

SERVAL PROTECT PRIVACY POLICY

I. Who we are:

Serval Fleet Solutions, Corp. ("Serval Protect" / the "Company") is one of the leading providers of roadside assistance services for vehicles in the Philippines. We are celebrated for our outstanding service and take great pride in being recognized as a frontrunner in the industry. Our company is committed to offering dependable on-road vehicle support and simplified process for customers to obtain their roadside assistance policies. This is done through our accessible and easy-to-navigate application ("APP"). Additionally, Serval Protect introduces a Roadside Assistance plan featuring the exclusive PREMIUM FUTUREGUARD+ COVERAGE in the Philippines. We deliver a comprehensive range of Emergency Roadside Assistance Services via third-party providers, focusing on the safety and convenience of our esteemed members.

II. Our Privacy Statement:

As your selected provider of roadside assistance services, we prioritize the safeguarding of any personal information you may disclose to us through our website. Maintaining the privacy of your personal information is of utmost importance to us, and we ensure its protection through comprehensive measures and protocols. This privacy policy outlines our practices regarding the collection, usage, communication, and protection of information provided by you.

By using our website, you hereby consent to our Privacy Policy and agree to the terms and conditions set forth.

III. Definition

Under the Data Privacy Act of 2012, the following information are protected:

- "Personal Information" – such as but not limited to the following: full name, address, contact details, email address, credit card information, and other information about you.
- "Sensitive Personal Information" – refers to any information: (1) on race, ethnic origin, marital status, age, color, and religious, philosophical or political affiliations, as may be necessary in the conduct of our services; (2) on health, education, genetic or sexual life, or to any proceeding for any offense committed or alleged to have been committed by you, the disposal of such proceedings, or the sentence of any court in such proceedings; (3) issuances by government agencies peculiar to you which includes, but not limited to, social security numbers, previous or current health records, licenses or its denials, suspension or revocation, and tax returns; and (4) specifically established by an executive order or an act of Congress to be kept classified, as may be necessary in the conduct of our services.
- "Privileged Information" – all details and information which, under the Rules of Court and other pertinent laws constitute privileged communication, such as, but not limited to those covered by attorney-client privilege or marital privilege.

For purposes of this Policy, the abovementioned terms shall be collectively referred to as "personal information".

IV. Personal Information that we collect:

We collect personal information directly provided by you, such as your name, address, contact number, vehicle information, government identification details, date of birth, marital status, and email address.

When you disclose other individuals' information on their behalf, it is your responsibility to inform and notify them of such disclosure. All personal information provided shall be utilized exclusively for the specific purpose for which it was provided to us.

You have choices about the personal information you provide the Company. You may choose not to provide information that we request, but if you do so, we may not be able to provide you a relevant service or a particular feature of the website, app, or product.

V. How we use the information:

Information disclosed will be utilized only to the extent necessary to accomplish the following purposes:

- Responding to inquiries promptly and effectively.
- Accomplishing requests pertaining to services including, but not limited to, underwriting, policy issuance, policy changes, and renewals.
- Collecting outstanding receivables owed to us.
- Conducting thorough investigations and facilitating the settlement of claims.
- Submitting necessary information to banks, and financial institutions.
- Providing clear and effective communication regarding our services.
- Informing relevant events, programs, activities, or services that we believe may be of interest to you.
- Preventing and detecting any instances of fraud, as well as potentially illegal or unlawful activities.
- Conducting marketing, underwriting research, and modeling to enhance services.
- Fulfilling reporting obligations to all government and/or Roadside Assistance regulatory entities.
- Acting in accordance with applicable laws or as ordered, required, and authorized by any competent court.

VI. Other Non-Personal Information that we collect:

When accessing our website, the web servers automatically collect certain information, including the domain name used to connect to the Internet, the pages visited on our site, the timing of those visits, your internet browser type and platform, the referral link that directed you to our site, and any links clicked within our site. These details may be utilized by us, our service providers, and affiliates to assess the number of visits, average time spent on our site, web pages viewed, and other visitor statistics. We also employ this information to monitor and enhance the performance of our website, making it more user-friendly and convenient.

VII. Cookies:

Similar to many other websites, we employ cookies and other technologies to assist us in tracking visits to our website. A "cookie" is a piece of information that is transferred to your computer's hard drive for record-keeping purposes. Cookies and similar tracking technologies are used to analyze trends, administer the website, track users' movements around the site, and gather demographic information about the user base.

Only the website that sends the cookie can access and read the information stored within it. Cookies allow the website to identify you as a specific user of our website, but this information is not associated with your name or address unless you voluntarily provide such information and authorize its usage. You may provide this information to us through various means, including but not limited to applying to be a member of Serval Protect for Roadside Assistance, submitting information on this website, or adjusting the preferences within your web browser.

Please note that you have the option to disable cookies through your browser options or settings. However, this may limit your access to certain functions and features of our site.

