

## BusPatrol Privacy Notice

**Effective Date:** February 3, 2026

BusPatrol America LLC and its affiliates (referred to as “BusPatrol,” “we,” “us,” or “our”) is committed to protecting and respecting your privacy. This Privacy Notice explains how information is collected, used, disclosed, and safeguarded by BusPatrol in connection with visitors (“Visitors” or “you”) of our websites and applications that refer or link to this Privacy Notice (collectively, “Websites”).

By accessing and using our Websites, you agree to our [Terms & Conditions](#) and consent to our processing of information as described in this Privacy Notice. If you do not agree, please do not use the Websites. Keep in mind that our Websites may contain links to other website(s) not owned or controlled by BusPatrol and we are not responsible for the privacy practices of those website(s). We encourage you to be aware when you leave our Websites to read the terms of use and privacy notices of other website(s) that may collect and process your information.

### Information Collection

We collect and process information from you directly when you provide it to us, automatically as you navigate our Websites and indirectly from third-party sources. The information we collect may include information (whether alone or in combination) that identifies you personally. The categories of information we have collected in the last twelve (12) months include the following:

- **Name and Contact Data**, such your first name, last name, email address, phone number, company name, title, and state or region where you are located.
- **Profile and Demographic Data**, such as username and password, your interest in our Websites or association with schools, municipalities or public services.
- **Professional and Employment Data**, when you apply for a job with us, such as your prior employment, educational information, and contact information.
- **Payment Information**, when you pay a citation, we use a third-party payment processor (i.e., Stripe) to collect information necessary to process your payment, such as your name, payment instrument, billing address, and transaction numbers. BusPatrol does not store nor process this information.
- **Customer Support Data**, when you contact customer support, you may be asked to provide us with information such as your name, telephone number, address, and email address.
- **Technical Data**, including the type of device or browser you use, location derived from your internet protocol (“IP”) address, device operating software and platform, regional and language settings, time zone setting, browser plug-in types, and other similar information.
- **Usage Data**, such as information about how you use our Websites (for example time of day, duration of visit, pages visited, actions taken on pages, or other automatically collected meta-data).

- **Log Files**, which record website activity and gather statistics about Visitor’s browsing habits. These entries help us determine (among other things) how many and how often you have visited our Websites, which pages you've visited, and other similar data.
- **Cookies or Browser Cookies**, are pieces of information placed on your device when you visit our Websites. This unique tag is not used to identify you as an individual, but to tailor or enhance your browsing experience, or in aggregate with data of other users used for statical purposes. For example, a cookie may allow us to remember certain things based on your IP address, such as the time and duration of your visits, how you navigated through our content, and where you exited a particular site.
- **Clear GIFs**, sometimes called "pixel tags" or "web beacons," are file objects, usually a graphic image such as a transparent one-pixel-by-one-pixel GIF, that are placed on a web page, advertisement, or in an email message. The GIF may tell us the IP address of the device that fetched our page, the URL of the page the GIF is on, the time the page was viewed, the type of browser used, and it can also identify a previously set cookie value, and how and where a Visitor accessed our Websites. We may use this information to count visitors across our Websites and to understand how they navigate and use our Websites.
- **Do Not Track Signals**, your browser settings may allow you to automatically transmit a “Do Not Track” (“DNT”) signal to web pages you visit. Note, however, that there is no industry consensus as to what site and app operators should do with regard to these signals. Accordingly, at this time we currently do not monitor or take action with respect to DNT signals.

## Information Use

We process your information for various purposes, including to administer our Websites, to develop and improve the performance of our Websites, respond to your requests, and to respond to a request from regulators, law enforcement, or to defend a legal claim in order to comply with applicable laws. Below you will find a summary of the purposes to which we process your information and the legal basis for this processing:

Purpose of Processing	Legal Basis
Administer and protect the security and integrity of our Websites, to prevent and investigate fraud and other misuses	Legitimate interest and compliance with a legal obligation
Analyze, develop, improve, and optimize the use, function and performance of our Websites, such as accessibility needs	Consent or legitimate interest
Monitor your use of our Websites to make improvements to the site and the user experience	Legitimate interest

