

Last Updated: July 2024

PRIVACY NOTICE

WorldPac Canada or Carquest Canada and affiliates (collectively, the "Company," "we," or "us") wants you to be familiar with how we collect, use, and disclose information in association with our operation of our business. This Privacy Notice describes our practices in connection with information that we collect through:

- Websites operated by us from which you are accessing this Privacy Notice (the "Websites");
- Software applications made available by us for use on or through computers and mobile or other devices (the "Apps");
- Our social media pages on third-party social media platforms (collectively, our "Social Media Pages");
- HTML-formatted email messages and other communications technologies that we send to you (collectively, our "Communications"); and
- Offline business interactions you have with us, including communications with our call centers and transactions in our stores.

Collectively, we refer to the Websites, Apps, Social Media Pages, Communications, and other online and offline business interactions as the "Services."

PERSONAL INFORMATION

"Personal Information" is information that identifies you as an individual or relates to an identifiable individual. The Services may collect Personal Information, including but not limited to:

- Name
- Postal address (including billing and shipping addresses)
- Telephone number
- Email address and other online identifiers
- Vehicle type
- Purchase and transaction history
- IP address (we may also derive your approximate location from your IP address)

- Internet and network activity information, such as browsing history, online behavior, and interactions with our Services and other websites, applications, and systems.
- Payment card data
- Resume information and other related information if you choose to apply for a job through our Careers site

Collection of Personal Information

We and our service providers on our behalf collect Personal Information in a variety of ways, including:

- **Through the Services.**
 - We collect Personal Information through the Services, for example, when you sign up for a newsletter, respond to a survey or fill out a form, register for a product warranty, sign up for a loyalty program, create an account to access the Services, visit our stores, attend one of our events, enter into a contest or sweepstakes, place an order, provide a review, contact customer service, or make a purchase.
- **From Other Sources.**
 - We receive your Personal Information from other sources, for example, publicly available databases.

We need to collect Personal Information to provide the requested Services to you. If you do not provide the information requested, we may not be able to provide the Services. If you disclose any Personal Information relating to other people to us or to our service providers in connection with the Services, you represent that you have the authority to do so and to permit us to use the information in accordance with this Privacy Notice.

Use of Personal Information

We and our service providers on our behalf use Personal Information for the following purposes:

- **Providing the functionality of the Services and fulfilling your requests.**
 - To provide the Services' functionality to you, such as arranging access to your registered account and providing you with related benefits, special promotions, or customer service.
 - To respond to your inquiries and fulfill your requests, when you contact us via one of our online contact forms or otherwise, for example, when you send us questions, suggestions, compliments or complaints, or when you request a quote for or other information about our Services.

- To complete your transactions, process returns and exchanges, verify your information, and provide you with related benefits, special promotions, or customer service.
- To send administrative information to you, such as changes to our terms, conditions, and policies.
- To process your job application if you apply for a job through our Careers site and to conduct applicable screening if we offer you a position.
- **Providing you with our newsletter and/or other marketing materials and facilitating social sharing.**
 - To send you marketing related emails, SMS, mobile notifications, etc., with information about our Services, new products, and other news about our company.
- **Analyzing Personal Information for business reporting and providing personalized services.**
 - To analyze or predict our users' preferences to prepare aggregated trend reports on how our digital content is used, so we can improve our Services.
 - To better understand your interests and preferences, so that we can personalize our interactions with you and provide you with information and/or offers tailored to your interests.
 - To better understand your preferences so that we can deliver content via our Services that we believe will be relevant and interesting to you.
- **Allowing you to participate in sweepstakes, contests, or other promotions.**
 - We may offer you the opportunity to participate in a sweepstakes, contests, or other promotions.
 - Some of these promotions have additional rules containing information about how we will use and disclose your Personal Information. Please read those additional rules before choosing to participate.
- **Aggregating and/or anonymizing Personal Information.**
 - We may aggregate and/or anonymize Personal Information so that it will no longer be considered Personal Information. We do so to generate other data for our use, which we may use and disclose for any purpose, as it no longer identifies you or any other individual.
- **Accomplishing our business purposes.**

