

# XL Parts, LLC, & The Parts House, LLC

## General Privacy Policy

Last modified: November 15, 2021

### **Introduction**

XL Parts, LLC, and The Parts House LLC, as a subsidiary of Marubeni Corporation, ("Company" or "we" or "us") respect your privacy and are committed to protecting it through our compliance with this policy.

This policy describes the types of information we may collect from you or that you may provide when you visit the website [www.xlparts.com](http://www.xlparts.com) or [www.thepartshouse.com](http://www.thepartshouse.com) and any associated websites regarding our properties (our "Website(s)") and our practices for collecting, using, maintaining, protecting, and disclosing that information. This policy also applies, where applicable, whenever you install, use, download, or visit website or other content through one of our mobile applications ("Mobile App"). This General Privacy Policy also discloses generally our practices for collecting, using, maintaining, protecting, and disclosing your information, and what choices are available to you regarding your personal information. Your use of the website, App, and the content provided herein is subject to this general privacy policy as well as the website terms and conditions.

This policy applies to information we collect:

- On our Website(s);
- In email, texts, and other electronic messages between you and us;
- Information collected offline or through any other means, including on any other website operated by us or any of our affiliates; or at events on one of our properties; or through online or paper forms you may sign.

**YOU SHOULD CAREFULLY READ THIS POLICY AND UNDERSTAND OUR POLICIES AND PRACTICES REGARDING YOUR INFORMATION AND HOW WE WILL TREAT IT.** If you disagree with any of our policies and practices, *you should immediately discontinue using this Website or any of our internet-related products or services.*

By accessing and/or continuing to use this Website, you agree to this privacy policy. This policy may change from time to time (see [Changes to Our Privacy Policy](#) below). Your continued use of this Website after we make changes is deemed to be your acceptance of those changes, so please check the policy periodically for updates.

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### **Information We Collect About You and How We Collect It**

We collect several types of information from and about users of our Website, including information:

- By which you may be personally identified, such as name, zip code, e-mail address, telephone number, birthdate, or any other identifier by which you may be contacted online or offline ("**personal information**");
- That is about you but individually does not identify you; and/or

- About your internet connection, the equipment you use to access our Website, and usage details.

We collect this information:

- Directly from you when you provide it to us.
- Automatically as you navigate through the site. Information collected automatically may include usage details, IP addresses, and information collected through cookies or possibly web beacons or other tracking technologies.
- From third parties, for example, our business partners.

#### Information You Provide to Us

The information we collect on or through our Website may include:

- Information that you provide us directly by filling in forms on our Website. This includes information provided at the time of registering to use our Website, subscribing to our service, posting material, or requesting further services. We may also ask you for information when you enter a contest or promotion sponsored by us, and when you report a problem with our Website.
- Records and copies of your correspondence (including email addresses), if you contact us.
- Your responses to surveys that we might ask you to complete for research purposes.
- Details of transactions you carry out through our Website and of the fulfillment of your orders. You may be required to provide financial information before placing an order through our Website.
- Your search queries on the Website.

You should be aware that no security measures are perfect or impenetrable. Additionally, we cannot control the actions of other users of the Website with whom you may choose to share your “User Contributions,” which is information or materials that You publish, display, post, or otherwise provide or share to or on our Website or any other Company or third party websites or internet portals. Therefore, we cannot and do not guarantee that your User Contributions will not be viewed by unauthorized persons.

#### Information We Collect Through Automatic Data Collection Technologies

As you navigate through and interact with our Website, we may use automatic data collection technologies to collect certain information about your equipment, browsing actions, and patterns, including:

- Details of your visits to our Website, including traffic data, location data, logs, and other communication data and the resources that you access and use on the Website.
- Information about your computer and internet connection, including your IP address, operating system, and browser type.

- Device information about your mobile device and internet connection, including the device's unique device identifier, IP address, operating system, browser type, mobile network information, and the device's telephone number.
- The App may collect real-time information about the location of your device, and may also access metadata and other information associated with other files stored on your device. This may include, for example, photographs or device location, to take a picture of a part being returned, or to calculate the distance to the nearest store location. This information would only be collected upon customer request to fulfill the purpose of the request.

If you do not want us to collect this information, do not download the App or delete it from your device. Note, however, that opting out of the App's collection of location information will disable any applicable location-based features.

