

iKeyless® Privacy Policy

iKeyless (the “Company”) respects our customers’ concerns about privacy and is committed to ensuring that they understand the types of information we collect, how we use that information, how we secure it, and whether we share it. When you use the iKeyless websites, located at www.ikeyless.com and www.carkeysexpress.com, and mobile applications or participate in any online features, services and/or programs offered by iKeyless (collectively, the “iKeyless Application”), you agree to our collection, use, disclosure, and transfer of information, as described in this policy, so be certain to review it carefully. This Privacy Policy applies to all uses of the iKeyless Application (collectively “Services”) and describes the ways we collect, use, share and safeguard information.

At iKeyless, protecting our customers’ privacy is a priority. iKeyless does not share your information, except as required for the functionality of our Services and the iKeyless Application, such as billing. IF YOU DO NOT AGREE WITH THE POLICIES AND PRACTICES AS OUTLINED BELOW, DO NOT CONTINUE TO USE THE IKEYLESS APPLICATION AND SERVICES OR REGISTER FOR ANY SERVICES OFFERED THROUGH THE IKEYLESS APPLICATION.

The iKeyless Application and Services are not intended to be used by children. We do not knowingly collect personal information from children under the age of thirteen (13) without parental consent. In the event that personal information was unknowingly collected from a child under the age of thirteen (13), iKeyless will make reasonable efforts to delete said information from our records in a timely manner.

By accessing the iKeyless Application and Services, you hereby acknowledge and agree to be bound by the terms of this Privacy Policy, as well as the Terms of Use and any applicable additional terms of use affiliated with the Services.

Personal Information – How It Is Collected. You provide us with personal information in the completion and submission of the requisite forms included in the iKeyless Application and Services. When you register to become a customer of the Company, we may collect contact information, such as name, phone number, e-mail address and/or street address, as well as identifiers, such as a user name and password, to be used for logging in in the future.

This information is used to create your account, verify your identity, and facilitate communication between the Company and you.

Personal Information – Use for Customizing Services. When you register to become a customer of iKeyless, we may ask for additional personal information from you, including, but not limited to, your interest in various Services and other pertinent information the Company may, in its sole discretion, deem necessary to provide you with the Services requested.

Personal Information – Sharing with Third Parties. The Company collects certain information automatically from anyone who accesses and uses the iKeyless Application and Services, such as internet addresses, browsers used, referring domains, timestamps, user activity and device information. This is done to provide a better user experience and to diagnose any known or unknown technical problems, therefore enabling the Company to improve and better administer the iKeyless Application and Services.

Personal Information – Used for Billing. For your security, we may use a third-party service provider, such as PayPal.com, for credit card processing. iKeyless does not have access to and does not store your credit card information.

Cookies. Cookies are small files automatically downloaded to your device whenever you visit a website. Cookies are sent to your browser and stored on the hard drive of your computer, your tablet or mobile device. They are identifiers which allow the Company's website to recognize you and provide the Company with information on how, when and how often pages on the iKeyless Application and Services are visited. Cookies can be monitored and even deleted from your browser but doing so may affect the functionality of the iKeyless Application and Services.

When you visit or use the iKeyless Application and Services, the Company automatically receives and records information from your browser via our server logs, including your IP address, cookies and pages you accessed. This information is collected in aggregate by the Company in order to help optimize the functionality of the iKeyless Application and Services, therefore it is not done in a manner which would personally identify you. The information may be shared with third parties in aggregate form in order to help them understand which portions of the iKeyless Application and Services are the most frequented, therefore helping to facilitate improvements as needed. The Company will not knowingly disclose aggregate information to a partner or third party in a manner which would identify you personally.

By continuing to visit the iKeyless Application or use our Services, you hereby agree to the use of cookies and any and all similar technologies, known or hereafter acquired, for the purposes as described herein.

More information about cookies and cookie management can be found at www.allaboutcookies.org and www.aboutcookies.org.

Security. The Company strives to keep your personal information private and protected. Commercially reasonable administrative, technical, organizational and physical security measures are used to maintain the privacy of our users' and visitors' information and data against accidental or unlawful destruction, loss and alteration, as well as to protect against unauthorized disclosures and access.

