

## **Polly Privacy Policy**

***Last Updated:*** May 9, 2025

Thanks for visiting Polly. We value your privacy. This Privacy Policy describes how Polly Insurance Agency, LLC and our affiliates (collectively, “**Polly**”) collect, use, share, and protect information obtained through your interactions with us, including your visits to [www.polly.co](http://www.polly.co) and other websites (the “**Websites**”), use of our software applications (the “**Apps**”), and other interactions with us, such as by phone. The Websites, the Apps, and other interactions are collectively referred to as the “**Services**.”

This Privacy Policy may change from time to time. If you do not agree with this Privacy Policy, then you should not use our Websites, Apps, or Services. Your continued use of our Websites, Apps, or Services after we make changes is deemed to be acceptance of those changes, so please check the Policy periodically for updates.

### **Personal Information**

We collect Personal Information from and about users of the Services. “**Personal Information**” is information that identifies or is reasonably capable of being associated with you. Personal Information may include such information as name, address, phone number, email address, credit history, social security number, driver’s license number, credit or debit card number, policy or claim information, automobile and home information, health information, usernames and passwords for online accounts, IP address, and browsing history and other internet activity information collected when you use our Services. If you apply for a job or register with our career center, Personal Information may also include information about your work and educational history, and other information you choose to provide in connection with your application. We may also obtain information from government agencies, consumer reporting agencies and other insurance support organizations, and third-party data providers. This may include items such as credit history, credit-based insurance score, driving record, accident and motor vehicle conviction history, and claim history. Information given to us by an insurance support organization, including consumer reporting agencies, may be retained by them and disclosed to others.

If you submit any Personal Information relating to other people to us or to our vendors, you represent that you have the authority to do so and to permit us to use the information in accordance with this Online Privacy Statement.

### **How we use Personal Information**

We may use Personal Information for the following:

- **Insurance Services and Transactions**

- Provide insurance quotes, underwrite and rate policies
- Respond to your inquiries, fulfill your requests, and complete transactions
- Process and service claims
- Service your insurance policy
- Contact you for reasonable business purposes, including by phone, text, or other means permitted by law
- **Safety, Security, and Legal Compliance**
  - Prevent fraud and other crimes
  - Investigate security incidents
  - Comply with applicable laws and regulatory requirements
  - Confirm or correct information we have about you
- **Personalization and User Experience**
  - Personalize your experience on our services
  - Provide location-aware features and functionality
  - Facilitate social sharing functions
- **Marketing, Research, and Communications**
  - Send promotional messages, marketing communications, and other information that may interest you
  - Send you surveys
  - Perform research and analyze data to improve our services
  - Contact you about job opportunities and assess your qualifications
- **General Business Operations**
  - Internal business operations
  - Any other purposes as permitted or required by law

We may use a variety of tools and technologies—including emerging technologies—to process Personal Information. This includes using aggregated, de-identified, or anonymized data to improve our services, support data analytics, and develop or enhance internal models, systems, and technologies for business operations.

We retain Personal Information for as long as necessary to fulfill the purposes for which it was collected, and as permitted or required under applicable laws and regulations.

### **Consent to be Contacted**

By providing us with a telephone number, you consent to our use of that number to contact you. This includes calls or messages to mobile or other wireless devices. We may contact you by phone, text message (SMS), recorded message, automated dialing system, or other communication methods your device can receive, as permitted by law. These communications may be for reasonable business purposes, such as servicing your policy or providing important updates.

### **Protection of Your Information**

We maintain reasonable physical, electronic, and administrative safeguards in order to protect your Personal Information. Unfortunately, no data transmission or storage system can be guaranteed to be 100% secure. If you have reason to believe that your interaction with us is no longer secure (for example, if you feel that the security of any account you might have with us has been compromised), please contact us immediately.

#### **How Personal Information may be Disclosed**

We do not give or sell your personal information to nonaffiliated third parties for their own marketing purposes without your prior consent.

We may give the personal information we collect to others to help us conduct, manage, or service our business. These parties include insurance carriers, agents, and brokers, auto dealerships, partners, regulators, service providers, persons or organizations that conduct research, insurance support organizations (including consumer reporting agencies). We may also disclose 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), or as otherwise required or permitted by law. We take reasonable steps to ensure that our service providers are contractually obligated to keep Personal Information confidential and only utilize the Personal Information as permitted.

#### **Cookies and Other Tracking Technologies**

We, as well as our vendors and other third parties, may collect information about you and your use of the Services through automatic means, including cookies, Flash objects, web beacons, pixel tags, and other tracking technologies.

We, our vendors, and other third parties use information collected through tracking technologies to ensure that the Services function properly, to provide you with personalized and location-based services and content, to deliver personalized advertising on other online services, sites and apps, and track responses to those advertisements, to analyze the Services, to combine information collected through tracking technologies with other information we obtain about you, which may include data we obtain from external parties.

You may object to cookies being placed on your computer or device by setting your browser to disable cookies. However, please note that after doing so, some areas of our Services may not function correctly.

#### **Third Party Services**

This Privacy Policy 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 site 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.

Please note that we are not responsible for the collection, usage and disclosure policies and practices (including the data security practices) of other organizations, such as Apple, Google, Facebook, Microsoft, or any other app developer, app provider, social media platform provider, operating system provider, wireless service provider or device manufacturer, including any Personal Information you disclose through or in connection with the Apps or social media pages we control.

#### **Access, Correction, and Deletion**

To learn what personal information we have about you, please make your request in writing and include your full name, mailing address, phone number and policy number. When we receive your written request, we will respond within thirty (30) business days. We will, to the extent required by law, describe the personal information we have about you and how you may request a correction, if necessary.

Please write to: Polly Insurance Agency, LLC, 2300 St. George Road, Williston, Vermont, 05495 or [legal@polly.co](mailto:legal@polly.co).

#### **Notice Regarding Children's Privacy**

We do not knowingly or intentionally request, collect, use, or share personal information from children under 13 years of age. If we discover or are notified that this has occurred, we will immediately delete the information from our servers and instruct any third parties with whom we have shared the information to do so as well.

#### **Maintenance of the Services**

The Services are maintained by us in the United States, and are not intended to subject us to the laws or jurisdiction of any state, country or territory other than that of the United States.

#### **Changes to this Notice**

We may update this Privacy Policy from time to time in order to reflect changes to our practices or for other operational, legal, or regulatory reasons. Whenever we make any changes to this Privacy Policy, we will update the "Last Updated" date above. We encourage you to check this Privacy Policy often to always be up-to-date on the current version and to review any updates we have made. By using the Services following these changes you accept the revised Privacy Policy.