- For data analysis, for example, to improve the efficiency of our Services;
- For audits, to verify that our internal processes function as intended and to address legal, regulatory, or contractual requirements;
- For fraud prevention and fraud and security monitoring purposes, for example, to detect and prevent cyberattacks or attempts to commit identity theft;
- For developing new products and services;
- For enhancing, improving, repairing, maintaining, or modifying our current products and services, as well as undertaking quality, security, and safety assurance measures;
- For identifying usage trends, for example, understanding which parts of our Services are of most interest to users;
- For determining the effectiveness of our promotional campaigns, so that we can adapt our campaigns to the needs and interests of our users; and
- For operating and expanding our business activities, for example, understanding which parts of our Services are of most interest to our users so we can focus our energies on meeting our users' interests.

Disclosure of Personal Information

We disclose Personal Information:

- **To our affiliates for the purposes described in this Privacy Notice.**
- **To our third-party service providers, to facilitate services they provide to us.**
 - These can include providers of services such as website hosting, data analysis, payment processing, order fulfillment, return authorization, fraud prevention, information technology and related infrastructure provision, customer service, or related benefits (including special promotions), email delivery, auditing, and other services.
- **To third parties, to permit them to send you marketing communications, consistent with your choices.**
- **To third party sponsors of sweepstakes, contests, and similar promotions.**
- **By using the Services, you may elect to disclose Personal Information.**
 - On message boards, chat, profile pages, blogs, and other services to which you are able to post information and content (including, without limitation, our Social Media

Pages). Please note that any information you post or disclose through these services will become public and may be available to other users and the general public.

- Through your social sharing activity. When you connect your Services account to your social media account, you will share information with your friends associated with your social media account, with other users, and with your social media account provider. By doing so, you authorize us to facilitate this sharing of information, and you understand that the use of shared information will be governed by the social media provider's privacy policy.

Other Uses and Disclosures

We also use and disclose your Personal Information as necessary or appropriate, in particular when we have a legal obligation or where we are permitted by law to do so:

- **To comply with applicable law and regulations.**
 - This may include laws outside your country of residence.
- **To cooperate with public and government authorities.**
 - To respond to a request or to provide information we believe is necessary or appropriate.
 - These can include authorities outside your country of residence.
- **To cooperate with law enforcement.**
 - For example, when we respond to law enforcement requests and orders or provide information we believe is important.
- **For other legal reasons.**
 - To enforce our terms and conditions or any agreement we have entered in with you; and
 - To help protect our rights, privacy, safety or property, and/or that of our affiliates, users, you, or others; and
 - For such other purposes as are required or permitted by law, including to allow us to pursue available remedies or limit the damages that we may sustain.
- **In connection with a sale or business transaction.**
 - We may disclose your Personal Information to a third party in the event of any reorganization, merger, sale, joint venture, assignment, transfer, or other disposition

of all or any portion of our business, assets, or stock (including in connection with any bankruptcy or similar proceedings).

Collection of Other Information

We and our service providers on our behalf may collect Other Information in a variety of ways, including:

- **Through your browser or device.**
 - Certain information is collected by most browsers or automatically through your device, such as your Media Access Control (MAC) address, computer type (Windows or Mac), screen resolution, operating system name and version, device manufacturer and model, language, internet browser type and version, and the name and version of the Services (such as the App) you are using. We use this information to ensure that the Services function properly.
- **Through your use of the App.**
 - When you download and use the App, we and our service providers may track and collect App usage data, such as the date and time the App on your device accesses our servers, your location, and what information and files have been downloaded to the App based on your device number.
- **Through cookies.**
 - Cookies are pieces of information stored directly on the computer that you are using. Cookies allow us to collect information such as browser type, time spent on the Services, pages visited, language preferences, and other traffic data. We and our service providers use the information for security purposes, to facilitate navigation, to display information more effectively, and to personalize your experience. We also gather statistical information about use of the Services in order to continually improve their design and functionality, understand how they are used, and assist us with resolving questions regarding them. Cookies further allow us to select which of our advertisements or offers are most likely to appeal to you and display them while you are on the Services. We may also use cookies or other technologies in online advertising to track responses to our ads. We do not currently respond to browser do-not-track signals. If you do not want information collected through the use of cookies, most browsers allow you to automatically decline cookies or be given the choice of declining or accepting a particular cookie (or cookies) from a particular website.
 - You may also wish to refer to <http://www.allaboutcookies.org/manage-cookies/index.html>. You can manage cookie use via your browser settings (this will allow you to refuse the setting of all or some cookies) and your browser provider may ask you to confirm your settings. If, however, you do not accept cookies, you may experience

some inconvenience in your use of the Services. You also may not receive advertising or other offers from us that are relevant to your interests and needs.

