**PRIVACY POLICY**

Last Updated October 29, 2026

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 website, 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 interacts with our website. By accessing 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 Cooper 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) 7157690. 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.

## Engage with Us via an AI Chatbot.

We use artificial intelligence (AI) chatbot technology provided by Talkdesk, Inc. and implemented through Uniti Solutions (collectively, "Talkdesk") to offer automated customer assistance on our website and digital channels, including freight-tracking support.

When you use the chatbot, we may ask you to provide information needed to respond to your request, such as a PRO number, bill of lading, or other shipment-identifying information. The chatbot may use that information to retrieve and provide the location and status of your shipment from our internal transportation management systems.

**Information the chatbot may collect and process includes:**

- Your name, telephone number, and email address;
- Your voice communications with the chatbot if you choose to use the voice feature;
- Freight or shipment identifiers, including PRO numbers and bills of lading;
- The contents of your chat; and
- Other information you provide during the conversation.

**How we use chatbot information.**

We may use chatbot information to understand and respond to your inquiry, conduct the conversation, route your request, provide shipment information, troubleshoot issues, improve our services, train and evaluate service quality, and support other lawful business purposes.

**Escalation to live support.**

If the chatbot cannot locate your shipment or otherwise resolve your inquiry, it may escalate your conversation to a live agent. If a live agent is unavailable, the chatbot may collect your name, phone number, and email address and forward that information to us so that we may follow up with you.

**Recording, storage, and service providers.**
Chat sessions may be recorded, transcribed, stored, and analyzed for follow-up, quality control, training, service improvement, troubleshooting, and other lawful purposes. Information you provide through the chatbot may be transmitted to and processed by Talkdesk and other service providers acting on our behalf through application programming interfaces (APIs) and similar technologies.

**Your choice.**
By engaging with the chatbot, you consent to the collection, recording, use, processing, and sharing of your information as described in this Privacy Policy. If you do not consent, please do not use the chatbot; you may instead contact us directly for assistance at Customer Care (1-888-715-7690). Your continued use of the chatbot signifies your acceptance of these terms.

**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 websites that we think may be of interest to you. We do not endorse any other websites, and this Privacy Policy applies only to your use of the Site. We have not reviewed the privacy policies of any websites 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.

## 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.

**Privacy Notice for California Residents**

This Privacy Notice for California Residents supplements the information contained in the above Privacy Policy and applies solely to all visitors, users, and others who reside in the State of California ("consumers" or "you"). We adopt this notice to comply with the California Consumer Privacy Act of 2018 (CCPA) and the California Privacy Rights Act of 2020 (CPRA) and any terms defined in the CCPA or the CPRA (collectively, the "Acts") have the same meaning when used in this Notice.

**Information We Collect**

We collect information that identifies, relates to, describes, references, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular consumer, household, or device ("personal information"). Personal information does not include:

- Publicly available information from government records.
- Deidentified or aggregated consumer information.
- Information excluded from the Acts' scope, like:
    - Health or medical information covered by the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the California Confidentiality of Medical Information Act (CMIA) or clinical trial data;
    - Personal information covered by certain sector-specific privacy laws, including the Fair Credit Reporting Act (FCRA), the Gramm-Leach-Bliley Act (GLBA) or California Financial Information Privacy Act (FIPA), and the Driver's Privacy Protection Act of 1994.

In particular, we have collected the following categories of personal information from its consumers within the last twelve (12) months:

| Category | Collected | Criteria Used to Determine Retention Period | Business Purpose | Sold or Shared** |
|---|---|---|---|---|
| A. Identifiers<br><br>Examples*: A real name, alias, postal address, unique personal identifier, online identifier, Internet Protocol address, email address, account name, Social Security number, driver's license number, passport number, or other similar identifiers. | Yes | Comply with federal transportation regulations, holds related to existing litigation matters, comply with insurance requirements, comply with regulations related to motor vehicle accidents, and/or to address tax, corporate, compliance, and other legal rights and obligations. | Processing job applications, onboarding employees, administering employee benefits, payroll, and other Human Resources and operational functions | No |

