

## PRIVACY POLICY

Effective July 28, 2019

AAA Cooper Transportation, Inc. (“AAA Cooper”, “we” or “us” or “our”) is committed to protecting the privacy of the information provided to us by visitors to our web site, [www.aaacooper.com](http://www.aaacooper.com) (the “Site”). We recognize that the registered members of the Site (“Members”), as well as visitors and users of the Site (as used herein, the terms “you” or “your” shall apply to Members, as well as visitors and users of the Site), value their privacy. This Privacy Policy details important information regarding the use and disclosure of user information collected on the Site. By visiting or using the Site or registering as a Member on the Site, you are expressly accepting the terms of this Privacy Policy, as the same may be amended from time to time.

### ACKNOWLEDGEMENT AND ACCEPTANCE OF TERMS

AAA Cooper is committed to protecting your privacy. This Privacy Policy sets forth our current privacy practices with regard to the information we collect when you or your computer interact with our website. By accessing [www.aaacooper.com](http://www.aaacooper.com), you acknowledge and fully understand AAA Cooper’s Privacy Policy and freely consent to the information collection and use practices described in this Privacy Policy. If you disagree with this Privacy Policy or any changes we make to this Privacy Policy, you may cease using the Site. Your ongoing use of the Site, including usage after changes to this Privacy Policy takes effect, signifies your agreement to: (1) this Privacy Policy, as amended or supplemented; and (2) the Terms of Use found at <http://www.aaacooper.com/DocumentLibrary/AAACooperTermsOfUse.pdf> incorporated here by reference.

### COLLECTION OF INFORMATION

When you visit the Site, you may provide us with two types of information: (1) information you knowingly choose to provide, and (2) information we automatically collect as you browse the Site. This Privacy Policy covers both types of information.

#### **Information You Knowingly Provide**

We may collect and store any information you provide to us. Information may be collected from you in the following areas:

*Information Requests, Registration Forms.* You provide certain personally identifiable information (such as your name, email address and mobile phone number) to the Site when choosing to become a Member by signing up for an account. If you register as a Member on the Site, we will generally ask you to provide your name and other information, including your name, physical address, email address, telephone number, account number and other relevant information. We use the information that you provide to us to: operate and administer the Site; communicate with you; answer your questions; provide online technical support or troubleshooting; detect and protect against error, fraud, or criminal activity; enforce the Terms of Use; and, send you email correspondence regarding the Site, related information, updates, information regarding our partners and more. You may opt out of receiving such emails at any time by following the unsubscribe instructions in such emails.

We will not disclose personally identifiable information we collect from you to third parties without your permission except to the extent necessary, including but not limited to:

- Fulfilling your service requests for services, not excluding EDI or Outsourcing;
- Protecting us from liability;
- Responding to legal process or comply with law; or
- In connection with a merger, acquisition, or liquidation of the company.

You may, of course, decline to submit personally identifiable information through the Site, in which case we may not be able to provide certain services to you. You may update, correct or delete your personal profile information and email preferences at any time by visiting your Member account profile page. To

protect your privacy and security, we take reasonable steps (such as requesting a unique password) to verify your identity before granting you Member profile access. You are responsible for maintaining the secrecy of your unique password and Member account information at all times. Your password can be recovered through the Log In screen. Please note that your information may remain in our records for some period of time as reasonably determined in our sole discretion.

If you sign up for our ActionTrac service by providing your name and e-mail address or mobile phone number, we will use that information to send you notifications about the progress of each of your shipments towards delivery. If you provide a mobile phone number, you consent to being sent notifications by automated text message. While AAA Coopers does not charge any fees for notification by automated text (SMS) message, your mobile carrier's standard message and data rates may apply. You may opt out of receiving automated text or email notifications by clicking the unsubscribe link in the message or by calling AAA Cooper Customer Care at (888) 715-7690. You will be automatically unsubscribed from receiving future messages regarding your shipment. You agree that if you request to opt out from future messages, we may send you a one-time opt-out text message to confirm.

### **Information that We Automatically Gather**

When you browse the Site, you and your Internet browser may also transmit information that we automatically collect. We may log your internet service provider and IP address (the internet address of your computer), the web pages you visit and the date and time of your visit, domain names, landing pages, the number of pages viewed and the order of your review of those pages, the date and time of your request, one or more cookies that may uniquely identify your browser, the state or country from which you accessed the Site, and other click-stream data. This information may be combined with other personal information you have provided. Other types of information automatically provided to us include the type of computer, operating system and browser you are using. This information is provided by your Internet browser, which we may use to improve the performance of the Site.

We also may use "cookies" to personalize or enhance your user experience. A "cookie" is a small text file that is placed on your hard disk by a web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you. One of the primary purposes of cookies is to provide a convenience feature to save you time. For example, if you personalize a web page, or navigate within a site, a cookie helps the site to recall your specific information on subsequent visits. Hence, this simplifies the process of delivering relevant content and eases site navigation by providing and saving your preferences and login information as well as providing personalized functionality. You have the ability to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies. If you reject cookies by changing your browser settings then be aware that this may disable some of the functionality on the Site.

When you use the Site, we may employ "clear GIFs" (a.k.a., web beacons) which are used to track the online usage patterns of our users anonymously (i.e., in a non-personally-identifiable manner). In addition, we may also use clear GIFs in HTML-based emails sent to our users to track which emails are opened by recipients.

We may also prepare and keep statistical records and other data about you and other users of the Site, but we do that in a way that does not identify you or any other user personally. We may hire third parties to help us collect and analyze such data, and we may share such statistical data with third parties.

