

ConnectCard™ Program Privacy Policy Statement

Welcome to the ConnectCard™ web site. This statement provides the privacy policy of Port Authority of Allegheny County (“Port Authority”) and its regional transit partners on information that is collected through this web site, and the ConnectCard, ConnectTix™ and related electronic fare media and instruments that make up the ConnectCard automated fare collection system (collectively referred to herein as the “ConnectCard Program”) and the use of that information.

In General

Port Authority may use the information it collects for management and promotion of the ConnectCard program, Port Authority’s public transit operations and fare media and other participating regional transit agencies’ public transit operations and fare media. Port Authority will not sell or disclose your information for any other purpose without your written consent, unless there is a legal requirement (such as a statute, court order or lawfully issued warrant or subpoena for such disclosure. To the extent that the Port Authority discloses information to third-party contractors, participating regional transit agencies, retail sales partners or agents or designees of Port Authority for the management and promotion of the ConnectCard Program and/or related public transit services provided by Port Authority and/or other participating regional public agencies, or to otherwise administer fare media programs, those third parties will be required to follow this privacy policy.

Information Collected During Your Visit to This Web Site

Port Authority is the sole owner of the information collected on this site, connectcard.org. Port Authority collects information from its customers at several different points on the web site. By using our services and accessing our web site, you are consenting to the information collection and use practices described in this statement, as modified from time to time by us and at our sole discretion without further notice. If we change our privacy policy, we will post a new statement on our site and change the date indicated at the bottom of the statement. Therefore, we encourage you to check the date of our privacy policy statement whenever you visit this site for any updates or changes. Please see our Terms of Use under the Legal/Disclaimer/Terms of Use link for a more detailed legal explanation of our general online policies.

Personal Information

We collect several different types of information on our site. We collect personal information, defined as information that can be used to identify you individually, such as your name, address, e-mail address and telephone number, only if you submit the information to order the various fare media and other goods offered on this site or to register your ConnectCard. Port Authority employees and agents may have access to your personal information only for legitimate business

purposes, such as processing your application for participation in the ConnectCard Program or providing customer service for the ConnectCard Program or an individual ConnectCard. Port Authority will endeavor and take reasonable steps to protect the confidentiality of your personal information. There are two exceptions to our Privacy Policy. (1) We may release or use Personal Information in connection with (a) legal proceedings or contemplated legal proceedings that directly relate to such information, including but not limited to instances of fraud or suspected fraud and/or misuse of ConnectCard(s); or (b) in response to a warrant, subpoena or court order specifically requesting such information; and (2) in cases involving threat of imminent harm to you or others, we may release such information to prevent or mitigate the threat. In any such case, we will seek to limit the scope of the disclosure and restrict such disclosures only to appropriate authorities, and will disclose only such Personal Information as is reasonably required to fulfill the purpose of the disclosure.

Technical Information

We automatically collect and store technical information about your visit to our site including: (1) the name of the domain and host from which you access the Internet; (2) the type of browser software and operating system used to access our site; (3) the date and time you access our site; and (4) the pages you visit on our site. The technical information collected will not personally identify you.

The following information explains in more detail the different forms of personal and technical information and how we may collect and use that information.

Order Forms

We collect personal information in connection with the purchase and registration of ConnectCards, the purchase of ConneCTix and other goods and fare media sold through the ConnectCard program and from this site. We request information from the customer on order forms for the ConnectCard Program. A customer must provide contact information (such as name, e-mail and shipping address) and financial information (such as credit card number and expiration date). This information is used for billing purposes and to fill orders. If we have trouble processing an order, the information may also be used to contact the customer in an attempt to resolve an order processing issue.

E-mail Address

If you send us an e-mail with questions or comments or if you provide your e-mail address when ordering ConnectCard Program merchandise or fare media otherwise available on the site, or when registering a ConnectCard, we may use your e-mail address and other personal information included in your correspondence to improve the content of our web site or to respond to your correspondence. If you provide your e-mail address to receive notifications such as information concerning your ConnectCard account, we will only use your e-mail address to send you the type of information requested unless you agree to additional e-mail notifications from time to time. If you register your ConnectCard with Port Authority or another participating regional transit

agency, certain e-mails concerning your ConnectCard account will be sent to you automatically. Those e-mail notifications are described in the ConnectCard Program Terms and Conditions.

Surveys

From time to time, Port Authority may conduct online surveys that customers will be invited to complete on a voluntary basis. Information collected through the surveys will only be used for the purpose of marketing or planning ConnectCard Program services unless you expressly agree otherwise.

Security

We use secure socket layer (SSL) encryption to protect personal information you submit to us on order forms available on our web site. Please be aware that information that you send to us by e-mail is not necessarily secure. You should avoid including sensitive information such as your credit card numbers or bank account numbers in e-mails that you send to us. Port Authority uses DigiCert® or the authorization system established by its financial services institution, as applicable, for authorization of credit card purchases on this web site. DigiCert® is a web-based provider of payment services. DigiCert's® privacy policy may be reviewed at www.digicert.com.

Cookies

A cookie is a small text file that a web site can place on your computer's hard drive in order, for example, to collect technical information about your activities on the site or to make it possible for you to use an online shopping cart to keep track of items you wish to purchase. The cookie transmits this information back to the web site's computer that, generally speaking, is the only computer that can read it. You may set your web browser to warn you whenever a site attempts to place a cookie on your computer or refuse to accept cookies. Port Authority will use cookies collected during your visit to this site for the purpose of facilitating your use of our site and for maintaining statistics concerning use of our site that will help us make improvements. Technical information collected by cookies will not be linked to your personal information.

Profile

We store technical information that we collect through cookies and log files to create a profile of our customers. The profile information is used to improve the content of the site, to perform a

statistical analysis of use of the site and to enhance use of the site. Technical information stored in a profile will not be linked to your personal information.

Links

This web site contains links to other sites, including Port Authority's home page and the home pages of participating regional transit agencies. Please be aware of the separate privacy policy on Port Authority's home page and understand that Port Authority is not responsible for the privacy practices of sites other than the ones that Port Authority directly operates. We encourage our customers to be aware when they leave our site and to read the privacy statements of each web site that collects personally identifiable information. This privacy statement applies solely to information collected by this web site.

Notification of Changes

Port Authority reserves the right to make changes to this privacy policy without notice and at its sole discretion. If we decide to change this privacy policy, we will post those changes to this privacy policy statement, the homepage, and other pages we deem appropriate so our customers are always aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it.

How to Contact Us

If you have any questions about our privacy policy statement or our use of your information, you can contact Port Authority's Customer Service Department via the following link:

<http://www.portauthority.org/paac/RiderServices/CustomerService/Feedback.aspx>

Notice of Effective Date

Effective Date of this version of ConnectCard™ Program Privacy Statement: July 1, 2016.