

# PRIVACY POLICY

## INTRODUCTION

Monro, its subsidiaries and family of brands (together, “Monro,” “we,” “us” or “our”) understands that when you interact with us, including through our website, you may entrust us with your personal information. As a result, we have crafted this Privacy Policy (“Privacy Policy”) with you in mind, so that we can protect your personal information and inform you of your privacy rights. In this Privacy Policy, we explain our policies and procedures for data collection, use, maintenance, protection, and disclosure when you visit our website (the “Site”). This policy also governs and provides you with information concerning the data we collect from and concerning you when you interact with Monro other than through our Site, for example at any of the store locations in our family of brands.

Monro respects your privacy. Any information that can be used to identify you will be used only in accordance with this Policy. Monro companies do not share any customer information with nonaffiliated third parties for third party marketing purposes.

We will update this Policy when we adjust our procedures to protect your information. Before these changes go into effect, we will post the updated Policy, along with an effective date for the new Policy. Once we alter the Policy, continued use of the Site, or continued interaction with Monro other than through the Site, will be governed by the updated Policy.

## ABOUT YOUR USE OF THIS SITE

### Automatically Collected Information

#### Automatic Information Collection

As is customary for websites, the Site will collect information, including technical and routing information about your computer or device, without you being prompted. This may include geolocation data and internet or other electronic network activity such as device identifiers and advertising identifiers. We use this information to optimize our Site for our users’ use. If, however, you choose to browse the Internet anonymously, we will not collect technical or routing information about your computer or device.

#### Cookies & Web Analytics

We may place a cookie on your hard drive in order to identify you at a later time when you return to our website. A cookie is a very small text file placed on your device by a web server to collect standard internet log information and visitor behavior information in an anonymous form. It is uniquely yours and can only be read by the server that gave it to you. The cookie that we place on your device will contain

only an identifying number that we assign to you. It will contain no other personal information. Third party cookies may also be used.

We may also utilize third party tracking software or utilities, such as Google Analytics. This helps us analyze data and improve our website, as well as tailor it to customer needs. Third parties may use cookies and similar technologies to collect or receive anonymous data to provide measurement services and target ads. We may use remarketing with Google Analytics and/or Facebook to advertise online. Our ads are shown on the Internet through third party vendors, such as Google and Facebook. Cookies are used to inform, optimize and serve ads based on your previous visits to our website. [You may opt out of Google's use of cookies here](#), [opt out of interest-based advertising here](#), or [opt out of online behavioral advertising here](#).

### **CHILDREN UNDER THE AGE OF 13**

We do not knowingly collect information from children under the age of 13. Our website is not directed at persons under the age of 13 and should not be used by them. In no event should children under the age of 13 provide any personal information through our website. More information about the Children's Online Privacy Protection Act (COPPA) and how it protects children who use the Internet may be found at [www.ftc.gov](http://www.ftc.gov).

### **MOBILE APP PRIVACY**

When using our mobile apps, we may collect general information about your session as outlined in the chart below. We may also collect information voluntarily supplied by you. We do not share any of the information collected by our mobile apps, except where necessary in order to develop or maintain our apps or as noted in the chart below.

### **ABOUT THE DATA WE COLLECT GENERALLY**

#### **Other Information We Collect**

As part of our services, when you visit our websites, our server automatically collects certain browser or device-generated information, including but not limited to: your internet service provider; your IP address; the date, time and duration of your visit; your browser type; your operating system; and your page visits. We may de-identify and aggregate certain data we collect such that the data no longer identifies or can be linked to a particular visitor to our Site in order to analyze trends and make improvements to our websites to provide you with optimal online experiences with us.

The chart below gives you more information about the types of data we collect about you generally, both online and offline, why we collect it, how we share it, and why we share it.

#### **Use of Personally Identifiable Information**

We may use (and, where specified, share) your personal information for the following purposes:

***Communication***

When you contact us, we may use personal information (like your e-mail address) to reply and provide you with the services or information you requested. From time to time, we may send you e-mails with promotional offers. We also may use your personal information to collect feedback on our Site, services, and policies.