### **USE OF INFORMATION PROVIDED OR COLLECTED ON THE SITE**

In addition to the uses described immediately above, we may use information collected from you in order to help administer the Site, diagnose problems with the Site or our servers, analyze statistical use patterns and demographic data and to improve the Site to better serve our visitors. Your IP address is used to gather general demographic information and may in the future be used to help identify you. We use both your personally identifiable information and certain non-personally-identifiable information (such as anonymous user usage data, cookies, IP addresses, browser type, clickstream data, etc.) to improve the quality and design of the Site and to create new features, promotions, functionality, and services by storing, tracking, and analyzing user preferences and trends.

We do not use your email address or other personally identifiable information to send commercial or marketing

messages without your consent or except as part of a specific program or feature for which you will have the ability to opt-in or opt-out. We may, however, use your email address without further consent for non-marketing or administrative purposes such as important site changes.

## **DISCLOSURE OF INFORMATION TO OUTSIDE PARTIES**

Except in the limited circumstances stated in this Privacy Policy, we do not sell, rent, license, trade or otherwise disclose the personal information of visitors to the Site to nonaffiliated third parties. We may disclose your information to service providers who assist us in operating the Site or in conducting our business. We may disclose information about you (including personally identifiable information and/or non-personally identifiable information) if and when we believe, in our sole discretion, it is necessary or advisable to: comply with any state and/or federal law, rule, court order, subpoena or search warrant; enforce our legal rights or the Terms of Use; protect our business, property and operations, or in connection with a sale, acquisition, merger or other business combination of our business with a third party; take precautions against liability, including to investigate and defend ourselves against any third-party claims or allegations; assist government enforcement agencies; protect the security or integrity of the Site; or, protect the rights, property, or personal safety of AAA Cooper, the Site, our users or others. In the unlikely event of our bankruptcy, insolvency, reorganization, receivership or assignment for the benefit of creditors, or the application of laws or equitable principles affecting creditors' rights generally, we may not be able to control how your personal information is treated, transferred or used.

We provide personally identifiable information and non-personally-identifiable information to our subsidiaries, affiliated companies, or other businesses or persons for the purpose of processing such information on our behalf. We require that these parties agree to process such information in compliance with our internal corporate privacy policy, and we use reasonable efforts to limit their use of such information and to use other appropriate confidentiality and security measures.

## **MISCELLANEOUS**

### **Notification of Changes to Privacy Policy**

If we make any changes to this Privacy Policy, we will post those changes on the Site. You have the opportunity to review our Privacy Policy each time you use the Site so that you are aware of any modifications made to this Privacy Policy.

### **Links to Other Sites**

We may create links to other web sites that we think may be of interest to you. We do not endorse any other web sites, and this Privacy Policy applies only to your use of the Site. We have not reviewed the privacy policies of any web sites we link to the Site, and you should read the privacy policies of each site you visit to determine what information that site may collect about you.

### **Our Commitment to Data Security**

AAA Cooper uses commercially reasonable physical, managerial, and technical safeguards to preserve the integrity and security of your personal information. We cannot, however, ensure or warrant the security of any information you transmit to the Site and you do so at your own risk. Once we receive your transmission of information, we make commercially reasonable efforts to ensure the security of our systems. However, please note that this is not a guarantee that such information may not be accessed, disclosed, altered, or destroyed by breach of any of our physical, technical, or managerial safeguards.

If AAA Cooper learns of a security systems breach, then we may attempt to notify you electronically so that you can take appropriate protective steps. We may post a notice on the Site if a security breach occurs. Depending on where you live, you may have a legal right to receive notice of a security breach in writing.

### **Children's Online Privacy Protection Act**

The Site content is intended for adults and we will not knowingly collect personal information from children under thirteen years of age. If you are under 13 years of age, then please do not use or access the Site at any time or in any manner. If AAA Cooper learns that personally identifiable information of persons under 13 years of age has been

collected on the Site without verified parental consent, then we will take the appropriate steps to delete this information. If you are a parent or legal guardian of a child under thirteen years of age who you believe has submitted personally identifiable information to the Site, please contact us immediately at [LegalMail@aaacooper.com](mailto:LegalMail@aaacooper.com).

### **California Online Privacy Protection Act of 2003**

California residents are legally entitled (at no charge and no more than once annually) to request information about how we may have shared your personally identifiable information with others for direct marketing purposes. If you are a California resident and would like to make such a request, please submit your request in writing to:

AAA Cooper Transportation, Inc.  
Attention: Legal Department  
1751 Kinsey Road  
Dothan, AL. 36303

### **Your 'Do Not Track' Browser Setting**

We do not currently support the Do Not Track (DNT) browser setting. DNT is a preference you can set in your browser's settings to let the websites you visit, including the Site, know that you do not want the sites collecting your personally identifiable information. We do not collect personally identifiable information about your online activities over time and across third-party websites or online services, and we do not support such activities by third parties.

### **Special Note to International users**

The Site is hosted in the United States and is intended for and directed to users in the United States. If you are a user accessing the Site from the European Union, Asia, or any other region with laws or regulations governing personal data collection, use, and disclosure, that differ from United States laws, please be advised that through your continued use of the Site, which is governed by U.S. law, this Privacy Policy, and our Terms of Use, you are transferring your personal information to the United States and you hereby consent to that transfer.

### **Questions**

If you have questions regarding our Privacy Policy, its implementation and/or our general practices, please contact us at [LegalMail@aaacooper.com](mailto:LegalMail@aaacooper.com) or send your comments to:

AAA Cooper Transportation, Inc.  
Attention: Legal Department  
1751 Kinsey Road  
Dothan, AL. 36303

AAA Cooper will use commercially reasonable efforts to promptly respond and resolve any problem or question.

### **Date Last Modified**

This Privacy Policy was last modified on July 28, 2019.