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| B. Personal information categories listed in the California Customer Records statute (Cal. Civ. Code § 1798.80(e)).<br><br>Examples*: A name, signature, Government identifiers (social security, driver's license, state identification card, or passport number), physical characteristics or description, address, telephone number, insurance policy number, education, employment, employment history, bank account number, credit card number, debit card number, or any other financial information, medical information, or health insurance information, Health, sex life, sexual orientation information, Unique identifying biometric information, Mail contents, email contents, or text messages contents, Genetic data, Union membership, Religious or philosophical beliefs, Racial or ethnic origin, Precise geolocation, Complete account access credentials (user names, account numbers, or card numbers combined with required access/security code or password)<br><br>Some personal information included in this category may overlap with other categories. | Yes | Comply with federal transportation regulations, holds related to existing litigation matters, comply with insurance requirements, comply with regulations related to motor vehicle accidents, and/or to address tax, corporate, compliance, and other legal rights and obligations. | Processing job applications, onboarding employees, administering employee benefits, payroll, other Human Resources and operational functions | No |

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| C. Protected classification characteristics under California or federal law.<br><br>Examples*: Age (40 years or older), race, color, ancestry, national origin, citizenship, religion or creed, marital status, medical condition, physical or mental disability, sex (including gender, gender identity, gender expression, pregnancy or childbirth and related medical conditions), sexual orientation, veteran or military status, genetic information (including familial genetic information). | No | Comply with federal transportation regulations, holds related to existing litigation matters, comply with insurance requirements, comply with regulations related to motor vehicle accidents, and/or to address tax, corporate, compliance, and other legal rights and obligations. | To comply with federal and state laws | No |
| D. Commercial information.<br><br>Examples*: Records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies. | No | N/A | N/A | N/A |
| E. Biometric information<br><br>Examples*: Genetic, physiological, behavioral, and biological characteristics, or activity patterns used to extract a template or other identifier or identifying information, such as, fingerprints, faceprints, and voiceprints, iris or retina scans, keystroke, gait, or other physical patterns, and sleep, health, or exercise data. | Yes | Comply with federal transportation regulations, holds related to existing litigation matters, comply with insurance requirements, comply with regulations related to motor vehicle accidents, and/or to address tax, corporate compliance, and other legal rights and obligations. | Comply with federal and state wage and hour regulations | No |

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| F. Internet or other similar network activity.<br><br>Examples*: Browsing history, search history, information on a consumer's interaction with a website, application, or advertisement | Yes | Comply with federal transportation regulations, holds related to existing litigation matters, comply with insurance requirements, comply with regulations related to motor vehicle accidents, and/or to address tax, corporate, compliance, and other legal rights and obligations. | To personalize content and ads, to provide social media features and to analyze our online traffic. | No |
| G. Geolocation data.<br><br>Examples*: Physical location or movements. | Yes | Comply with federal transportation regulations, holds related to existing litigation matters, comply with insurance requirements, comply with regulations related to motor vehicle accidents, and/or to address tax, corporate, compliance, and other legal rights and obligations. | To track the location of trucks and freight when a commercial truck driver is on duty. | No |
| H. Sensory data.<br><br>Examples*: Voice recordings when you interact with our chatbot, electronic, visual, , thermal, olfactory, or similar information.thermal, olfactory, or similar information.with our chatbot. | Yes | 180 Days | Provide Customer Support | No |

