



TERMS OF USE FOR THE RESPONSE ROADSIDE REQUEST EXPERIENCE

NOTICE: DO NOT USE THE RESPONSE ROADSIDE REQUEST EXPERIENCE WHILE DRIVING. IF YOU ARE IN A DANGEROUS SITUATION, SEEK PROTECTION FOR YOURSELF AND OTHERS, AND CONTACT EMERGENCY SERVICE PERSONNEL USING 911 SERVICE OR OTHER AVAILABLE SERVICES.

Acceptance of the Terms.

RESPONSE ("Response" or the "RESPONSE Roadside Request Experience") will make available to you the following services and functionalities (the "Services") pursuant to its agreement with Your Vehicle Manufacturer. The following terms and conditions (these "Terms") govern your use of the Services via the RESPONSE Roadside Request Experience. By accessing and using any of the Services via the RESPONSE Roadside Request Experience, you accept and agree to be bound and abide by these Terms and our Privacy Policy. If you do not agree to these Terms or the Privacy Policy, you must not access or use the RESPONSE Roadside Request Experience and the related Services.

Important Notice Regarding Claims and Agreement to Arbitrate.

Please Note: These Terms contain certain Disclaimers and Limitations on our Liability, and a binding Arbitration Clause and Class Action Waiver, which waives your right to sue in court or seek a jury trial for disputes relating to your use of the RESPONSE Roadside Request Experience. These are found in the Sections titled "Disclaimer of Warranties," "Limitation of Liability" and "Arbitration" below. Please read these terms carefully and make sure that you understand them before continuing with your use of the RESPONSE Roadside Request Experience. If you do not agree to such terms, please do not use the RESPONSE Roadside Request Experience.

Description of the RESPONSE Roadside Request Experience and Certain Services.

Through an agreement between Your Vehicle Manufacturer and RESPONSE, you are entitled to receive roadside assistance services through the RESPONSE. Through the RESPONSE Roadside Request Experience, you may submit a Roadside Request Experience request, and we will validate your eligibility, confirm receipt of your request, initiate the roadside assistance dispatch process, and use the GPS and cellular network data provided by your mobile device or your cellular service provider to help locate you.

When you request roadside assistance services, the RESPONSE Roadside Request Experience will connect you with a roadside assistance provider and may request that you enable location sharing with the provider, so that the provider will be able to locate and assist you. Using the phone number associated with your device, the roadside assistance provider may call you in order to better locate you or assist you via the phone before arriving at your location. For your convenience, when using the RESPONSE Roadside Request Experience, we may also retrieve from our records and display your vehicle information.

Respondents only: You are deemed a “Respondent” if you are accessing these terms and conditions in conjunction with a post-roadside service survey received from Response. Specifically, you will have received an SMS message from us that will connect you to our third-party hosted survey platform. You will be able to access the survey and respond to questions as applicable. If you are only a Respondent, and did not access the RESPONSE Roadside Request Experience as otherwise described above, then the rest of the preceding “Description of the RESPONSE Roadside Request Experience and Certain Services” as described above does not apply to you.

Intellectual Property Rights.

The RESPONSE Roadside Request Experience, the Services and their entire contents, features and functionality (including but not limited to all information, software, text, displays, images, video and audio, and the design, selection and arrangement thereof), are owned by the American Automobile Association, Inc. ("RESPONSE"), our licensors, or other providers of such material and are protected by United States and international copyright, trademark, patent, trade secret and other intellectual property or proprietary rights laws. The RESPONSE name, logo and all related names, logos, product and service names, designs and slogans are trademarks of RESPONSE or our affiliates or licensors. You must not use such marks without the prior written permission of RESPONSE. All other names, logos, product and service names, designs, and slogans on the RESPONSE Roadside Request Experience are the trademarks of their respective owners.

Product License.

We grant you a personal, non-commercial, non-transferable, revocable right to use the RESPONSE Roadside Request Experience and the Services on mobile devices that you own or control, subject to the other limitations and restrictions in these Terms. You may not rent, lease, lend, sell, redistribute, or sublicense the RESPONSE Roadside Request Experience, the Services or any portion thereof. You may not copy, decompile, reverse engineer, disassemble, attempt to derive the source code of, modify, or create derivative works of the RESPONSE Roadside Request Experience or the Services, any updates thereto, or any part thereof (except as and only to the extent any foregoing restriction is prohibited by applicable law). These Terms will govern any upgrades that replace and/or supplement the original RESPONSE Roadside Request Experience or Services, unless such upgrade is accompanied by a separate license in which case the terms of that license will govern.

