

November 21, 2020

## Data Usage Policy

ComputerLogic has been a trusted business partner to auto collision repair facilities, auto insurance companies, and others in the vehicle damage repair industry for over 40 years. As an information provider we receive data from every type of business involved in the vehicle repair process (e.g. collision repair facilities, insurance companies, consumers, salvage yards, independent appraisers, paint and material manufacturers, etc.)

As part of earning and keeping the trust of our industry, ComputerLogic is committed to utilizing data in a responsible manner for the benefit of the entire industry without exposing or identifying data for any individual business partner.

In an effort to ensure transparency, ComputerLogic is publishing this Data Usage Policy to assist our customers in understating exactly how we do and do not utilize the data they entrust to us.

### **What type of data is collected and retained by ComputerLogic as part of any or its applications, such as, the paint and materials predictive estimating and management software application - PMCLogic™?**

PMCLogic is designed to facilitate the accurate estimation of the cost of paint and materials and assist body shops in the tracking and management of these resource items and to assist in the exchange of such information between their business partners when appropriate. As such, data input into a ComputerLogic hosted software application or transmitted to ComputerLogic for processing and/or transmission to a business partner is captured as a normal part of our product functioning and workflow.

### **Who is collecting this data and where is it stored?**

When you use a ComputerLogic hosted product or transmit data through a ComputerLogic product to a business partner, the data is collected, processed and retained by ComputerLogic, Inc. In some instances, we may use the services of a third party in collecting, transmitting or storing such data; in which case the third party will be subject to written agreements with us that prohibit them from using the data other than as authorized by ComputerLogic (and we will never authorize one of our vendors to utilize data in a manner inconsistent with our own data policies). The data we collect is stored in the U.S. in accordance with applicable law.

### **Will ComputerLogic share data specific to my business with third parties?**

When it comes to data about your specific operations and business practices, ComputerLogic believes that you, and only you, should decide who will receive this information. ComputerLogic will keep all information which specifically identifies any of our customers strictly confidential and will only share this data with your intended business partners.

### **Does ComputerLogic use the data it collects for industry reporting and why?**

As a trusted business partner to collision repair facilities and insurance companies, ComputerLogic creates, receives and transmits a tremendous amount of data related to the collision repair process and we have developed an expertise in understanding and analyzing that data. As an information provider that receives data from every type of business partner

involved in the claims process (e.g. collision repair facilities, insurance companies, consumers, salvage yards, independent appraisers, paint and material manufacturers, etc.) we are uniquely positioned to analyze industry data from these disparate sources. We believe that analyzing and reporting on this data can benefit both the auto collision industry as a whole and our individual business partners who utilize that data to improve their operations. Consequently, ComputerLogic may utilize data provided by our business partners to create aggregate industry statistics and reports that do not identify data specific to any individual business partner. For example; report the percentage of liquids (paint) to dry goods (material) or the effective hourly rate of paint and material compensation based off of refinish hours per repair order in a specific geographical area of the country.

In creating our aggregated industry data sets, ComputerLogic will never publish or release data if we determine that such data could reasonably be associated with a particular company based on market dynamics.

**Are there any other circumstances in which ComputerLogic will share data with third parties?**

From time to time, ComputerLogic may be required to share data in its possession with legal authorities or other third parties pursuant to legal requirements or court orders. In these circumstances, ComputerLogic evaluates the requirement and attempts to limit the disclosure of information as much as possible while complying with the applicable legal requirements or court order.

**Do ComputerLogic's data use policies and practices comply with applicable law?**

Yes. We regularly monitor applicable law to ensure that we comply with all data use and dissemination laws. In the event that we determine that any use may be in violation of an applicable law or regulation we will take immediate steps to modify our usage to ensure full compliance.

**What if there is a conflict between my written contract with ComputerLogic and this policy?**

In the case of a conflict, your written agreement will control. ComputerLogic's contracts typically provide ComputerLogic with a license to utilize data for certain purposes. This policy is meant to provide additional information concerning how ComputerLogic actually uses the data we receive.

**Changes to this data use policy.**

ComputerLogic may revise this policy at any time by amending this page. Please check back to this page from time to time to take notice of any changes we make. Some of the provisions contained in this policy may also be superseded by provisions set forth in our written contracts directly with our customers.

**What should I do if I have additional questions concerning ComputerLogic's use of data?**

This data use policy is intended to provide a written review of ComputerLogic's long standing data collection and use policies and practices. While we believe this policy provides a good overview of our general approach to data utilization, we realize that you may still have specific comments specific comments, questions or observations you may have to the following email address:

**[Support@ComputerLogic.com](mailto:Support@ComputerLogic.com)**. These emails will be forwarded to appropriate members of our product teams and senior management for review.