Policy last updated: August 06, 2019

Tesla Insurance Services values its relationship with you and respects your concerns about privacy. This Privacy Policy explains our policies and procedures regarding information we collect from or about our customers and their use of our products and services. Tesla Insurance Services intends to provide you with a level of comfort and confidence in how we collect, use, share, and safeguard information that we collect. This Privacy Policy also explains how you can contact us if you have any questions or concerns. By providing information to us or by using our products and services, you agree to the terms and conditions of this Privacy Policy.

How we Use Information We Collect

At Tesla Insurance Services, we use information from or about you for any of the following purposes:

- to respond to your inquiries and fulfill your requests;
- to process your application for a quote;
- to process and service your insurance policy;
- to settle your claims;
- to send you information about our products and services and offer you additional products and services that we think may be of interest to you;
- for our business purposes, such as data analysis, audits, fraud monitoring and prevention, identifying usage trends, determining the effectiveness of our promotional campaigns, and operating and expanding our business activities;
- to otherwise provide and improve our products and services;
- as otherwise permitted or directed by you.

If you apply for a quote for yourself and any other person(s), we also may use such person's/persons' information in the same manner.

Except as described above and below, Tesla Insurance Services may use or share information that does not personally identify you for any purpose, such as for operational or research purposes, for industry analysis, to improve or modify our products and services, to better tailor our products and services to your needs, and where legally required.

Information We Collect from or About You

We may collect a variety of information from or about you, your co-applicants, or your devices for the purposes described above. This includes information you provide us on the Internet, by phone, via a mobile application, by email, through our service providers, in person, or by any other means. Examples of such information include your name, address, residence information, telephone number, email address, vehicle identification number, driver's license number, driving history, claims history, current
or former insurance information, social security number, medical information, gender, educational background, date of birth, marital status, and Tesla Insurance Services web pages visited. Depending on which of our products and services you request or use, not all of these types of information may be applicable to you.

If you are a Tesla Insurance Services Customer, we will also collect information about your transactions with us and others, including our affiliates. This includes information such as your policy coverage levels, account balances, claims history, and billing information.

Separate from information you provide to us individually via our website, Tesla Insurance Services uses web beacons on our website and in our emails to collect general information about visits to our website as part of our business tracking. This information is used to enhance your website experience and includes, for example, data regarding how you linked to our website, your Internet protocol (IP) address, your browser and/or device type, and your time of visit. Tesla Insurance Services may use third-party web analytic services to assist with collecting and tracking of this information.

Information We Collect from Third Parties

As permitted by state law, we may collect information about you from affiliated and nonaffiliated third parties, including insurance support organizations and consumer reporting agencies. This may include information such as vehicle reports, consumer credit information, demographic information, insurance histories, driving histories, and insurance claims reports. Information obtained from insurance support organizations may be retained by such organizations and disclosed to other persons as permitted by law.

Information We Disclose

We may disclose information about our current, former, or potential customers as permitted or required by law, or as permitted or directed by you.

For example, we may disclose information from or about you to affiliated and nonaffiliated insurance companies, insurance agents, reinsurance companies, and insurance support organizations, such as consumer reporting agencies, government entities, and claims administrators. We may also disclose such information to nonaffiliated third parties that perform services or functions on our behalf including the marketing of our products or services. Further, we may also disclose such information as necessary to effect, administer, or enforce a transaction that you request or authorize, or in connection with servicing or processing a transaction that you request or authorize.

The following are examples of situations in which we may disclose information from or about you:

- Information from or about you may be passed between us and our agents, appraisers, attorneys, investigators, and others who may be involved in the sales process.
and marketing of Tesla Insurance Services products and services, processing of applications, and servicing of policies or claims.

- If you request a comparison quote, information from or about you may be shared with an affiliated insurance agent and third-party insurance companies in order to provide you with the requested comparison quotes.
- We provide your policy information to adjusters and other appropriate business entities that make any necessary repairs to your vehicle or property insured by us when you have a claim.
- We may provide information from or about you to others whom we determine need such information to perform insurance or other professional functions for us. These may include parties helping us with administrative services and consumer reporting agencies.
- We may supply information as required by search warrant, subpoena, or legal process, to state insurance departments, or other law enforcement or government authorities when required by law, or to protect our own legal interests in the event of suspected illegal or fraudulent activities.
- If we collect information from or about you as an agent for one of our business partners, we may use it to contact you or make you an offer regarding insurance products that may be of interest to you.
- We may share information from or about you with a third party in connection with 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).

