



Privacy Notice for Potential Team Members

Version: 2.1

Prepared by: Privacy Office

Date Created: December 2019
Date Last Revised: January 2025

5508 Lonas Drive
Knoxville, Tennessee 37909



Privacy Notice for Pilot Travel Centers LLC Potential Team Members

We understand that your privacy is important to you, and we are committed to respecting your privacy and protecting your Personal Information (PI).

This Privacy Notice applies to individuals seeking employment ("Potential Team Members") with Pilot Travel Centers LLC, owned and / or operated subsidiaries and affiliates collectively referred to as Pilot "PTC" or "us" or "we" or "our").

We are providing this Privacy Notice to help you better understand the following:

- What Personal Information We Collect
- Why We Collect and How and Why We Use and Disclose Personal Information
- Rights and Choices About How We Use and Disclose Your Information
- How We Update this Privacy Notice

This Privacy Notice may be subject to modification from time to time, notably in the event of changes to legislation or the introduction of new laws. We recommend that you check this Privacy Notice regularly. THE PROVISIONS OF THIS PRIVACY NOTICE DO NOT ESTABLISH ADDITIONAL CONTRACTUAL RIGHTS OR OBLIGATIONS, IN WHOLE OR IN PART, BETWEEN PTC AND YOU.

1. NOTICE AT COLLECTION: What Personal Information We Collect:

We collect the following categories of personal information and have collected the same categories in the 12 months prior to the date of this Privacy Notice:

- Personal Information
 - Personal Identifiers
 - Personal Information
 - Account Information
 - Social Media Information
 - Unique Device Identifiers
 - Protected Classifications (Characteristics)
 - Health Information
 - Sensory Information
 - Demographic Information
 - Commercial Information



Travel Centers LLC

- Recruitment and Employment-Related Information
- Internet/Other Electronic Network Activity
 - Digital Information
- Geolocation Data
 - Location Data
- Inferences
 - Inferences
- Other
 - Content and information you voluntarily share
- Sensitive Personal Information (SPI)
 - Personal Information
 - Government Identifiers
 - Account Information
 - Demographic Information
 - Health Information

2. NOTICE AT COLLECTION: PERSONAL INFORMATION – DISCLOSURES FOR BUSINESS PURPOSES AND SALES/SHARING FOR CROSS-CONTEXT BEHAVIORAL ADVERTISING

The following chart describes the categories of Potential Team Member personal information that we disclosed for a business purpose or sold or shared with third parties for cross-context behavioral advertising in the 12 months prior to the date of this Privacy Notice.

Category of Personal Information That We Collect or Receive	Purposes for Collection by PTC and Business Purposes for Which our Service Providers May Process Personal Information	Categories of Third Parties to Whom We Sell or Share Personal Information for Cross-Context Behavioral Advertising
Personal Information name, address, phone number, email address	Administrative Analytical Communication Development Equal Employment Opportunity Legal, Regulatory, or Insurance Personnel and Performance Management Security Management and Monitoring Other Business Purposes	AdTech and Analytics companies



Travel Centers LLC

Account Information (when you create one) email and text communication, positions previously applied for, previously held positions with Pilot or Berkshire Hathaway	Administrative Analytical Communication Equal Employment Opportunity Legal, Regulatory, or Insurance Personnel and Performance Management Security Management and Monitoring Other Business Purposes	AdTech and Analytics companies
Financial Information	Not collected as part of the recruiting and application process	N/A
Social Media Information social media handles/aliases, URL you share as part of the application process	Administrative	AdTech and Analytics companies
Unique Device Identifiers electronic device model, browser type, MAC address, IP address	Analytical Development Security Management and Monitoring Other Business Purposes	AdTech and Analytics companies
Sensory Information voice recordings or video / photographic images that may be captured during virtual interviews, in public areas, or in PTC facilities for security reasons	Administrative Identity Verification Legal, Regulatory, or Insurance Communication Equal Employment Opportunity Legal, Regulatory, or Insurance Security Management and Monitoring	N/A