These Terms permit you to use the RESPONSE Roadside Request Experience and the Services for your personal, non-commercial use only, as provided above. You may use the RESPONSE Roadside Request Experience and the Services only for lawful purposes and in accordance with these Terms. As between you and the RESPONSE Parties, all rights in the RESPONSE Roadside Request Experience not otherwise granted hereunder are retained by the RESPONSE Parties. © RESPONSE 2021.

Termination.

Your license to use the RESPONSE Roadside Request Experience and Services as described herein is effective until terminated by you, or RESPONSE. These Terms will continue to apply to the RESPONSE Roadside Request Experience and the Services after termination to the extent that you

retain the RESPONSE Roadside Request Experience or attempt to use the Services. Your rights under these Terms will terminate automatically without notice if you fail to comply with any term(s) of these Terms. Upon termination of these Terms, you shall cease all use of the RESPONSE Roadside Request Experience and Services, and destroy all copies, full or partial, of the RESPONSE Roadside Request Experience or the Services.

RESPONSE reserves the right to change, suspend, remove, or disable access to the RESPONSE Roadside Request Experience and any Services at any time without notice. In no event will RESPONSE be liable for such change to or removal of the RESPONSE Roadside Request Experience or any portion thereof.

Cellular Communications and Internet Access.

Use of the RESPONSE Roadside Request Experience and the Services requires an internet connection and may result in charges from your cellular service provider. RESPONSE is not responsible for any such charges. YOU ARE RESPONSIBLE TO OBTAIN CELLULAR AND INTERNET SERVICE NECESSARY TO USE THE RESPONSE Roadside Request Experience AND THE SERVICES. RESPONSE DOES NOT WARRANT OR GUARANTEE THAT COMMUNICATION FUNCTIONALITY WILL BE AVAILABLE AT ANY PARTICULAR TIME OR PLACE. RESPONSE IS NOT RESPONSIBLE FOR ANY ACTS OR OMISSIONS OF YOUR CELLULAR COMMUNICATION OR INTERNET SERVICE PROVIDERS, OR UNAVAILABILITY OR ERRORS ASSOCIATED WITH THEIR SYSTEMS OR SERVICES.

Links to Other Websites and Third Party Content

The RESPONSE Roadside Request Experience may display, include or make available content, data, information, applications or materials from third parties ("Third Party Content") including, for example, third party maps. RESPONSE is not responsible for the content, accuracy, completeness, timeliness, validity, copyright compliance, legality, decency, quality, route practicability or efficiency or any other aspect of such Third Party Content. The Third Party Content may contain proprietary content, information, and material that is protected by applicable intellectual property and other laws, including but not limited to copyright and trademark laws. You may not use such proprietary content, information, or materials in any way whatsoever except to use the RESPONSE Roadside Request Experience and the Services for their intended purposes as provided herein.

The Services may also contain links to third party websites or online services ("Third Party Websites"). Please be aware that we are not responsible for the content or privacy practices of such other websites or online services, and we encourage you to be aware when you leave our Services and to read the privacy statements of any other website or online service that collects personal information.

Physical Safety and Security.

Electronic products and communications services can and do Experience errors, malfunction and failure. IF EVER YOU ARE IN A SITUATION THAT PRESENTS A RISK OF PHYSICAL HARM OR DANGER, SEEK SAFETY BEFORE ATTEMPTING TO CONTACT RESPONSE. CONTACT LAW ENFORCEMENT OR OTHER EMERGENCY SERVICES IF YOU FEEL THREATENED.

Disclaimer of Warranties.

RESPONSE takes reasonable steps to provide secure, timely, accurate, and complete information through the RESPONSE Roadside Request Experience. However, the information presented on or

through the RESPONSE Roadside Request Experience and the Services is made available solely for general information purposes. It is possible that information presented on or through the RESPONSE Roadside Request Experience may be incorrect or not current. Further, the Internet has inherent risks and RESPONSE cannot guarantee that your access to and use of the RESPONSE Roadside Request Experience will be uninterrupted or error-free or that the RESPONSE Roadside Request Experience will be free from loss, corruption, attack, interference, hacking or other security intrusion.