We do not share information that personally identifies you with unaffiliated third parties for their marketing purposes unless you opt in to that sharing.

Tesla Insurance Services Communications

Tesla Insurance Services may contact you regarding your policy and our products and services, such as insurance rate quotes, billing notices, confirmations of changes, changes to our products, and other Tesla Insurance Services-specific communications. You may NOT unsubscribe from these Tesla Insurance Services-specific communications that relate to your primary usage of our service and products, and you agree to receive these communications if you make a purchase.

When you quote or become a policyholder with us, Tesla Insurance Services may contact you about third-party promotions, our products and services, and other information that may be useful to you. In addition, prior to purchasing a policy or after canceling your policy, Tesla Insurance Services may contact you to confirm your quote or invite you to come back and get a new quote or to purchase a policy. You will have the ability to unsubscribe from whichever type of communication you received.

Security

We seek to use reasonable organizational, technical, and administrative measures to protect information within our organization. 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 with us has been compromised), please immediately notify us of the problem by contacting us in accordance with the “How to Contact Us” section below.

Links to Other Companies on the Tesla Insurance Services Website

The Tesla Insurance Services website may contain links to our business partners and links to other sites offering valuable information. If you choose to provide any information to any of these entities, the collection and disclosure of your information by that entity will be governed solely by that entity's privacy policy. Tesla Insurance Services makes no representations or warranties regarding these sites.

Reviewing or Modifying Your Information

As a policyholder, you can always review and update your information by calling our customer service center at 1-844-34-TESLA (844-348-3752). All consumers have the right to know the information that Tesla Insurance Services has about them, to make changes to that information, and to know the identity of any entity that Tesla Insurance Services has disclosed that information to within the previous two years. To make such an inquiry please call our customer service center or write to the address listed below and identify the information you would like. You will be required to provide certain information for identity verification purposes. If your information is immediately accessible when you call, the customer service representative will review it with you and you may make changes to it at that time. If your information is not immediately accessible when you contact us, within 30 business days, Tesla Insurance Services will inform you of the types of information we have about you. If you would like to further review the information, you may review and copy the information in person at our customer service center or request a copy be sent to you by mail. Tesla Insurance Services may charge a fee for providing a copy by mail.

Minors

Our products and services are not directed to individuals under the age of sixteen (16), and we request that these individuals not provide any information to Tesla Insurance Services.

Confidentiality for victims of domestic violence in New York

The state of New York prohibits many types of discrimination against domestic abuse victims. It is unlawful for any insurance company to deny or cancel a policy, refuse to renew a policy, set a limit of coverage, or base insurance rates on the basis of being a victim of domestic abuse. If you and/or your child have experienced domestic violence, and you have obtained a valid Order of Protection directly related to the abuse, Tesla Insurance Services will take appropriate actions to protect you and/or your child's information. This includes safeguarding your name, address, and phone number. For more information, please review Tesla Insurance Services’ information on New York domestic abuse confidentiality.
Updates to this Policy

We may change this Privacy Policy from time to time. Please take a look at the “Policy last updated” legend at the top of this page to see when this Privacy Policy was last revised. Any changes to this Privacy Policy will become effective when we post the revised Privacy Policy on our website. By using our products or services, or otherwise providing information to us following these changes, you accept the revised Privacy Policy.

How to Contact Us

If you have any questions about this Privacy Policy or want to make an information request, please contact us:

- via email at insurance_support@teslainsuranceservices.com;
- via phone at 1-844-34-TESLA (844-348-3752);
- via mail at:
  Tesla Insurance Services Customer Service
  45500 Fremont Boulevard
  Fremont, California 94538

Please note that email communications are not always secure, so please do not include credit card information or sensitive information in your emails to us.