Travel Centers LLC

Recruitment Information resume and curriculum vitae (CV) details, previous work experiences, educational background, certificates, licenses and vocational records, information of general interests, membership to associations, any information you have provided us during the interviews, information gathered from reference persons whose contact details you have provided to us, leaving date and your reason for leaving, information related to immigration, right-to-work, residence status, pre-hire assessments	Administrative Analytical Communication Equal Employment Opportunity Legal, Regulatory, or Insurance Personnel and Performance Management Other Business Purposes	N/A
Commercial/Transaction	Not collected as part of the application process	N/A
Digital Information browsing history and regional geolocation information; website and app usage information	Administrative Analytical Development Security Management and Monitoring	AdTech and Analytics companies
Geolocation Data collected as part of the application process, while using our platforms or services, or shared with us by third parties	Administrative Analytical Development Equal Employment Opportunity Legal, Regulatory, or Insurance Personnel and Performance Management Security Management and Monitoring Other Business Purposes	AdTech and Analytics companies
Inferences qualifications	Administrative Analytical Communication Equal Employment Opportunity Legal, Regulatory, or Insurance Personnel and Performance Management	N/A



Travel Centers LLC

Content and information you voluntarily share	Administrative Analytical Communication Development Equal Employment Opportunity Legal, Regulatory, or Insurance Personnel and Performance Management Security Management and Monitoring Other Business Purposes	AdTech and Analytics companies
General information collected from other sources	Administrative Analytical Communication Development Equal Employment Opportunity Legal, Regulatory, or Insurance Personnel and Performance Management Security Management and Monitoring Other Business Purposes	AdTech and Analytics companies

3. NOTICE AT COLLECTION: SENSITIVE PERSONAL INFORMATION (SPI) (applicant) - – DISCLOSURES FOR BUSINESS PURPOSES AND SALES/SHARING FOR CROSS-CONTEXT BEHAVIORAL ADVERTISING

The following chart describes the categories of Potential Team Member SPI that we disclosed for a business purpose or sold or shared with third parties for cross-context behavioral advertising in the 12 months prior to the date of this Privacy Notice.

Category of SPI That We Collect or Receive	Purposes for Collection by PTC and Business Purposes for Which our Service Providers May Process SPI	Categories of Third Parties to Whom We Sell or Share SPI for Cross-Context Behavioral Advertising
Government Identifiers social security number, state identification number, passport	Identity Verification Legal, Regulatory, or Insurance Background Check Equal Employment Opportunity Legal, Regulatory, or Insurance Other Business Purposes	N/A
Account Information account log-in with password or passcode	Administrative Equal Employment Opportunity Security Management and Monitoring	N/A



Travel Centers LLC

Financial Information	Not collected as part of the employment application process	N/A
Demographic Information age, military/veteran status, language preferences, gender, ethnicity you share as part of the application process	Administrative Analytical Communication Development Equal Employment Opportunity Legal, Regulatory, or Insurance Personnel and Performance Management Security Management and Monitoring	N/A
Health Information disability or health condition information you share as part of the application process	Administrative Equal Employment Opportunity Legal, Regulatory or Insurance	N/A
Children's Information (under 16)	Not collected as part of the employment application process	N/A
Sensitive Personal Information Inferences	PTC does not use or disclose sensitive personal information to infer characteristics about applicants or for any purposes other than to identify applicants to comply with applicable laws or to operate our business, including by evaluating applicants.	N/A

We may disclose personal information for the following reasons:

- **Corporate Transactions** - We may disclose personal information, as part of any actual or contemplated merger, sale, transfer of assets, acquisition, bankruptcy, or similar event, including related to due diligence conducted prior to such event, where permitted by law.
- **Legal / Government** - We may share your personal information where we believe the disclosure is required by law, or otherwise necessary to comply with the law, regulatory requirements, requests from public authorities, or to enforce our agreements or policies, to protect the rights and property of our team members, the company, our partners or the public (including for fraud prevention purposes and to prevent, investigate and prosecute criminal activities).
- **Safety / Physical Security** – We may disclose, where permitted by law, your personal information to our affiliates and other persons and entities for the purpose of protecting the rights, safety, security, and property of our customers, team members, and the public. We may also disclose this information to protect and enforce our rights – including for fraud prevention purposes and to prevent,

investigate and prosecute criminal activities – and to assist others to do the same.

As an applicant for employment, you are responsible for ensuring that the personal information you submit to us is correct and true. If you choose not to provide certain information, we may not be able to process your applications.