If you notice any errors or omissions in the information contained on the RESPONSE Roadside Request Experience or the Survey, or otherwise have any concerns, please report them to us for investigation.

YOU EXPRESSLY ACKNOWLEDGE AND AGREE THAT THE RESPONSE Roadside Request Experience AND SERVICES ARE PROVIDED "AS IS" AND "AS AVAILABLE", WITH ALL FAULTS AND WITHOUT WARRANTY OF ANY KIND, AND RESPONSE HEREBY DISCLAIMS ALL WARRANTIES WITH RESPECT TO THE RESPONSE Roadside Request Experience AND ANY SERVICES, EITHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, OF SATISFACTORY QUALITY, OF FITNESS FOR A PARTICULAR PURPOSE, OF ACCURACY, TITLE, AND NON-INFRINGEMENT OF THIRD PARTY RIGHTS. RESPONSE DOES NOT WARRANT THAT THE FUNCTIONS CONTAINED IN THE RESPONSE Roadside Request Experience, OR PROVIDED BY THE SERVICES, WILL MEET YOUR REQUIREMENTS, THAT THE OPERATION OF THE RESPONSE Roadside Request Experience OR THE SERVICES WILL BE UNINTERRUPTED OR ERROR-FREE, OR THAT DEFECTS IN THE RESPONSE Roadside Request Experience OR THE SERVICES WILL BE CORRECTED. NO ORAL OR WRITTEN INFORMATION OR ADVICE GIVEN BY RESPONSE OR THEIR AUTHORIZED REPRESENTATIVES SHALL CREATE A WARRANTY. THE ABOVE DISCLAIMERS SHALL APPLY TO THE FULLEST EXTENT PERMITTED BY LAW.

Limitation of Liability.

TO THE FULLEST EXTENT PERMITTED BY LAW, RESPONSE, ITS PARENTS, SUBSIDIARIES, AFFILIATES, OFFICERS, DIRECTORS, EMPLOYEES AND AGENTS (THE "RESPONSE PARTIES") SHALL NOT BE LIABLE FOR DAMAGES OF ANY KIND ARISING OUT OF OR RELATED TO YOUR USE OR INABILITY TO USE THE RESPONSE Roadside Request Experience OR THE SERVICES, INCLUDING BUT NOT LIMITED TO, DAMAGES CAUSED BY YOUR RELIANCE ON THE ACCURACY OR TIMELINESS OF INFORMATION PROVIDED THROUGH THE RESPONSE Roadside Request Experience OR THE SERVICES OR YOUR PROVISION OF YOUR INFORMATION TO THE RESPONSE Roadside Request Experience OR THE SERVICES, EXCEPT THAT THE FOREGOING SHALL NOT PRECLUDE RECOVERY OF DAMAGES FOR PERSONAL INJURY, LOSS OR DAMAGE TO PERSONAL PROPERTY, OR UNAUTHORIZED USE OR DISCLOSURE OF PERSONALLY IDENTIFIABLE INFORMATION CAUSED BY THE RESPONSE PARTIES' NEGLIGENCE, GROSS NEGLIGENCE, RECKLESSNESS, FRAUD OR OTHER WILFUL, UNCONSCIONABLE OR INTENTIONAL MISCONDUCT. NOTHING HEREIN SHALL BE CONSTRUED TO LIMIT THE CLEARLY ESTABLISHED LEGAL RIGHT OF A CONSUMER TO RECOVER ATTORNEYS' FEES OR OTHER REMEDIES AFFORDED BY STATUTE OR OTHER LAW.

Export.

You may not use or otherwise export or re-export the RESPONSE Roadside Request Experience except as authorized by United States law and the laws of the jurisdiction in which the RESPONSE

Roadside Request Experience was obtained. In particular, but without limitation, the RESPONSE Roadside Request Experience may not be exported or re-exported (a) into any U.S. embargoed countries or (b) to anyone on the U.S. Treasury Department's list of Specially Designated Nationals or the U.S. Department of Commerce Denied Person's List or Entity List.

Arbitration.

THE FOLLOWING TERMS TO WHICH YOU ARE CONSENTING CONSIST OF A BINDING ARBITRATION PROVISION AND A CLASS-ACTION AND JURY TRIAL WAIVER.