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| I. Professional or employment-related information.<br>Examples*: Current or past job history or performance evaluations. | No | Comply with federal transportation regulations, holds related to existing litigation matters, comply with insurance requirements, comply with regulations related to motor vehicle accidents, and/or to address tax, corporate, compliance, and other legal rights and obligations. | Evaluating job applicants | No |
| J. Non-public education information (per the Family Educational Rights and Privacy Act (20 U.S.c. Section 1232g, 34 c.F.R. Part 99)).<br>Examples*: Education records directly related to a student maintained by an educational institution or party acting on its behalf, such as grades, transcripts, class lists, student schedules, student identification codes, student financial information, or student disciplinary records | No | comply with federal transportation regulations, holds related to existing litigation matters, comply with insurance requirements, comply with regulations related to motor vehicle accidents, and/or to address tax, corporate, compliance, and other legal rights and obligations. | Evaluating job applicants; managing student records as part of operating our truck driver training academies, including related student loans | No |
| K. Inferences drawn from other personal information.<br>Examples*: Profile reflecting a person's preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes. | No | N/A | N/A | N/A |

* - Examples represent the types of information that constitute the categories, but are not necessarily specifically collected by the company.

** - For purposes of these charts, the term "Shared" is based on the definition found in the cPRA, section 1799.140(ah)(1): ""Share," "shared," or "sharing" means sharing, renting, releasing, disclosing, disseminating, making available, transferring, or otherwise communicating orally, in writing, or by electronic or other means, a consumer's personal information by the business to a third party for cross-context behavioral advertising, whether or not for monetary or other valuable consideration, including transactions between a business and a third party for cross-context behavioral advertising for the benefit of a business in which no money is exchanged."

| Sensitive Personal Information Category | Collected | Criteria Used to Determine Retention Period | Business Purpose | Sold or Shared** |
|---|---|---|---|---|
| Government identifiers (social security, driver's license, state identification card, or passport number) | Yes | Comply with federal transportation regulations, holds related to existing litigation matters, comply with insurance requirements, comply with regulations related to motor vehicle accidents, and/or to address tax, corporate, compliance, and other legal rights and obligations. | Processing job applications, onboarding employees, administering employee benefits, payroll, other Human Resources and operational functions; confirming eligibility to operate a commercial vehicle. | No |
| Complete account access credentials (user names, account numbers, or card numbers combined with required access/security code or password) | Yes | Comply with federal transportation regulations, holds related to existing litigation matters, comply with insurance requirements, comply with regulations related to motor vehicle accidents, and/or to address tax, corporate, compliance, and other legal rights and obligations. | To allow employees or contractors to access company systems. | No |

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| Precise geolocation | Yes | Comply with federal transportation regulations, holds related to existing litigation matters, comply with insurance requirements, comply with regulations related to motor vehicle accidents, and/or to address tax, corporate, compliance, and other legal rights and obligations. | To track the location of trucks and freight when a commercial truck driver is on duty. | No |
| Racial or ethnic origin | No | Comply with federal transportation regulations, holds related to existing litigation matters, comply with insurance requirements, comply with regulations related to motor vehicle accidents, and/or to address tax, corporate, compliance, and other legal rights and obligations. | To comply with Federal and state laws | No |
| Religious or philosophical beliefs | No | N/A | N/A | No |
| Union membership | No | N/A | N/A | No |
| Genetic data | No | N/A | N/A | No |
| Mail, email, or text messages contents not directed to us | No | N/A | N/A | No |
| Unique identifying biometric information | No | N/A | N/A | No |
| Health, sex life, or sexual orientation information | No | N/A | N/A | No |

We obtain the categories of personal information listed above from the following categories of sources:

- Directly from you. For example, from forms you complete or products and services you purchase.
- Indirectly from you. For example, from observing your actions on our website.

**Use of Personal Information**

We may use or disclose the personal information we collect for one or more of the following purposes:

- To fulfill or meet the reason you provided the information. For example, if you share your name and contact information to inquire about an employment opportunity, to submit an employment application, to request a price quote or ask a question about our products or services, we will use that personal

information to respond to your inquiry. If you provide your personal information to purchase a product or service, we will use that information to process your payment and facilitate delivery. If you provide information in an employment context, we will use that information for appropriate human resources and other operational purposes. We may also save your information to facilitate new product orders or process returns.