Communicate with you and to inform you of BusPatrol’s products/services and events	Legitimate interest
Evaluate potential partnerships, customer support, payment of citations, fulfill your requests and respond to your inquiries, such as to send a requested report or	Legitimate interest
Protect the rights, safety, property, or operations of BusPatrol, you or others	Compliance with a legal obligation
Respond to requests or communications from regulators, law enforcement authorities, other government officials request, your data subject requests, or comply with any other legal requirements	Compliance with a legal obligation
Resolve disputes and defend a legal claim	Compliance with a legal obligation

**Disclosure of Information**

We disclose and share information about you to in accordance with the practices described in this privacy Notice. The categories of entities to whom we disclosed information in the last twelve (12) months include the following:

- **Service Providers.** We disclose your information to entities that process the information on our behalf (“Service Providers”). Service Providers assist us with operating our Websites and provide us with other services such as platform hosting (AWS), data analytics, technical support. Also, when you pay a citation, your payment data may be processed by a payment processing Service Provider, such as Stripe, as necessary to complete your payment (for example, to process your credit card information). We do not store or collect your specific payment card details. That information is provided directly by you to our third-party payment processor, whose use of your information is governed by their Privacy Policy. This is not a complete list but a sample of some Service Providers we use. To the extent required by law, these Service Providers are contractually prohibited from using your information for any purpose other than to provide this assistance, and they agree to maintain the confidentiality, security, and integrity of the information they receive from us. We may, however, permit Service Providers to use aggregate information that does not identify you or de-identified information for any purposes except as prohibited by applicable law.
- **Vendors.** We disclose information to vendors, including data analytics, marketing, advertising, and promotional technology companies. Vendors may act as our Service Providers, or in certain contexts, independently decide how to process your information. We require vendors to adhere to privacy standards that are at least as protective as those set out in this Privacy Notice and to process information only as instructed by us. For more information on analytics and advertising uses, see the section titled Analytics & Advertising below.
- **Merger or Acquisition.** In the event of, or during negotiations of, an actual or

proposed merger, acquisition, reorganization, bankruptcy, or other similar event, your information, may be disclosed to BusPatrol's successors, assigns, or other third parties involved in the event.

- **Security and Compelled Disclosure.** We may disclose your information, to comply with the law or other legal processes, and where required, in response to requests by public authorities, including to meet security or law enforcement requests. We may also disclose your information in connection with an investigation of fraud, harassment, intellectual property infringements, or other activity that is criminal or illegal, a violation of our policies, or may expose you or us to legal liability. We may also disclose your information to protect the rights, property, life, health, security, and safety of us, the Websites, or any third party.
- **Consent.** We may disclose your information for any other business or commercial purpose with notice to you and with your consent.

### **Retention of Information**

Your information will be stored by us and our Service Providers in accordance with applicable data protection laws and data protection authorities' guidelines to the extent necessary for the processing purposes set out in this Privacy Notice. Subsequently, we will delete your information in accordance with our Records Retention and Destruction Standard Policy or take steps to properly render the information anonymous, unless we are legally obligated to keep your information longer (e.g., legal compliance, resolve disputes, regulatory investigations, tax, accounting, auditing purposes, etc.).

We will also retain your usage information of the Websites for internal analysis purposes. Usage information is generally retained for a shorter period, except when this data is used to strengthen the security or to improve the functionality of our Websites, or we are legally obligated to retain this data for longer periods.

### **Data Security**

We use industry-standard physical, procedural, and electronic security measures to protect the information we collect and process. We require our employees to respect the confidentiality of any information held by us. Be aware that regardless of any security measures used, we cannot and do not guarantee the absolute protection and security of any information collected through the Internet on our Websites or with any third parties as described in this Privacy Notice.