***Site Improvement***

We reserve the right to use your personal information and browsing behavior to personalize our Site and improve the overall user experience. We also may use personal information to evaluate response rates or gauge the usability of the Site.

***Protect Content***

In order to stop malicious, deceptive, fraudulent or illegal activity from occurring on our Site, we may use identifying information to monitor users' behavior on the Site. Our attempts to prevent malicious, deceptive, fraudulent, or illegal Internet activity may cause some users to be suspended from the Site and its features.

***Provide Services, Honor Warranties, Issue Recalls***

When you visit us for service to your vehicle, we collect information, such as your name, address, and telephone number, as well as vehicle specific information, such as make, model, year, license plate number, and sometimes Vehicle Identification Number, in order to provide you with services you request, honor warranties for parts installed on your vehicle, or otherwise issue recalls in relation to those parts, where appropriate.

**DATA RIGHTS**

Subject to applicable law, you may have the right to request and obtain information about, or copies of, your personal information that we process, where we obtained your information, the business or commercial purpose for collecting your information, and the third parties with whom your information is shared. Your right may also include the ability to tell us not to sell your information. Lastly, you may ask us to delete personal information that we have collected from you, depending on the situation and applicable laws.

**California Data Rights**

Residents of California have the following rights with respect to their personal information, in certain circumstances:

- The right to know the categories and specific pieces of personal information we have collected about you in the last 12 months, the sources from which the personal information was collected, and the business purpose for collecting such information.
- The right to know whether and how we sell or disclose your personal information, to whom we sell or disclose your personal information and the categories of personal information sold or disclosed, and the business purpose for selling or disclosing your personal information.

- The right to request a copy of the specific pieces of personal information we have collected about you in the last 12 months.
- The right to request that we not sell your personal information.
- The right to request that we delete the personal information that we have collected from you, in certain circumstances.
- The right not to receive discriminatory treatment for the exercise of your privacy rights.

Residents of California may make a request to exercise these rights by contacting us at **1-(800)-876-6676**, by e-mailing us at [privacy@monro.com](mailto:privacy@monro.com), or by visiting <https://corporate.comro.com/contact/> and selecting "Privacy Inquiry" in the "Subject" drop down menu. Currently, some of the personal information that Monro collects, for example concerning its California employees, is not subject to some or all of the rights noted above, but it may be in the future. If that occurs, we will provide you with relevant notice in a revised Privacy Policy.

Upon receipt of a request to exercise your rights, we may request additional information in order to verify your identity. You may also be required to confirm your identity under relevant law or regulation. To the extent possible, we will utilize information already in our possession to verify your identity. Any information you provide in connection with such verification will be deleted as soon as practicable following your request and not used for any other purpose.

You may designate an authorized agent to make a request on your behalf. If you submit a request through an authorized agent, we may require that the authorized agent provide proof that the authorized agent has been authorized by you to act on your behalf and may still require you to verify your identity in accordance with the above and directly confirm that you provided the authorized agent with permission to submit the request.

You have the right to not be discriminated against for exercising any of your rights under CCPA. For example, Monro will not deny you goods or services; charge different prices or rates for goods or services, including through the use of discounts or other benefits or imposing penalties; provide a different level or quality of goods or services to you; suggest that you will receive a different price or rate for goods or services or a different level or quality of goods or services.

California law permits consumers who are California residents to request and obtain from us once a year, free of charge, information about the personal information, if any, we disclosed to third parties for direct marketing purposes within the immediately preceding calendar year. If applicable, this information would include a list of the categories of personal information that was shared and the names and addresses of all third parties with which we shared information for these purposes within the immediately preceding calendar year.

If you are a California resident and would like to make such a request, submit your request in writing to: Monro, Attn: Legal Department, 200 Holleder Parkway, Rochester, NY 14615

The chart summarizes our practices in relation to your personal information over the preceding 12 months.