- To provide, support, personalize, and develop our website, products, and services.
- To create, maintain, customize, and secure any account with us that you may have.
- To provide you with support and to respond to your inquiries, including to investigate and address your concerns and monitor and improve our responses.
- To personalize your website experience and to deliver content and product and service offerings relevant to your interests, including targeted offers and ads through our website, third-party sites, and via email or text message (with your consent, where required by law).
- To help maintain the safety, security, and integrity of our website, products and services, databases and other technology assets, and business.
- For testing, research, analysis, and product development, including to develop and improve our website, products, and services.
- To respond to law enforcement requests and as required by applicable law, court order, or governmental regulations.
- As described to you when collecting your personal information or as otherwise set forth in the Acts.
- To evaluate or conduct a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of our assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which personal information held by us is among the assets transferred.

We will not collect additional categories of personal information or use the personal information we collected for materially different, unrelated, or incompatible purposes without providing you notice.

**Sharing and Disclosure of Personal Information**

The CPRA defines the term “Sharing” as follows”: "Shared" is based on the definition found in the CPRA, section 1799.140(ah)(1): "“Share,” “shared,” or “sharing” means sharing, renting, releasing, disclosing, disseminating, making available, transferring, or otherwise communicating orally, in writing, or by electronic or other means, a consumer’s personal information by the business to a third party for cross-context behavioral advertising, whether or not for monetary or other valuable consideration, including transactions between a business and a third party for cross-context behavioral advertising for the benefit of a business in which no money is exchanged."

Based on the above definition, we share your information with the following categories of third parties:

- Advertising networks (Google)
- Data analytics providers
- Social networks

We also disclose your personal information to the following categories of entities for a business purpose, including:

- Service Providers
- Contractors

When we disclose personal information to a service provider or a contractor for a business purpose, we enter into a contract that requires the recipient to both keep that personal information confidential and not use it for any purpose except performing the contract.

We also may disclose personal information to our affiliates or, if required by law, to a governmental entity.

**Sale of Personal Information**

In the preceding twelve (12) months, Company has not sold personal information.

**Your Rights and Choices**

The Acts provide consumers (California residents) with specific rights regarding their personal information. This section describes your rights under the Acts and explains how to exercise those rights.

**Access to Specific Information and Data Portability Rights**

You have the right to know what personal information we have collected, used, or disclosed and can request a copy of that data in a portable format.

**Deletion or Correction Request Rights**

You have the right to request that we delete any of your personal information that we collected from you and retained, subject to certain exceptions. You also have the right to request that we update or correct any of your personal information that we collected from you and retained that is incorrect. Once we receive and confirm your verifiable consumer request, we will delete or correct (and, where applicable, direct our service providers to delete or correct) your personal information from our records, unless an exception applies.

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

1. 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, fulfill the terms of a written warranty or product recall conducted in accordance with federal law, or otherwise perform our contract with you.
2. Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity, or prosecute those responsible for such activities.
3. Debug products to identify and repair errors that impair existing intended functionality.
4. Exercise free speech, ensure the right of another consumer to exercise their free speech rights, or exercise another right provided for by law.
5. Comply with the California Electronic Communications Privacy Act (Cal. Penal Code § 1546 et. seq.).
6. 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.
7. Enable solely internal uses that are reasonably aligned with consumer expectations based on your relationship with us.
8. Comply with a legal obligation.
9. Make other internal and lawful uses of that information that are compatible with the context in which you provided it.

**Right to Limit the Use or Disclosure of Sensitive Personal Information**

The CPRA specifically grants Consumers the right to limit the use and disclosure of your sensitive personal information to actions necessary to perform the specific purposes permitted under the Acts. We can continue using or disclosing your sensitive personal information after receiving a limitation request from you, for the following purposes:

- To perform services or provide goods that an average consumer requesting those goods or services would reasonably expect.
- To help ensure security and integrity if that use is reasonably necessary and proportionate.
- To perform short-term, transient uses, including but not limited to non-personalized advertising shown as part of your current interaction with the us, if we do not:
    - disclose the sensitive personal information to another third party; or
    - use it to build a profile about you or otherwise alter your experience outside of your current interaction with us.
- To perform services, including:
    - maintaining or servicing accounts; ○ providing customer service;
- processing or fulfilling orders and transactions, verifying your information, processing payments, providing financing, providing analytic services, providing, storage, or providing similar services.
- To verify or maintain the quality or safety of a service or device that is owned, manufactured, manufactured for, or controlled by us.
- To improve, upgrade, or enhance the service or device that is owned, manufactured, manufactured for, or controlled by us.
- To perform other actions that CPRA regulations authorize.