4. More Information About the Purposes for Collection of Personal Information of Potential Team Members:

The chart above references the following purposes for collection of PI by PTC; below we provide more detail about each purpose:

- **Administrative Purposes:** To service and maintain account(s) or systems or networks, or for other management or administrative purposes, etc.
- **Analytical Purposes:** To evaluate website and mobile application usage, traffic, and purchasing patterns, determine the effectiveness of advertising and marketing campaigns, etc.
- **Communication Purposes:** To manage communications via text message / SMS, push notification, inbox messaging, email, telephone, or physical mail for business or customer service reasons and / or to review and respond to customer service inquiries, etc.
- **Equal Employment Opportunity Purposes:** To comply with laws, regulations, and guidance pertaining to equal employment opportunity and anti-discrimination, etc.
- **Legal, Regulatory, or Insurance Purposes:** To comply with applicable law, legal proceedings, court orders, garnishments, government mandates, and respond to requests from legal authorities, enforce law requirements, investigate injury claims, respond to environmental laws and regulations, apply for Intellectual Property protections, provide and administer workers' compensation, etc.
- **Personnel and Performance Management Purposes:** To manage processes related to employment application and hiring processes.
- **Security Management and Monitoring:** To detect security incidents, protect against and investigate malicious, deceptive, fraudulent, or illegal activity or prosecute individuals responsible for that activity, secure PTC's premises, assets, and information for the purposes of fraud or crime prevention, suppression, or detection, ensure compliance with applicable policies and terms of use.
- **Other Business Purposes:** To provide products, services, or information to PTC and business partners, communicate for business or customer service reasons, perform outplacement services, carry out any other legitimate reason such as changes to our policies or in response to an inquiry, etc.



Travel Centers LLC

If you are offered and accept employment with PTC, the PI collected during the application and recruitment process may become part of your employment record.

5. Notice at Collection: Opting Out of the Sale or Sharing of Personal Information

To opt out of the sale or sharing of personal information for use in cross-context behavioral advertising, please [click here to submit a Do Not Sell or Share Request](#).

Notwithstanding anything else in this notice, we may share data that has been aggregated or deidentified in such a manner that it is no longer considered personal information for any purpose. We may also disclose information about you, including personal information, where you have been provided notice and/or asked for consent as required by law.

6. Notice at Collection: Retention Period

We retain information for different periods of time depending on the purposes for which we collect and use it and to comply with legal obligations or to protect our legal rights. purposes.

7. Sources from Which We Collect Personal Information of Potential Team Members

PTC utilizes various technical and non-technical sources to collect your PI. PTC collects your PI in circumstances including, but not limited to:

- You visit our corporate office, travel centers, or other businesses;
- You communicate with us by USPS mail;
- You use our guest Wi-Fi service either in-store or in a PTC office;
- You interact with us through our Electronic Platform (e.g., Pilot Flying J mobile application, website, chat feature, email, or social media), including an artificial intelligence-powered chatbot on our job opportunities site;
- You use location-based features via computer, mobile device, or while using the Pilot Flying J mobile application;
- You contact Guest Services;
- You submit an employment application to us;
- You accept an employment offer, or contract with us;
- You otherwise voluntarily provide us or any third parties, on our behalf, with information.

In addition to the collection methods referenced above, we may also collect your PI:



Travel Centers LLC

- From our affiliates and/or service providers;
- From third-party verification services;
- From on premise surveillance systems;
- From third parties with whom coordination is required;
- From law enforcement or regulators for safety and security purposes;
- Through the use of technology (e.g. cookies, web beacons, pixel tags, and geolocation services).

8. Cookies and Online Tracking Technologies

Pilot and some of our third-party business partners (such as advertising services and analytics providers) use cookies, web beacons, pixels, and other tracking technologies when you interact with our emails, visit any of our websites or use any of our Pilot Flying J mobile applications, including when you submit your job application. These technologies help us to bring you a more cohesive and worthwhile experience, assist us with analytics information, and facilitate advertising and marketing efforts, among other things. The following sections explain the tools that we and our third-party business partners use.

Cookies

A cookie is a small file created by a web server that can be stored on your device (if you allow) for use either during a particular browsing session (a "session cookie") or a future session (a "persistent cookie"). Many browsers are designed to accept cookies by default; however, you can modify your browser settings either to notify you when you have received a cookie or to refuse to accept cookies. Please note that certain areas of our websites and applications may not function properly if you set your browser not to accept cookies.