CATEGORY OF INFORMATION COLLECTED	SOURCE OF INFORMATION	PURPOSE FOR COLLECTION	THIRD PARTIES TO WHOM INFORMATION IS SOLD OR DISCLOSED
<p>Identifiers, such as real name, postal address, unique personal identifier, online identifier, Internet Protocol address, e-mail address, account name or other similar identifiers. This includes vehicle-specific information, such as make, model, year, license plate number, and Vehicle Identification Number. This also includes demographic information obtained from third parties.</p>	<p>You, your company, and/or your use of our website; demographic content providers.</p>	<p>To contact you; provide you or your company, or other Monro clients with goods, services, or information you or your company request; or to make our products and services better.</p>	<p>We disclose your information to service providers, such as mailing fulfillment vendors and companies that help us identify you and your preferences, to conduct our business. We may also share your personal information with other service providers, such as credit card processors or professionals, like attorneys or accountants, where necessary for our business. Stores in the Monro family of brands may also share personal information with affiliates that provide back-office support for the stores. We may also share vehicle information with data exchanges or data shares involving third parties whose goods or services we believe could be of interest to you.</p>
<p>Other identifiers such as signature, telephone number, credit card number, or debit card number.</p>	<p>You, your company, and/or your use of our website</p>	<p>See above</p>	<p>See above</p>
<p>Commercial information, including records of products or services purchased, obtained or considered.</p>	<p>You, your company, and/or your use of our website</p>	<p>See above</p>	<p>See above</p>
<p>Internet or other electronic network activity information, including, but not limited to, browsing history, search history, and information regarding your interaction with the Site, an application, or advertisement.</p>	<p>You, your company, and/or your use of our website</p>	<p>See above</p>	<p>See above</p>
<p>Inferences we draw from any of the information identified above to create a profile about you reflecting your preferences.</p>	<p>You, your company, and/or your use of our website</p>	<p>See above</p>	<p>See above</p>

## **INFORMATION DISCLOSURE**

We may need to disclose your personal information occasionally. Most of our disclosures are necessary to complete a transaction or provide the information or service you have requested. In addition to this, we may disclose your information if needed to comply with a court order, law, legal proceeding, or request from the government. We also reserve the right to disclose your information if we have the reasonable belief that such disclosure is fundamental to the safety of individuals associated with Monro or others unaffiliated with the company, or to report or investigate fraud or a crime.

We reserve the right to transfer any information we have about you in the event we sell or transfer all or a portion of our business or assets. Should such a sale or transfer occur, we will use reasonable efforts to require that the transferee use personal information collected concerning consumers in a manner that is consistent with this Privacy Policy.

## **SECURITY**

Monro considers the protection of personal information a very high priority. To protect the confidentiality of your personal information, we use technology to update and test our computer networks regularly. Our goal is to ensure we maintain commercially reasonable standards to secure your privacy.

### **Virus Protection**

We use computer anti-virus software that is designed to detect and prevent computer viruses from entering our computer network system.

### **Firewalls**

We use a specially programmed computer system that stands between Monro and the internet. It is a security measure used by many companies to prevent unauthorized access by individuals or computer networks.

### **Continual Monitoring**

We continually monitor for attempts to bypass or penetrate beyond our security perimeter.

## **LINKS TO OTHER WEBSITES**

Our Site may contain links to other websites. However, once you have used such a link to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide while visiting such sites and such sites are not governed by this Policy. You should exercise caution when visiting other sites and familiarize yourself with the privacy policy applicable to the website in question.

## **EMAIL MARKETING**

From time to time, we may send you emails with promotional offers. If you would no longer like to receive

special email offers, special event information, sales notifications, or other promotional messages from us, you can unsubscribe by following the unsubscribe link located at the bottom of each promotional email. Your email address will be removed within 10 days.

Otherwise, to unsubscribe, use one of the methods below:

- Write to Monro, Attn: Marketing Department, 200 Holleder Parkway, Rochester, NY 14615.
- Send an email to [custsvc@monro.com](mailto:custsvc@monro.com).
- Call customer service at 800-876-6676 x3500.

## **CONTACT US**

If you have any questions or concerns about this Policy, or how Monro protects your personal information, please feel free to contact [privacy@monro.com](mailto:privacy@monro.com).

## **EFFECTIVE DATE**

This policy was last updated on September 1, 2021.