We also may use these technologies to collect information about your online activities over time and across third-party websites or other online services (behavioral tracking). For information on how you can opt out of behavioral tracking on this website and how we respond to web browser signals and other mechanisms that enable consumers to exercise choice about behavioral tracking, please see the following links:

Firefox: [https://support.mozilla.org/en-US/kb/tips-to-protect-your-online-privacy#w\\_do-not-track-tell-websites-you-do-not-want-to-be-tracked](https://support.mozilla.org/en-US/kb/tips-to-protect-your-online-privacy#w_do-not-track-tell-websites-you-do-not-want-to-be-tracked)

Chrome:  
<https://support.google.com/chrome/answer/2790761?hl=en&co=GENIE.Platform%3DDesktop>

Internet Explorer: <https://support.microsoft.com/en-us/windows/use-do-not-track-in-internet-explorer-11-ad61fa73-d533-ce96-3f64-2aa3a332e792>

The information we collect does, may, or may in the future, include personal information, or we may maintain it or associate it with personal information we collect in other ways or receive from third parties. It helps us to improve our Website and to deliver a better and more personalized service, including by enabling us to:

- Estimate our audience size and usage patterns.
- Store information about your preferences, allowing us to customize our Website according to your individual interests.
- Speed up your searches.
- Recognize you when you return to our Website.

The technologies we use for this automatic data collection may include:

- **Cookies (or browser cookies).** A cookie is a small file placed on the hard drive of your computer. You may refuse to accept browser cookies by activating the appropriate setting on your browser. However, if you select this setting you may be unable to access certain parts of our Website. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you direct your browser to our Website.
- **Flash Cookies.** Certain features of our Website may use local stored objects (or Flash cookies) to collect and store information about your preferences and navigation to,

from, and on our Website. Flash cookies are not managed by the same browser settings as are used for browser cookies. For information about managing your privacy and security settings for Flash cookies, see [Choices About How We Use and Disclose Your Information](#).

- **Web Beacons.** Pages of our Website and our e-mails may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit the Company, for example, to count users who have visited those pages or opened an email and for other related website statistics (for example, recording the popularity of certain website content and verifying system and server integrity).

### **Third-Party Use of Cookies and Other Tracking Technologies**

Some content or applications, including advertisements, on the Website are served by third-parties, including advertisers, ad networks and servers, content providers, and application providers. These third parties may use cookies (alone or in conjunction with web beacons or other tracking technologies) to collect information about you when you use our website. The information they collect may be associated with your personal information or they may collect information, including personal information, about your online activities over time and across different websites and other online services. They may use this information to provide you with interest-based (behavioral) advertising or other targeted content.

We do not control these third parties' tracking technologies or how they may be used. If you have any questions about an advertisement or other targeted content, you should contact the responsible provider directly. For information about how you can opt out of receiving targeted advertising from many providers, see [Choices About How We Use and Disclose Your Information](#).

### **How We Use Your Information**

We use information that we collect about you or that you provide to us, including any personal information:

- To fulfill or meet the reason you provided the information. For example, if you share your name and contact information 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. We may also save your information to facilitate new product orders or process returns.
- To provide, support, personalize, and develop our Websites, products, and services.
- To create, maintain, customize, and secure your account with us.
- To process your requests, purchases, transactions, and payments and prevent transactional fraud.
- 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.
- 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 about our website users and/or customers is among the assets transferred.

### **Disclosure of Your Information**

We may disclose aggregated information about our users, and information that does not identify any individual, without restriction.

We may disclose personal information that we collect or you provide as described in this privacy policy:

- To our subsidiaries and affiliates.
- To fulfill the purpose for which you provide it. For example, if you give us an email address to use the "email a friend" feature of our Website, we will transmit the contents of that email and your email address to the recipients.
- For any other purpose disclosed by us when you provide the information.
- With your consent.

We may also disclose your personal information:

- To our parent company, subsidiaries, and affiliates;
- To contractors, service providers, and other third parties we use to support our business and who are bound by contractual obligations to keep personal information confidential and to use it only for the purposes for which we disclose it to them;
- To comply with any court order, law, or legal process, including to respond to any government or regulatory request.
- To enforce or apply the terms of this policy.
- If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of us, our customers, or others. This includes exchanging information with other companies and organizations for the purposes of fraud protection and credit risk reduction.
- To evaluate or conduct a merger, divestiture, restricting, 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 about our website users and/or customers is among the assets transferred.

The usage information we collect helps us to improve our website and/or App and to deliver a better and more personalized experience by enabling us to:

- Estimate our audience size and usage patterns;
- Store information about your preferences, allowing us to customize our App according to your individual interests;
- Speed up your searches
- Recognize you when you use the App.

### **Children Under the Age of 16**

**PLEASE BE ADVISED** that our Website is not intended for children under 16 years of age. No one under age 16 may provide any information to or on our Website. We do not knowingly collect personal information from children under 16.

