you do not want to have your online activities tracked. PTC does not currently support this feature, as PTC does not have the capability to recognize Do Not Track signals.

Email Opt-Out

If you no longer wish to receive communications from us via email, you may opt-out by clicking the "unsubscribe" link available at the bottom of our email communications.

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). Most browsers are initially set up to accept cookies. If you prefer, you can reset your browser either to notify you when you have received a cookie or to refuse to accept cookies. Certain areas of our websites and applications may not function properly if you set your browser not to accept cookies. You may manage cookies via the "Ad Choices" link at www.pilotflyingj.com

Rights And Choices About How We Use And Disclose Your Information

Understanding Your Individual Rights

PTC values our customers and wants them to understand their rights, regarding the PI that we have collected on them. You may have the right to: the disclosure of the PI we have collected about you, the deletion of the PI we have collected about you (restrictions apply), opt-out of the sale of PI we have collected about you, amend your PI, and withdraw 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 a consumer 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 consumer 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 consumers 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 consumer's different rates (or service) if that difference is reasonably related to the value of the consumer's data.

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 data retention policy, 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, disclosing, or selling that PI;
- Categories of third parties with whom we share that PI; and
- Specific pieces of PI we collected about you.

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 consumer'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 three 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
- If available, visiting a travel center and using the In-Store Kiosk, in California locations only

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.

Do Not Sell My Personal Information

Right to Opt-Out of the Sale of Personal Information

You have the right to opt-out of the sale 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.

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 the PI of minors under 16 years of age without affirmative authorization where required by law. For more information, please view the Personal Information Collection for Consumers Under 16 section in this Privacy Policy.

Instructions for Submitting Do Not Sell Requests

PTC provides three options to submit Do Not Sell Requests. Individuals may submit their Do Not Sell Requests 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
- If available, visiting a travel center and using the In-Store Kiosk, in California locations only

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.

Opting-In After Opting-Out of the Sale of Personal Information

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

- 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

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” . 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

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;
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.
- 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 three options to submit Deletion Requests. Individuals may submit their Deletion 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
- If available, visiting a travel center and using the In-Store Kiosk, in California locations only

Process to Verify Deletion Requests

To verify the identity of the individual who has made 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 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” . 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.

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

PTC provides two options to submit Amendment Requests. Individuals may submit their Amendment Request by:

- Updating your information in the myRewards® Loyalty Portal by clicking [here](#), or in the Air Miles Portal by clicking [here](#)
- Calling our Guest Services Team: **1.877.866.7378**

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
- 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.

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, 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