Some examples of why we use and allow our third-party business partners to use cookies:

- To identify first time visitors and recognize returning guests
- To learn about how you reach and interact with our websites
- To detect geographic location and provide location-based information
- To detect and prevent fraud
- To conduct analytics activities
- To improve our websites and services
- To facilitate Interest Based Advertising

Other Online Tracking Technologies

In many cases, the collection of your personal information using these online tracking technologies is controlled by Pilot. However, in some cases the data collected through use of these cookies is controlled by our vendors or other third parties. When a third-party controls that collection, Pilot strives to provide you with links to those providers where you can submit privacy requests related to their services.

Examples of other online tracking technologies we may use:



Travel Centers LLC

Beacons/Pixels

These are embedded images or objects that are used on web pages or emails. They help companies to unobtrusively understand how visitors navigate website pages and can verify when specific content has been accessed. We may use web beacons or pixels to:

- Improve our websites and services
- Detect and prevent fraud
- Verify system and server integrity
- Better understand how many people visit our webpages or view specific content

Embedded Scripts

We may use embedded scripts that collect information about your interactions with our websites, mobile apps, and advertisements. These scripts are temporarily loaded into your web browser and are active only while you are connected to our website, mobile app, or advertisement.

Location Technology

We may use global positioning or other location identifying technologies to locate your device. This helps Pilot ensure we are compliant with geographically significant regulations, as well as other consumer services like finding the next Pilot location or booking driver services like showers and parking.

In-app Tracking

Mobile application tracking may include a variety of technologies like software development kit (SDK), device identifiers such as mobile ad IDs (MAID), or identifiers for advertisers (IDFA) that associates your user activity on a given app and helps us track activity across multiple apps and/or devices.

Device and Activity Monitoring

We may use technologies that monitor and record your interactions with our websites and mobile apps, such as your keystrokes and click-related activity. These technologies may also collect and analyze information from your device, such your operating system, plug-ins, and system fonts.

We may monitor devices and activity:

- To enhance and customize your experience
- To better respond to your inquiries and requests
- To detect and prevent fraud
- To detect cyber incidents and other malicious activity
- To verify systems and server availability and integrity
- To troubleshoot issues
- To improve our websites, mobile apps, and services

More information on controlling interest-based advertising on apps on your mobile device, visit <http://www.aboutads.info/appchoices>



Travel Centers LLC

Third-party Analytics

Pilot may use analytics providers - like Google Analytics, Adobe Analytics, or others - to obtain analytical information about our websites and applications. These providers may use cookies and other tracking technologies that help us analyze how our guests use or interact with our websites, services, advertisements, and mobile applications.

For more information about Google Analytics, please see the Google Analytics Terms of Use and the Google Analytics Privacy Policy.

- <https://marketingplatform.google.com/about/analytics/terms/us/>
- <https://policies.google.com/privacy>

In addition to other universal opt out mechanisms, you may exercise choices regarding the use of browser cookies from Google Analytics by downloading the Google Analytics Opt-out Browser Add-on.

- <https://tools.google.com/dlpage/gaoptout>

Learn more about Adobe Analytics by visiting the Adobe Privacy Center.

- <https://www.adobe.com/privacy.html>

You can also make choices about data collection for certain companies by visiting an industry consumer choice platform such as the NAI (<https://optout.networkadvertising.org/>) or DAA (<https://optout.aboutads.info/>). You may still receive ads after limiting processing of information for interest-based advertising, but those ads may be less relevant to your interests.

9. Safeguarding Collected Information

To protect the PI PTC collects or transmits, PTC uses reasonable security measures, including physical, technical, and procedural safeguards.

Please note, however, that while PTC uses reasonable security measures, no method of transmitting or storing electronic information is ever completely secure, and thus we make no warranty, express, implied, or otherwise, that your information will never be accessed, used, or released in a manner that is inconsistent with this Privacy Notice.

10.