If you are under 16, do not use or provide any information on this Website or through any of its features, register on the Website, make any purchases through the Website (if available), use any of the interactive or public comment features of this Website, or provide any information about yourself to us, including your name, address, telephone number, email address, or any screen name or user name you may use.

If we learn we have collected or received personal information from a child under 16 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 16, please immediately contact us at: [privacy@xlparts.com](mailto:privacy@xlparts.com).

### **Choices About How We Use and Disclose Your Information**

We strive to provide you with choices regarding the personal information you provide to us. We have created mechanisms to provide you with the following control over your information:

- **Tracking Technologies and Advertising.** You can set your browser to refuse all or some browser cookies, or to alert you when cookies are being sent. To learn how you can manage your Flash cookie settings, visit the Flash player settings page on Adobe's website. If you disable or refuse cookies, please note that some parts of this site may then be inaccessible or not function properly.
- **Promotional Offers from the Company.** If you do not wish to have your email address/contact information used by the Company to promote our own or third parties' products or services, you can opt-out by checking the relevant box located on the form on which we collect your data (the order form/registration form)/OTHER OPT-OUT METHOD or at any other time by logging into the Website and adjusting your user preferences in your account profile by checking or unchecking the relevant boxes or by sending us an email stating your request to EMAIL ADDRESS. If we have sent you a promotional email, you may send us a return email asking to be omitted from future email distributions. This opt out

does not apply to information provided to the Company as a result of a product purchase, warranty registration, product service experience or other transactions.

We do not control third parties' collection or use of your information to serve interest-based advertising. However, these third parties may provide you with ways to choose not to have your information collected or used in this way. You can opt out of receiving targeted ads from members of the Network Advertising Initiative ("NAI") on the NAI's website.

### **Additional Information for California and other State Residents**

If you are a California resident, you may have certain additional privacy rights. Visit our [CCPA Privacy Notice](#) for more information, including how to submit a request, and how authorized agents may make certain requests on behalf of California residents.

### **California "Shine the Light" law**

California's "Shine the Light" law (Civil Code Section § 1798.83) permits users of our Website(s) that are California residents to request certain information regarding our disclosure of personal information to third parties for their direct marketing purposes. We currently do not disclose personal information to third parties for their own direct marketing purposes. Should you have any questions, please email [privacy@xlparts.com](mailto:privacy@xlparts.com) or [privacy@thepartshouse.com](mailto:privacy@thepartshouse.com)

### **Nevada**

Under Nevada law, Nevada residents may opt out of certain "sales" of their data by website operators. Currently, we do not sell any data as defined by Nevada law to trigger any opt out rights. Should that change, we shall revise the policy to inform you of a method to opt out of such sales. Meanwhile, please direct any questions to: [privacy@xlparts.com](mailto:privacy@xlparts.com). or [privacy@thepartshouse.com](mailto:privacy@thepartshouse.com)

### **Data Security**

We have implemented and maintain administrative, technical, and physical safeguard measures designed to secure your personal information from accidental loss, misuse or unauthorized access, alteration, disclosure, or destruction. All information you provide to us is stored on our secure servers behind firewalls. Any payment transactions using financial information will be encrypted using SSL technology.

Unfortunately, the transmission of information via the internet is not completely secure. Although we do our best to protect your personal information, we cannot absolutely guarantee the security of your personal information transmitted to our Website. Any transmission of personal information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on the Website.

### **Changes to Our Privacy Policy**

It is our policy to post any changes we make to our privacy policy on this page with a notice that the privacy policy has been updated on the Website home page. You are responsible for visiting our Website and this privacy policy to check for any changes prior to using the Website.

### **Contact Information**

To ask questions or comment about this privacy policy and our privacy practices, contact us at:

XL Parts, LLC  
15701 Northwest Freeway

Houston, TX 77040  
Attn: Privacy Manager

or via our toll-free number: 844-957-2777

Or by emailing us at [privacy@xlparts.com](mailto:privacy@xlparts.com).

The Parts House, LLC,  
10321 Fortune Parkway, Jacksonville, 32256

Attn: Privacy Manager

or via our toll-free number: 844-957-2777

Or by emailing us at [privacy@thepartshouse.com](mailto:privacy@thepartshouse.com)

To register a complaint or concern, please write or email your complaint or concerns to the address provided above, specifying the nature and details of your complaint, sufficient that it will allow us to adequately investigate, and if appropriate, take the necessary steps to address the complaint. You should also provide us with information to contact you, if necessary, to respond to your complaint.