



Insurance Information and Privacy Protection

The following disclosure is for California residents (“you”) on behalf of the Ally Financial Inc. insurance family of companies (“Ally”). The terms “we,” “our,” and “us” in this policy (“Policy”) refer to the Ally Financial Inc. insurance family of companies.

Sources of Information

We collect personal information from and about you when you purchase an insurance product, and when we or our managing general agent service that insurance product. We also collect your personal information from other sources, such as dealerships and service centers in response to claims you have made or from our service providers or general agents who administer your product. The types of personal information we collect, and share depends on which products you have and the claims you make with us. This information may include:

- Name, email address, mailing address, and home address;
- Driver’s license number or state identification number, Date of Birth;
- Signature;
- Family member information;
- Account username and password, and related security questions;
- Vehicle identification number and other identifying vehicle information;
- Credit based insurance score;
- Payment card information, financial account information, or insurance policy information;
- Age, gender, marital status, and veteran or military status
- Payment history, claims history, property information and records,
- Property condition, repairs, and related information
- Records of Services requested or purchased;
- Lender information, and information necessary to determine discount qualification and eligibility; and
- Other information you provide to us.

Any information obtained from a report prepared by an insurance-support organization may be retained by the insurance support organization and disclosed to other persons.

Sharing Your Personal Information

We will only share your information as permitted by state and federal law. We will not share your personal information for any marketing purposes.

We will disclose your information only for our everyday business purposes, such as to process your transactions and claims, maintain your account, or respond to court orders and legal investigations. Recipients may include claims representatives, service providers, consumer reporting agencies, insurance agents and brokers, law enforcement, and courts and government agencies.

Right to Access Information

You have the right to access a record of the personal information we have collected from or about you in connection with the insurance product you purchased. You may obtain a copy by mail or email. The



right to access your personal information does not extend to information maintained in connection with or reasonably in anticipation of a claim or civil or criminal proceeding. Upon receipt of your request, we will provide a written response within 30 business days.

Please send requests via the contact information below.

Right to Correct, Amend, or Delete

You also have the right to request that we correct, amend, or delete the information we have collected from or about you. Upon receipt of a request, we will provide a written response within 30 business days. If we grant your request to correct, amend, or delete your personal information, we will notify you and will forward the request to any of the following if we have shared your personal information:

- Any person you have designated who may have received your personal information within the past 2 years;
- Any insurance-support organization whose primary source of personal information is insurance institutions, if it has systematically received and recorded your personal information from us within the past 7 years;
- Any insurance-support organization that furnished your personal information to us that we have corrected, amended, or deleted pursuant to your request.

If we refuse your request to correct, amend, or delete your personal information, you may provide us with a written statement that provides what you believe to be correct, relevant, and fair information and your reasons for disagreeing with our refusal. We will store your statement with your personal information and designate the identified information as disputed and forward the statement to the individuals identified above if we have shared your personal information.

The right to correct, amend, or delete does not extend to information in connection with or reasonably in anticipation of a claim or civil or criminal proceeding.

Please send requests via the contact information below.

Contact Us

You may submit a request to access information or a request to correct, amend, or delete at:

- Mail a written request to 601 South Tryon Street, Charlotte, NC 28202
- Email us at dataprivacyrequests@ally.com
- Additional Privacy Information at Ally.com/privacy