- **Pixel tags and other similar technologies.**

- Pixel tags. Pixel tags (also known as web beacons and clear GIFs) may be used to, among other things, track the actions of users of the Services (about usage including email recipients), measure the success of our marketing campaigns, and compile statistics of the Services and response rates.
- Analytics. We use analytics tools, including Google Analytics, which uses cookies and similar technologies to collect and analyze information about use of the Services and report on activities and trends. This service may also collect information regarding the use of other websites, apps, and online resources. You can learn about Google's practices by going to <http://www.google.com/policies/privacy/partners/>, and exercise the opt-out provided by Google by downloading the Google Analytics opt-out browser add-on, available at <https://tools.google.com/dlpage/gaoptout>.

- **Physical Location.**

- We may collect the physical location of your device by, for example, using satellite, cell phone tower, or Wi-Fi signals. We may use your device's physical location to provide you with personalized location-based services and content and to improve functionality of the Services. We may also share your device's physical location, combined with information about what advertisements you viewed and other information we collect, with our marketing partners to enable them to provide you with more personalized content and to study the effectiveness of advertising campaigns. In some instances, you may be permitted to allow or deny such uses and/or sharing of your device's location, but if you do, we and/or our marketing partners may not be able to provide you with the applicable personalized services and content.

If Other Information is Personal Information under applicable law, we may use and disclose it for the purposes for which we use and disclose other Personal Information as detailed in this Privacy Notice. To the extent Other Information is not Personal Information, we may use and disclose Other Information for any purpose, except where we are required to do otherwise under applicable law.

SECURITY

We seek to use reasonable organizational, technical, and administrative measures in an effort to protect your Personal Information from loss or theft, unauthorized access, use, or disclosure. Unfortunately, no data transmission or storage system can be guaranteed to be 100 percent secure. If you have reason to believe that your interaction with us is no longer secure, please immediately notify us in accordance with the "*Contacting Us*" section below.

CHOICES AND ACCESS

Your choices regarding our use and disclosure of your Personal Information

We give you choices regarding our use and disclosure of your Personal Information for marketing purposes. You may opt out from:

- Receiving marketing-related emails from us. If you no longer want to receive marketing-related emails from us on a going-forward basis, you may opt out by using the opt-out mechanism contained in each such email.
- Receiving marketing-related text messages from us. If you no longer want to receive marketing-related text messages from us on a going-forward basis, you may opt out by responding STOP to such text messages.

We will try to comply with your request(s) as soon as reasonably practicable. Please note that if you opt out of receiving marketing related emails from us, we may still send you important administrative messages, from which you cannot opt out.

How you can update your Personal Information

If you would like to update Personal Information that you have provided to us, you may contact us in accordance with the "Contacting Us" section below.

Please note that we may need to retain certain information for recordkeeping purposes and/or to complete any transactions that you began prior to requesting a change or deletion (e.g., when you request a demonstration or initiate a transaction).

THIRD PARTY SERVICES

This Privacy Notice does not address, and we are not responsible for, the privacy, information, or other practices of any third parties, including any third party operating any website or service to which the Services link. The inclusion of a link on the Services does not imply endorsement of the linked site or service by us or by our affiliates. We encourage you to review all third-party privacy policies prior to using third-party websites, products, or services.

In addition, we are not responsible for the information collection, use, disclosure, or security policies or practices of other organizations, such as Facebook, Apple, Google, Microsoft, RIM, or any other app developer, app provider, social media platform provider, operating system provider, wireless service provider, or device manufacturer, including with respect to any Personal Information you disclose to other organizations through or in connection with the Apps or our Social Media Pages.

THIRD PARTY ADVERTISING

We use third-party advertising companies to serve advertisements regarding goods and services that may be of interest to you when you access and use the Services and other websites or online services.