TO THE FULLEST EXTENT PERMITTED BY LAW, BY USING THE RESPONSE Roadside Request Experience, YOU AGREE THAT IF A DISPUTE ARISES BETWEEN YOU AND THE RESPONSE PARTIES, BOTH YOU AND THE RESPONSE PARTIES SHALL SUBMIT TO BINDING ARBITRATION BEFORE JAMS PURSUANT TO ITS COMPREHENSIVE ARBITRATION RULES AND PROCEDURES. ANY ARBITRATION COMMENCED BETWEEN YOU AND THE RESPONSE PARTIES MUST BE ARBITRATED IN SEMINOLE COUNTY, FLORIDA. ARBITRATION MUST BE ON AN INDIVIDUAL BASIS. THIS MEANS NEITHER YOU NOR THE RESPONSE PARTIES MAY JOIN CLAIMS IN ARBITRATION WITH OR AGAINST OTHER USERS, OR LITIGATE IN COURT OR ARBITRATE ANY CLAIMS AS A REPRESENTATIVE OR MEMBER OF A CLASS. YOU UNDERSTAND THAT BY AGREEING TO ARBITRATION YOU ARE WAIVING CERTAIN LEGAL RIGHTS, INCLUDING THE RIGHT TO SUE IN COURT, THE RIGHT TO A JURY TRIAL, AND THE RIGHT TO BRING, OR BE PART OF, A CLASS ACTION CASE. The foregoing shall not apply to suits to enjoin infringement or other misuse of intellectual property rights, and you or the RESPONSE Parties may bring suit in court to enjoin infringement or other misuse of intellectual property rights.

RULES FOR JAMS AVAILABLE AT: <https://www.jamsadr.com/rules-comprehensive-arbitration/>.

Governing Law and Jurisdiction.

These Terms of Use will be governed by the internal substantive laws of the State of Florida, without regard to its conflict of law provisions.

Additional Terms for Apple and Android Devices.

Apple Devices. The following additional terms apply to any App we provide to you for use on an Apple iOS-powered mobile device ("iOS App"):

- You acknowledge that this Agreement applies to you and us only, and not Apple, Inc. ("Apple");
- You agree that your use of our iOS App will comply with Apple's then-current App Store Terms of Service;
- You acknowledge that we, and not Apple, are solely responsible for our iOS App and the services and content available thereon;
- You acknowledge that Apple has no obligation to provide maintenance and support services with respect to our iOS App, and to the maximum extent permitted by applicable law, Apple will have no warranty obligation whatsoever with respect to our iOS App;
- You agree that we, and not Apple, are responsible for addressing any claims by you or any third-party relating to our iOS App or your possession and/or use of our iOS App, including, without limitation: (a) product liability claims; (b) claims that the iOS App fails to conform to

any applicable legal or regulatory requirement; and (c) claims arising under consumer protection or similar legislation. You acknowledge that all such claims are governed solely by these Terms of Use and any law applicable to us as provider of the iOS App;

- You agree that we, and not Apple, are responsible, to the extent required by this Agreement, for the investigation, defense, settlement and discharge of any third party intellectual property infringement claim related to our iOS App or your possession and use of our iOS App;
- You represent and warrant that (a) you are not located in a country that is subject to a U.S. or other government restriction or embargo, or that has been designated by the U.S. Government as a “terrorist supporting” country; and (b) you are not listed on any U.S. or other government list of prohibited or restricted parties;
- You agree to comply with all applicable third-party terms of agreement when using our iOS App (e.g., you must not be in violation of your wireless data service terms of agreement when using the iOS App); and
- We and you agree that Apple and Apple’s subsidiaries are third-party beneficiaries to this Agreement as they relate to your license of our iOS App, and that upon your acceptance of this Agreement, Apple will have the right (and will be deemed to have accepted the right) to enforce this Agreement against you as they relate to your license of the iOS App.

Android Devices. The following additional terms apply with respect to any mobile application that we provide to you designed for use on an Android-powered mobile device (an “Android App”):

- You acknowledge that this Agreement apply to you and us only, and not Google, Inc. (“Google”);
- You agree that your use of our Android App will comply with Google’s then-current Android Market Terms of Service;
- You acknowledge that Google is only a provider of the Android Market where you obtained the Android App, and that we, and not Google, are solely responsible for our Android App and the services and content available thereon and Google has no obligation or liability to you with respect to our Android App or this Agreement; and
- You acknowledge and agree that Google is a third-party beneficiary to this Agreement as they relate to our Android App.