VIII. Third-Party Links:

Our website may contain links to third-party websites or services that are not owned or controlled by us. The privacy practices and content of the third-party sites are separate and distinct, thus, information therein shall not be covered by our safe-guarding measures and protocols.

IX. Information Sharing and Disclosure:

We are committed to using your information solely for the purposes that you have expressly authorized. Under no circumstances will your information be sold, rented, or shared with other entities or organizations for commercial purposes, or in any manner inconsistent with the disclosures outlined in this Privacy Policy.

In order to provide you with the products and services you require, it may be necessary for us to share your personal information with external third parties for outsourced operations. However, disclosure will only occur to the extent necessary to fulfill the intended purpose.

On occasion, we may be obligated to disclose information in order to comply with legal and regulatory requirements, or if we genuinely believe, in good faith, that such disclosure is legally required or necessary to protect the rights of others, prevent physical harm, mitigate financial loss, or as part of an investigation into suspected or actual illegal activity.

Additionally, we may disclose information to a court, government agency, or other third parties when subpoenaed or as otherwise mandated by law. Furthermore, disclosure may be necessary for authorized company audits, investigating fraud or illegal/unlawful activities, or addressing security threats.

X. Our Privacy and Security Procedures:

At Serval Protect, we are dedicated to ensuring the security and protection of the personal information provided to us through our website. We maintain reasonable physical, electronic, and

procedural safeguards to prevent the loss, misuse, unauthorized access, alteration, or destruction of this information.

Access to personal and account information is restricted to authorized employees and third parties who require such information to assist us in delivering products and services to you. Any employee found misusing customer information will be subject to appropriate penalties in accordance with company policies. Furthermore, in addition to the obligations outlined in Non-Disclosure and Data Privacy Agreements, third parties to whom we disclose your personal information are required to comply with this Privacy Policy and have established information security procedures in place.

XI. Retention of Personal Information

We retain personal information only for the duration of your activities and/or transactions in connection with the products and services availed of and/or for such period of time required for legal and regulatory purposes, and will be disposed of in a secure manner that would prevent further processing, unauthorized access or disclosure to any other party or the public, or prejudice your interest, provided that we may retain copies of your personal information in our archives for the purpose of determining its continuing obligations under the agreement or pursuant to its bona fide record retention or data back-up policies, access to which shall be restricted on a need-to-know basis, as may be required under applicable laws and regulations.

XII. Your Data Privacy Rights

As our valued customer, you are entitled to certain rights under the data privacy laws and regulations of the Philippines. These rights include:

- **The right to be informed:** You have the right to be informed about the collection, processing, and storage of your personal data by our company. We will provide transparent and clear information regarding the purposes for which your data is collected.
- **The right to access:** You have the right to request access to your personal data held by our company. Upon a written request, we will provide you with reasonable access to your personal data, including a description of the information we hold and the purposes for which it is processed.
- **The right to object:** You have the right to object to the processing of your personal data. We will respect your objection and cease processing your data, except in cases where processing is required by law or pursuant to a legal obligation.
- **The right to erasure or blocking:** You have the right to request the erasure, blocking, removal, or destruction of your personal data from our filing system. However, please note that we may still process your data for commercial, operational, legal, and regulatory purposes.
- **The right to damages:** If you suffer damages due to inaccurate, incomplete, outdated, false, unlawfully obtained, or unauthorized use of your personal data, you have the right to claim compensation. This applies to violations of your rights and freedoms as a data subject.
- **The right to withdraw consent:** You may withdraw your consent on the use of your personal information, subject to possible loss of access to certain functions of the Service.
- **The right to file a complaint with the National Privacy Commission:** If you believe that your personal information has been misused, disclosed maliciously, improperly disposed of, or

if any of your data privacy rights have been violated, you have the right to file a complaint with the National Privacy Commission (NPC).

- The right to rectify: You have the right to request the correction of any errors in your personal data. We will promptly rectify any inaccuracies to ensure the accuracy and completeness of your information.
- The right to data portability: You have the right to obtain and electronically move, copy, or transfer your personal data in a secure manner for further use. This right ensures that you maintain control over your personal data.

Please note that these rights are subject to limitations and exceptions as provided by the Philippine Data Privacy laws and regulations.

You may exercise your rights of access, rectification, cancellation and opposition by contacting us. Please note that we will be verifying your identity before responding to such requests.

XIII. Liability

We shall be held free from any liability arising from access or use of the account by a third person, whether such access or use of the third person was with or without authority granted by you. We will not be responsible for breaches of security beyond our reasonable control.

XIV. Changes to this Policy:

We retain the right to amend or supplement this Privacy Policy as needed. In the event of any substantial modifications, we will update our website to reflect such changes. We will let you know via email and/or through a prominent notice on Our Service, prior to any change.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective once posted on our page.

For more information and understating please visit www.servalprotect.com

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