Unfortunately, the transmission and storage of data can never be guaranteed to be 100% secure. While we use every reasonable means to ensure the security of your personal information, we cannot guarantee that the information you transmit to the Company through the iKeyless Application and Services will not be intercepted by a third party.

Phishing. "Phishing" is a common internet scam that occurs when someone receives an e-mail from what appears to be a legitimate source requesting personal information. You hereby understand and acknowledge that the Company will not send you e-mails requesting you to verify credit card or bank information or any other personal information. In the event you receive an e-mail from the Company requesting said information, do not respond to it, and do not click on any of the links contained in the e-mail. Please forward any such e-mail received to the Company so we can investigate.

Data Protection – General. You have the right to access, correct, update, or request deletion of personal information we collect about you. Please send such requests to: info@carkeysexpress.com. The Company will respond to all access, correction, updates, or deletion requests within thirty (30) calendar days.

Data Protection – California. Under California Civil Code sections 1798.83-1798.84, California residents are entitled to ask the Company for a notice describing the categories of personal information we share with third parties or corporate affiliates of those third parties for their marketing purposes. The notice shall identify the categories of information shared, including a list of the names and addresses of the third parties with whom the information is shared. If you are a resident of the state of California and would like a copy of this notice, please submit a written request to the following e-mail address: info@carkeysexpress.com, and allow thirty (30) calendar days for a response.

Currently, the Company does not share any personal information with any third parties or corporate affiliates for direct marketing purposes.

Data Protection – European Economic Area or Switzerland. If you reside in the European Economic Area or Switzerland, you have the right to object to processing of your personal information and to ask the Company to restrict the processing of your personal information. If you reside in the European Economic Area or Switzerland and would like to exercise these rights, please submit a written request to the following e-mail address: info@carkeysexpress.com, and allow thirty (30) calendar days for a response.

If the Company has already collected and processed your personal information with your consent, you have the right to withdraw your consent at any time. You understand and acknowledge that this will not affect the lawfulness of any processing of your personal information which was completed prior to your withdrawal, nor will it affect the processing of your personal information conducted in reliance on lawful processing grounds other than consent.

For more information, contact your local data protection authority.

Data Retention. The Company retains the personal information collected from you when it has an ongoing legitimate business need to do so. When the Company has no ongoing legitimate business need to process your personal information, it will be deleted.

Links to Other Websites. While visiting the iKeyless Application and/or using the Services, you may find links to websites operated by third parties. The Company does not make any representations or warranties about any website that may be linked to the iKeyless Application and/or Services, including those of our payment processors, as the Company has no control over nor responsibility for their operation.

Furthermore, the Company's privacy policy may differ from those found on linked third-party websites. You hereby understand and acknowledge that in the event you provide any personal information on one of those websites, you are subject to the privacy policy of said website, and not that of iKeyless.

User Account Information and Notices. Account informational e-mails are separate from any marketing e-mails. The Company encourages users to check their e-mail regularly for account updates, copies of receipts, password reset e-mails, and other relevant communications from the Company.

Unsubscribe from Marketing Lists. You may receive e-mails from the Company after visiting the iKeyless Application and and/or using the Services. If you do not wish to receive e-mails from the Company, you may opt out by clicking on the "unsubscribe" link found at the bottom of the Company's

e-mail. Please allow up to two (2) calendar weeks from the date the request was received to complete the removal, as some communications may have already been in process before the request was submitted.

How to Contact Us. If you have any questions or comments about this policy, if you need to report a problem, or if you would like to exercise one of your rights under this policy, please contact our privacy team via e-mail, or by mail at: iKeyless, LLC, 828 E. Market Street, Louisville, KY 40206, U.S.A, Attn: Privacy Team. You may also direct any such inquiries to the iKeyless Data Protection Officer via e-mail at info@carkeysexpress.com, and allow thirty (30) calendar days for a response.

Please include in your correspondence your name, contact information, and the nature of your request so that we can respond appropriately and promptly.

Last updated on August 1, 2019.