Amendments:

We may amend this Terms at any time in our sole discretion. All changes are effective immediately when posted, and apply to all access to and use of the Services thereafter. You should review the Terms periodically for such changes as we may not separately notify you of any changes.

Contact Information:

If you have any questions or concerns about these Terms then please contact either Your Vehicle Manufacturer or RESPONSE Roadside directly at 1000 AAA Drive, Heathrow, Florida 32746.

Effective date Nov 4 2025.



PRIVACY POLICY FOR THE RESPONSE ROADSIDE REQUEST EXPERIENCE

NOTICE: DO NOT USE THE RESPONSE ROADSIDE REQUEST EXPERIENCE WHILE DRIVING. IF YOU ARE IN A DANGEROUS SITUATION, SEEK PROTECTION FOR YOURSELF AND OTHERS, AND CONTACT EMERGENCY SERVICE PERSONNEL USING 911 SERVICE OR OTHER AVAILABLE SERVICES.

This Privacy Policy describes how RESPONSE (“we”, “us,” “our,” or “RESPONSE”) collect, use, and share the personal information we receive from you, usually through our commercial such as your Vehicle Manufacturer, through the RESPONSE Roadside Request Experience, and other related online and offline services and functionalities we offer in connection with the RESPONSE Roadside Request Experience, as applicable (“the Services”), through contacting us via e-mail, telephone, fax, regular mail, or registering in a secure portion of the site.. It also contains important information regarding your choices about the collection and use of your information.

1. How We Collect Information

We may collect information about you by various means, including:

- Directly from you, both online (e.g., the RESPONSE Roadside Request Experience) and offline (e.g., phone);
- Through your use of the Services; and
- From third party sources in the course of providing the Services to you, such as your Vehicle Manufacturer.
- RESPONSE and participating vendors maintain server logs and weblogs which automatically collect and log all incoming traffic to our website including your Internet Protocol (IP) address. However, neither we nor our vendors, attempt to link these addresses with the identity of individuals visiting our site. RESPONSE maintains and analyzes the web logs and web traffic. RESPONSE maintains the server logs but does not make any attempt to link these addresses with the identities of individuals.

2. Types of Information We Collect

We collect the following information when you use the Services (“User Information”):

- *Vehicle information* including vehicle year, make, model, VIN, odometer, and the description of your service request or event;
- *Location information* provided via the Global Positioning System (GPS) functionality of your device or from your cellular service provider, with your opt-in consent as provided by you to Your Vehicle Manufacturer;
- *Offline activity* you directly engage in with us, if any; and

If you provide us with information regarding another individual, you represent that you have that person’s consent to give us his or her information and to permit us to use the information in accordance with this Policy.

3. Online User Activity, Cookies, and Information Collected by Other Automated Means

Cookies are a commonly-used web technology that allow websites to store and retrieve certain information on a user's system, and track users' online activities. We, together with vendors we use, may collect information about your use of our Services by such automated means, including but not limited to cookies, pixels, SDKs and other similar technologies.

Cookies and similar technologies can help us automatically identify you when you return to the RESPONSE Roadside Request Experience. Cookies help us review website traffic patterns, improve the website, and determine what Services are popular.

When you use the Services, the information we may collect by automated means includes, for example:

- *Device Information* including the IP address and other details of a device that you use to connect with our Services, such as device type and unique device identifier, operating system, browser type, mobile network information, and the device's telephone number; and
- *Location information* where you choose to provide the RESPONSE Roadside Request Experience with access to information about your device's location.

Because there is not yet a consensus on how companies should respond to web browser-based do-not-track ("DNT") mechanisms, we do not respond to web browser-based DNT signals at this time.

4. How We Use the Information We Collect

We may use the information we obtain about you for any purpose allowed by applicable law, including:

- Providing the Services to you, including to process your request for roadside assistance and related transactions.
- Responding to your requests, questions and comments and provide customer support;
- Tailoring the content we display to you in our Services and communications;
- Operating, evaluating and improving our Services, and diagnose or fix technology problems;
- Complying with and enforce as needed applicable legal requirements, industry standards, our policies and our contractual rights.

5. How We Share or Disclose Your Information

We will not disclose your personal information to third parties without your consent, except in the following circumstances.

- *Our service providers* for the purposes of providing the Services to you. For instance, to use the Services, you may be prompted to share your current location from your mobile phone

so that the roadside assistance provider can locate and assist you. After your service request has been closed, your current location will no longer be shared with or visible to the roadside assistance provider or to us. We may retain a written record of where the service request occurred.