11. California Residents - Rights And Choices About How We Use and Disclose Your Information

California residents have the following rights with respect to personal information (PI) we have collected about them in their capacity as a job applicant:

1. Right to Access – the right to know the PI we have collected about you or the right to confirm whether we are processing your PI
2. Right to Delete – the right to delete the PI we have collected about you
3. Right to Correct – the right to correct/amend PI we have collected about you
4. Right to a Portable Copy - the right to request a copy of the PI we have collected about you
5. Right to Opt Out of Sale or Sharing for Purposes of Cross-Context Behavioral Advertising – the right to opt-out of the sale or sharing of PI we have collected about you

If a request is submitted in a manner that is not one of the designated methods for submission, or if the request is deficient in some manner unrelated to our verification process, we may provide you with specific directions on how to submit the request or remedy any deficiencies with the request, as applicable.

If requests from an applicant are manifestly unfounded or excessive, in particular because of their repetitive character, we may either (1) charge a reasonable fee, or (2) refuse to act on the request and notify the applicant of the reason for refusing the request. If we charge a fee, the amount will be based upon the administrative costs of providing the information or communication or taking the action requested.

PTC will not discriminate against applicants for exercising any of the rights described herein. This includes denying goods or services, charging different prices, or providing a different level or quality of service. However, PTC can offer applicant's different rates (or service) if that difference is reasonably related to the value of the applicant's data.

11.1. Access Rights

The Right to Access Personal Information Collected, Disclosed, or Sold

You have the right to request that PTC disclose the PI we collected about you. Upon the receipt of a verified request and in accordance with our internal data policies, we will provide the following:

- Categories of PI we collected about you;
- Categories of sources for the PI we collected about you;
- Our business or commercial purpose for collecting, sharing, or selling that PI;
- Categories of third parties with whom we disclose that PI; and
- Specific pieces of PI we collected about you.

Please note that there may be instances where access to your PI may be restricted by law. If we are unable to verify your identity, we may request additional information for the express purpose of validating your identity. If we are prohibited from fulfilling your request for the disclosure of all or some of your PI, we will advise you of the specific reasons for restricting access, barring any legal or regulatory limitations.

We will not provide specific pieces of PI if the disclosure creates a substantial, articulable, and unreasonable risk to (1) the security of that PI, (2) the individual's account with us, or (3) the security of our systems or networks. We will not disclose Social Security numbers, driver's license numbers, other



Travel Centers LLC

government-issued identification numbers, financial account numbers, health insurance numbers, medical identification numbers, account passwords, and security questions and answers.

Instructions for Submitting Access Requests

PTC provides the following options to submit access requests. Individuals may submit their Access Request by:

- Accessing our online portal: **privacy.pilotflyingj.com**
- Calling our one of our toll-free numbers:
 - **1.888.496.7108**, for United States residents
 - **1.855.701.0605**, for Canadian residents

Process to Verify Requests

To verify the identity of the individual who has made a request, PTC may require individuals to submit additional information. PTC may ask individuals to provide certain identifiers. After providing the information necessary to complete the request, you will be verified with a third-party identity verification service. Once this request has been verified, the Privacy Office will begin to process your request.

11.2. Right to Delete

You have the right to request that PTC delete any of your PI that we collected from you and retained, subject to certain exceptions. We respect your right to request the deletion of your PI and would like to inform you of what happens if we are able to honor your request.

Instructions for Submitting Deletion Requests

PTC provides these options to submit Deletion Requests. Individuals may submit their Deletion Request by:

- Accessing our online portal: privacy.pilotflyingj.com
- Calling our toll-free number:
 - [1-888-496-7108](tel:18884967108), for United States residents

Process to Verify Deletion Requests

To verify the identity of the individual who has made a Deletion request, PTC may require individuals to submit additional information. PTC may ask individuals to provide: first name, last name, date of birth, address, phone number, and email address. After providing the information necessary to complete the request, you will be verified with a third-party identity verification service. Once this request has been verified, the Privacy Office will begin to process your request.

Fulfilling Deletion Requests



Travel Centers LLC

Once your request has been verified, Pilot removes your personal identifiers and retains the remaining data for analytics, system maintenance and performance management. Your personal information will be deleted from archives and backups if the archive or backup are restored for production processing. Pilot will not attempt to reidentify any data for which a deletion request has been fulfilled.

Denial of Deletion Requests

If we deny your request, we will (1) inform you that we will not comply with the request and describe the basis for the denial, including any applicable statutory and regulatory exceptions; (2) delete the PI that is not subject to the exception; and (3) not use the PI retained for any other purpose than provided for by the applicable exception(s).