You may receive advertisements based on information relating to your access to and use of the Services and other websites or online services on any of your devices, as well as on information received from third parties. These companies place or recognize a unique cookie on your browser (including through the use of pixel tags). They also use these technologies, along with information they collect about your online use, to recognize you across the devices you use, such as a mobile phone and a laptop. If you would like more information about this practice, and to learn how to opt out of it in desktop and mobile browsers on the particular device on which you are accessing this Privacy Notice, please visit <http://optout.aboutads.info/#/> and <http://optout.networkadvertising.org/#/>. You may download the AppChoices app at <http://www.aboutads.info/appchoices> to opt out in mobile apps.

USE OF SERVICES BY MINORS

The Services are not directed to individuals under the age of thirteen (13), and we do not knowingly collect Personal Information from individuals under 13. If we are notified that we have collected personally identifiable information from someone under thirteen (13), we will delete that information promptly upon notification.

JURISDICTION AND CROSS-BORDER TRANSFER

Your Personal Information may be stored and processed in any country where we have facilities or in which we engage service providers, and by using the Services you understand that your information will be transferred to countries outside of your country of residence, including to the United States, which may have data protection rules that are different from those of your country. In certain circumstances, courts, law enforcement agencies, regulatory agencies, or security authorities in those other countries may be entitled to access your Personal Information.

SENSITIVE INFORMATION

Unless we specifically request it, we ask that you not send us, and you not disclose, any sensitive Personal Information (e.g., social security numbers, Social Insurance Numbers, driver's license information, information related to racial or ethnic origin, political opinions, religion or other beliefs, health, biometrics or genetic characteristics, or criminal background) on or through the Services or otherwise to us.

THIRD PARTY PAYMENT SERVICE

We may use a third-party payment service to process payments made through the Services. If you wish to make a payment through the Services, your Personal Information will be collected by such third party and not by us, and will be subject to the third party's privacy policy, rather

than this Privacy Notice. We have no control over, and are not responsible for, this third party's collection, use, and disclosure of your Personal Information.

UPDATES TO THIS PRIVACY NOTICE

The "*LAST UPDATED*" legend at the top of this Privacy Notice indicates when this Privacy Notice was last revised. Any changes will become effective when we post the revised Privacy Notice on the Services.

CONTACTING US

If you have any questions, comments, concerns, complaints, or requests regarding this Privacy Notice, please contact at:

WORLD PAC
8399 George Bolton Pkwy, Unit 1
Bolton, Ontario
L7E 4M2
HR-VOTT@advance-auto.com

Carquest Canada
8399 George Bolton Pkwy, Unit 1
Bolton, Ontario
L7E 4M2
HR-VOTT@advance-auto.com

Because email communications are not always secure, please do not include credit card or other sensitive information in your emails to us.

ADDITIONAL INFORMATION REGARDING CANADA

This section applies to Canadian residents and provides Canadian residents with additional information and a description of their rights under applicable laws in Canada regarding their Personal Information.

If you wish to withdraw your consent to our collection, use or disclosure of your Personal Information, you may do so using the functionality of the Services or by contacting us using the contact information in the "Contact Us" section above. Where feasible or required by applicable law, we will generally accommodate requests to withdraw consent subject to legal or contractual restrictions. However, this may mean that you are no longer eligible for certain goods or services or to participate in certain programs and may otherwise limit our ability to meet your needs. Where required by applicable law, we will advise you of the consequences of your withdrawal of consent.

You may make a written request to access Personal Information about you that we hold, and we will provide you with any such Personal Information to the extent required by applicable laws. You may also challenge the accuracy or completeness of your Personal Information in our records. If you successfully demonstrate that your Personal Information in our records is inaccurate or incomplete, we will amend the Personal Information as required. Where

appropriate, we will transmit the amended information to third parties having access to your Personal Information. We may require that you provide sufficient identification to fulfill your request to access or correct your Personal Information. Any such identifying information will be used only for this purpose. We will not charge any costs for you to access your Personal Information in our records without first providing you with an estimate of the approximate costs, if any.

For more information about our policies and practices regarding service providers outside of Canada, contact us using the contact information in the “Contact Us” section above.

You may have the right to make a complaint to the Privacy Commissioner of Canada or applicable provincial privacy commissioner if you object to how we have handled your request.