### **Analytics & Advertising**

We leverage analytics tools like Google Analytics to understand service usage and compile statistical reports. These insights help us optimize our Websites and personalize your experience. Alongside analytics, we collaborate with advertising agencies and networks to display ads for our services on other websites. As part of this process, we may use tracking technologies, which could track activities over time and across webpages for the purpose of delivering relevant ads and content. This is known as Interest-based Advertising. To further refine our advertising efforts, we employ audience matching services that enable us to connect with users who have visited our Websites or

are identified in our databases. If you prefer not to receive marketing materials, you can request that your information be excluded from such efforts by using the “unsubscribe” link located at the bottom of the email. Please note that even if you opt out of marketing emails, we will continue to provide you with essential information related to citations and respond to your inquiries.

## **External Links**

Our Websites may offer links to other websites. We have no control over such websites or their privacy practices. Therefore, we do not accept any responsibility or liability whatsoever for their policies, and such websites are not governed by this Privacy Notice. If you click on the links to leave our Websites, we encourage you to exercise caution and check the privacy policy of the websites in question.

## **International Transfer of Information**

We are based in the United States where our main operations and servers are located. Our Service Providers and third-party analytics and advertising vendors are located and process information in various countries but primarily the United States. We also have support services in Mexico. If you are accessing our Websites from outside the United States, please be aware that information collected through our Websites may be transferred across borders, and from your country or jurisdiction to other countries or jurisdictions, including the United States. Note that data protection laws in the United States and other jurisdictions may differ from those of your country of residence. By using our Websites, you expressly consent to the transfer to and from, processing, usage, sharing, and storage of your information, in the United States and other jurisdictions where BusPatrol conducts business or provides services. For Visitors in Canada, we process information in accordance with Personal Information Protection and Electronic Document Act (“PIPEDA”) and ensure that any transfers to third parties comply with PIPEDA requirements.

## **Your Privacy Rights**

Depending on the data protection laws of the jurisdiction where you reside, and the legal basis that we use to process your information, you may have multiple privacy rights with respect to the information we process about you, such as:

- request confirmation that we are processing your information;
- request a copy of information we hold about you;
- request that we update information we hold about you or correct such information that is inaccurate or incomplete;
- request that we delete the information we hold about you;
- restrict the way in which we use your information (e.g., if we have no legal right to keep using it) or limit our use of your information (e.g., if your information is inaccurate or unlawfully held);

- object to our processing of your information on grounds relating to your particular situation or if we process your information for direct marketing purposes, you can object at any time to the processing of your information for such marketing;
- withdraw the consent that you have given us to process your information; or
- lodge a complaint with the relevant data protection supervisory authority regarding our processing of your information.

Consult your local data protection supervisory authority to find out what data protection rights apply to you. If you want to exercise one or more of the rights mentioned above, you can submit your request by contacting us at [info@buspatrol.com](mailto:info@buspatrol.com). Please note that as part of your data subject request, we may require additional information and documentation, in order to authenticate and validate your identity and to process your request. Such additional information will then be retained by us for legal purposes (e.g. as proof of the identity of the person submitting the request), in accordance with this Privacy Notice. In the event you wish to lodge a complaint, we ask that you please attempt to resolve any issues with us first, although you have a right to contact your supervisory authority at any time.

- [Additional Disclosures for United States Residents](#)
- [Additional Disclosures for Canadian Residents](#)

## **Children's Privacy**

Our Websites are not intended for use by children younger than 16 and we do not knowingly collect information from children. If we learn that a person under the age of 16 is using our Websites, we will prohibit and attempt to block such use and will make reasonable efforts to promptly delete any information stored with us with regard to such child. If you believe that we might have any such information, please contact at [info@buspatrol.com](mailto:info@buspatrol.com).

## **Changes to this Privacy Notice**

We reserve the right to update and amend this Privacy Notice at any time. Any changes will be effective immediately upon posting of the revised Privacy Notice. Please visit this page from time to time to check for changes. Your continued use of our Websites indicates your consent to the Privacy Notice then posted. If necessary and/or there are material changes, we will provide you notice or obtain consent regarding such changes if required by law.

## **Contact Us**

If you have any questions about our privacy practices, please contact us at:

BusPatrol America LLC  
8560 Cinder Bed Rd #100  
Lorton, VA 22079

(888) 507-6219  
[info@buspatrol.com](mailto:info@buspatrol.com)