11.3. Right to Correct

If you determine that any of the personal information, we have about you is incorrect, you may be able to update that information using the following methods:

- Accessing our online portal: privacy.pilotflyingj.com
- Calling our toll-free number:
 - 1-888-496-7108

11.4. Right to a Portable Copy

You can submit a request for a copy of the personal information we have collected about you using the following methods:

- Accessing our online portal: privacy.pilotflyingj.com
- Calling our toll-free number:
 - 1-888-496-7108

11.5. Right to Opt Out

Right to Opt-Out of the Sale or Sharing of Personal Information

We may disclose personal information in a way that constitutes a “sale” of personal information or “sharing” personal information for cross-context behavioral advertising.

You can request to opt-out of this “sale” or “sharing” of your personal information by clicking on the “Do Not Sell or Share My Personal Information” link [here](#) or by following options outlined below (“Instructions for



Travel Centers LLC

Submitting Do Not Sell or Share Requests”).

You have the right to opt-out of the sale or sharing of the PI that PTC has collected on you. As used within the context of this Privacy Notice, “Sell” refers to the act of selling, renting, releasing, disclosing, disseminating, making available, transferring, or otherwise communicating orally, in writing, or by electronic or other means, the PI we have collected during the normal course of business, to another business or a third party for monetary or valuable consideration.

If you choose to exercise this right, PTC will refrain from selling your PI for a period of one year. After this period, we may contact you to obtain your consent to sell your PI.

We do not sell or share the PI of minors under 16 years of age without affirmative authorization where required by law. For more information, please view the Personal Information of Minors section in this Privacy Policy.

Instructions for Submitting Do Not Sell or Share Requests

PTC provides the following options to submit Do Not Sell or Share Requests. Individuals may submit their Do Not Sell or Share Requests by:

- Accessing our online portal: **privacy.pilotflyingj.com**
- Calling our one of our toll-free numbers:
 - **1.888.496.7108**, for United States residents
 - **1.855.701.0605**, for Canadian residents

Upon receiving a request to opt-out, we will act upon it as soon as feasibly possible and in accordance with any applicable law. We will notify all third parties to whom we have sold your PI, as required by law. We will notify you when this has been completed.

If we have a good-faith, reasonable, and documented belief that a request to opt-out is fraudulent, we may deny the request. In this scenario, we will inform the requesting party that we will not comply with the request and provide an explanation of why we believe the request is fraudulent.

12. Opt-out Preference Signals

An opt-out preference signal is sent by a platform, technology, or mechanism on behalf of website visitors and communicates that visitor’s choice to opt out of the sale and sharing of personal information for cross-context behavioral advertising with all businesses that recognize the signal, without having to make individualized requests. The signal can be set on certain browsers or through opt-out plug-in tools.

We recognize the Global Privacy Control signal and do so at the browser level. It does not apply to personal information we may collect offline or that we may associate only with your name or email address. This means that if the signal is sent through a specific browser, we will recognize it for that browser only, and only with respect to the identifiers for that browser. If you would like more information about opt-out preference signals, including how to use them, the Global Privacy Control website has such information



Travel Centers LLC

(<https://globalprivacycontrol.org/>).

Opting-In After Opting-Out of the Sale or Sharing of Personal Information

If you have previously opted-out of the sale or sharing of your PI and would like to opt-in, you can do the following:

- If you are a Loyalty member, you can change the setting in your Loyalty account, via the Loyalty Portal
- If you are not a Loyalty member, you opt-in by registering for a Loyalty account.

We use a two-step opt-in process through which you must first clearly request to opt-in and then second separately confirm your choice to opt-in.

Authorized Agents

You may designate an Authorized Agent to make requests on your behalf. Under the California Consumer Privacy Act, an Authorized Agent is defined as “a natural person or a business entity that a consumer has authorized to act on their behalf”. If you would like to designate an agent to act on your behalf, you and the agent will need to comply with our verification process. Specifically, if the agent submits requests to access, delete, or correct your personal information, the agent will need to provide us with your signed permission indicating the agent has been authorized to submit the request on your behalf. We will also require that you verify your identity directly with us or confirm with us that you provided the agent with permission to submit the request. We may deny a request from an Authorized Agent that does not submit proof that they have been authorized by the consumer to act on their behalf.