**Exercising Access, Data Portability, Correction, Deletion Rights**

To exercise the access, data portability, correction, deletion and limitation of use and disclosure of sensitive personal information rights described above, please submit a verifiable consumer request to us by either:

- Email at LegalMail@aaacooper.com or mail to the following: AAA Cooper Transportation, Inc. Attention: Legal Department 1751 Kinsey Road, Dothan, AL 36303

Only you, or someone legally authorized to act on your behalf, may make a verifiable consumer request related to your personal information. You may also make a verifiable consumer request on behalf of your minor child.

You may only make a verifiable consumer request for access or data portability twice within a 12-month period. The verifiable consumer request must:

- Provide sufficient information that allows us to reasonably verify you are the person about whom we collected personal information or an authorized representative.
- Describe your request with sufficient detail that allows us to properly understand, evaluate, and respond to it.

We cannot respond to your request or provide you with personal information if we cannot verify your identity or authority to make the request and confirm the personal information relates to you. Making a verifiable consumer request does not require you to create an account with us.
We will only use personal information provided in a verifiable consumer request to verify the requestor's identity or authority to make the request.

## Response Timing and Format

We endeavor to respond to a verifiable consumer request within forty-five (45) days of its receipt. If we require more time (up to an additional 45 days), we will inform you of the reason and extension period in writing.

Any disclosures we provide will only cover the 12-month period preceding the verifiable consumer request's receipt. The response we provide will also explain the reasons we cannot comply with a request, if applicable. For data portability requests, we will select a format to provide your personal information that is readily useable and should allow you to transmit the information from one entity to another entity without hindrance.
We do not charge a fee to process or respond to your verifiable consumer request unless it is excessive, repetitive, or manifestly unfounded. If we determine that the request warrants a fee, we will tell you why we made that decision and provide you with a cost estimate before completing your request.

## Right to Opt-Out of Sharing of Personal Information for Cross-Contextual Behavioral Advertising Purposes

Cross-contextual behavioral advertising, commonly referred to as targeted advertising, is the tracking of a consumer's activities across websites, applications, and services to identify and present advertisements tailored to their behavior. You have the right to Opt-Out of our cross-contextual behavioral advertising. You will be presented the option to exercise this Opt-Out right when you visit one of our websites and can state your preferences at that time.

## Non-Discrimination

We will not discriminate against you for exercising any of your rights under the Acts. Unless permitted by the Acts, we will not:

- Deny you goods or services.
- Charge you different prices or rates for goods or services, including through granting discounts or other benefits, or imposing penalties.
- Provide you a different level or quality of goods or services.
- Suggest that you may receive a different price or rate for goods or services or a different level or quality of goods or services.

## Changes to Our Privacy Notice

We reserve the right to amend this privacy notice at our discretion and at any time. When we make changes to this privacy notice, we will post the updated notice on the website and update the notice's effective date. **Your continued use of our website following the posting of changes constitutes your acceptance of such changes.**

**Contact Information**

If you have any questions or comments about this notice, the ways in which the Company collects and uses your information described here, your choices and rights regarding such use, or wish to exercise your rights under California law, please do not hesitate to contact us at:
Email: LegalMail@aaacooper.com or mail to the following:

Postal Address:

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

**Questions**

If you have questions regarding our Privacy Policy, its implementation and/or our general practices, please contact us at 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.

Last Updated: October 29, 2026