

# Welcome to the Van-Con Incorporated Privacy Policy

When you use Van-Con Incorporated services, you trust us with your information. This Privacy Policy is meant to help you understand what data we collect, why we collect it, and what we do with it. This is important; we hope you will take time to read it carefully.

## Privacy Policy

Our Privacy Policy explains:

- What information we collect and why we collect it.
- How we use that information.
- The choices we offer, including how to access and update information.

## Information we collect

We collect information to provide better services to all of our users – from taking your questions and contact information to get you answers about our products and services to allowing you to submit a quote request for a custom bus or parts for your existing bus.

We collect information in the following ways:

- **Information you give us.** For example, when you send us an inquiry via our Contact page or submit a parts request form, we'll ask for personal information, like your name, email address, telephone number, mailing address.
- **Information we get from your use of our services.** We collect services that you use and how you use them, like when you use a search engine to find us or you access us by our direct URL. This information includes:
  - Device information

We collect device-specific information (such as your hardware model, operating system version, unique device identifiers, and mobile network information including phone number). Van-Con Incorporated may associate

your device identifiers or phone number with your Van-Con Incorporated Account.

- **Log information**

When you use our services or view content provided by Van-Con Incorporated, we automatically collect and store certain information in server logs. This includes:

- details of how you used our service, such as your search queries.
- telephony log information like your phone number, calling-party number, forwarding numbers, time and date of calls, duration of calls, SMS routing information and types of calls.
- Internet protocol address.
- device event information such as system activity, hardware settings, browser type, browser language, the date and time of your request and referral URL.
- cookies that may uniquely identify your browser.

- **Location information**

When you use Van-Con Incorporated services, we may collect and process information about your actual location. We use various technologies to determine location, including IP address, GPS, and other sensors that may, for example, provide Van-Con Incorporated with information on nearby devices, Wi-Fi access points and cell towers.

- **Cookies and similar technologies**

We and our partners use various technologies to collect and store information when you visit a Van-Con Incorporated service, and this may include using cookies or similar technologies to identify your browser or device.

## How we use information we collect

We use the information we collect from all of our services to provide, maintain, protect and improve them, to develop new ones, and to protect Van-Con Incorporated and our users.

When you contact Van-Con Incorporated, we keep a record of your communication to help solve any issues you might be facing. We may use your email address to inform you about our services, such as letting you know about upcoming changes or improvements.

We will ask for your consent before using information for a purpose other than those that are set out in this Privacy Policy.

## Information we share

We do not share personal information with companies, organizations and individuals outside of Van-Con Incorporated unless one of the following circumstances applies:

- **With your consent**

We will share personal information with companies, organizations or individuals outside of Van-Con Incorporated when we have your consent to do so. We require opt-in consent for the sharing of any sensitive personal information.

- **For external processing**

We provide personal information to our affiliates or other trusted businesses or persons to process it for us, based on our instructions and in compliance with our Privacy Policy and any other appropriate confidentiality and security measures.

- **For legal reasons**

We will share personal information with companies, organizations or individuals outside of Van-Con Incorporated if we have a good-faith belief that access, use, preservation or disclosure of the information is reasonably necessary to:

- meet any applicable law, regulation, legal process or enforceable governmental request.
- enforce applicable Terms of Service, including investigation of potential violations.