To submit a request as an Authorized Agent on behalf of a consumer, please contact our Privacy Office at privacy@pilotflyingj.com.

When We Do Not Act on a Request

In some cases, we may not act on your verified requests (e.g., if we cannot do so under other laws that apply). When this is the case, we will explain our reasons for not providing you with the information or taking the action (e.g., correcting data) you requested.

13. Notice to Canadian Residents – Amendment and Withdrawal of Consent Requests

As a resident of Canada, in addition to the Access and Do Not Sell My Personal Information rights mentioned in this Privacy Notice, you also have the right to request the amendment of your PI, if you believe it is inaccurate and the right to withdraw consent for the collection, use, and disclosure of your PI.

The Right to Amendment of Personal Information

You have the right to request that PTC amend any of your PI that you believe to be inaccurate, incomplete, or not up to date.



Travel Centers LLC

PTC will take reasonable steps to correct the information so that it is accurate, complete, and up to date. This may include transmitting the amended information to third parties who have access to the information in question.

Instructions for Submitting Amendment Requests

Individuals may submit their Amendment Request by:

- Calling our Guest Services Team: **1.877.866.7378**

The Right to Withdraw Consent for the Collection, Use, or Disclosure of Personal Information

You have the right to withdraw consent, at any time, for the collection, use, or disclosure of Personal Information. We respect your right to withdraw consent and would like to inform you of what happens if we are able to honor your request. If you choose to withdraw consent, this will result in deleting information from associated accounts, including loyalty accounts. As a result, you will:

1. Forfeit your points and forfeit the ability to earn new points;
2. Forfeit your credits and the ability to earn new credits, including, but not limited to: parking, showers, Wi-Fi, and coffee;
3. Forfeit the ability to log in to the Pilot Flying J mobile app and all associated non-guest mode features (i.e., mobile fueling, mobile shower reservations, myOffers program - including saving and redeeming offers);
4. Forfeit the ability to log into PTC WiFi;
5. Forfeit the ability to reserve a parking space online;
6. Forfeit the ability to get a receipt at the kiosk after 24 hours or at a different store;
7. Forfeit the ability to reserve a shower at the kiosk or in the Pilot Flying J mobile app;
8. Forfeit the ability to access the loyalty portal and perform functions within the loyalty portal, including, but not limited to: saving offers and checking point balances;
9. Forfeit the ability to reserve or print a slip for a Prime Parking space at the kiosk;
10. Forfeit the right to participate in some loyalty-based sweepstakes; and
11. Forfeit all rewards, perks and discounts tied to loyalty, including, but not limited to loyalty-based fuel discounts.

NOTE: After a request is completed, it is your responsibility to remove the Pilot Flying J Application from your devices, as information may still be gathered by Pilot Travel Centers LLC if it remains installed.

Instructions for Submitting Withdrawal of Consent Requests

Individuals may submit their Request by:

- Accessing our online portal: **privacy.pilotflyingj.com**
- Calling our toll-free number, **1.855.701.0605**

Process to Verify Withdrawal of Consent Requests



Travel Centers LLC

To verify the identity of the individual who has made a Withdrawal of Consent request, PTC may require individuals to submit additional information. PTC may ask individuals to provide: first name, last name, date of birth, address, phone number, and email address. After providing the information necessary to complete the request, you will be verified with a third-party identity verification service. Once this request has been verified, the Privacy Office will begin to process your request.

14. Personal Information of Minors

PTC does not employ or contract with minors under the age of 16 and does not knowingly collect or sell the PI of such minors. If you believe that PTC has collected information of a consumer less than 16 years of age, please contact our Privacy Office at privacy.pilotflyingj.com.

15. Contact Us for More Information

If you have questions or concerns about our Privacy Policy and privacy practices, please contact our Privacy Leader at privacy@pilotflyingj.com, via telephone at 1.877.866.7378, or at the address provided below:

Pilot Flying J
Attention: Privacy Leader
5508 Lonas Dr.
Knoxville, TN 37909

16. How We Update This Privacy Notice

PTC may change this notice from time to time at its sole discretion. We will post any changes to www.pilotflyingj.com/applicant-privacy-notice. Each version of the notice is identified by its effective date. If we make a material change, we will notify you by a notice on our website.