- *Third parties* when, in our discretion, circumstances require or justify disclosure. For example: (a) a subpoena, warrant, or order issued by a court, person or body with jurisdiction may compel the production of User Information; (b) we receive a formal request to disclose User Information in connection with a legal action; (c) we believe, in good faith, that a law, regulation or rule requires us to do so; (d) in the event of a potential corporate transaction; or (e) the information is needed or helpful to address an emergency that threatens the life, health or security of an identifiable person.

Additionally, to the extent that you have encountered this through our website and our website contains links to other sites, we are not responsible for the content or the privacy practices of other websites and encourage you to examine each site's privacy policy and make your own decisions regarding the accuracy, reliability and correctness of material and information found. For questions or comments regarding this privacy statement or our privacy practices, please contact RapPriority@ResponseRoadservice.com

6. Your Privacy Rights and Choices.

We offer you certain choices about what information we collect from you, how we use and disclose the information, and how we communicate with you.

- *Text Messages:* You may opt out of text messages by replying STOP to any such message.
- *Cookies:* Web browsers may offer users the ability to disable receiving certain types of cookies; however, if cookies are disabled, some features or functionality of our Services may not function correctly.
- *Privacy Rights:* In the context of delivering the Services, we are a service provider to your Vehicle Manufacturer, and process personal information on behalf of your Vehicle Manufacturer. If you would like to exercise your rights under applicable state laws that provide for access, deletion, or other rights with respect to your personal information, please contact your Vehicle Manufacturer.

7. Security

The confidentiality, security and integrity of User Information will be protected through reasonable physical, administrative and technical safeguards. Although we and our service providers use such safeguards, we do not make any warranty, express, implied or otherwise that we or our service providers will be able to prevent loss, misuse, unauthorized access to, or alteration of, User Information or any other information that you provide to us through the Services. By using the RESPONSE Roadside Request Experience, you make any disclosure of your User Information to us at your own risk. We urge you to take every precaution to protect your personal information when you are on the Internet or storing or accessing such information on any handheld device.

8. Retention

We may retain your information for the period necessary to fulfill the purposes outlined in this Privacy Policy, including for regulatory, audit or record-keeping purposes.

When your Personal Information is disposed of, we will dispose of your information in a manner that is consistent with this Privacy Policy and applicable legal requirements.

9. Links to Other Websites and Third Party Content

To the extent that we display, include or make available content, data, information, applications or materials from third parties ("Third Party Content") RESPONSE is not responsible for any aspect of such Third Party Content, including how your location information, if you enable location-sharing in maps, is used by the third-party provider.

To the extent that the Services contain links to third party websites or online services ("Third Party Websites"), please be aware that we are not responsible for the content or privacy practices of such other websites or online services, and we encourage you to be aware when you leave our Services and to read the privacy statements of any other website or online service that collects personal information.

10. Use by Minors

The RESPONSE Roadside Request Experience is not intended for use by minor children under the age of 16. The RESPONSE Parties do not knowingly collect or solicit through the RESPONSE Roadside Request Experience or Services any information relating to anyone under the age of 16. When you use the RESPONSE Roadside Request Experience and Services or provide personal information through the RESPONSE Roadside Request Experience, you are representing that you are not under the age of 16. If you are under 18 years old, you may not use the RESPONSE Roadside Request Experience or the Services without permission of a parent or guardian.

The RESPONSE Parties believe that content available through the RESPONSE Roadside Request Experience does not contain any imagery or terminology that could be considered targeting children and RESPONSE does not direct interest-based advertising to children.

If you believe we might have collected through the RESPONSE Roadside Request Experience any information from or about a child under the age of 13, or you believe that any content available through the Services is inappropriate for children, please contact us as provided below. If we learn that we have inadvertently collected or received personal information from a child under the age of 13 without verification of parental consent, we will take steps to delete that information as soon as possible.

11. Updates to Our Privacy Policy

We may amend this Privacy Policy at any time in our sole discretion. All changes are effective immediately when posted, and apply to all access to and use of the Services thereafter. You should review the Privacy Policy periodically for such changes as we may not separately notify you of changes.

12. Contact Information

If you have any questions or concerns about these Terms then please contact either Your Vehicle Manufacturer or RESPONSE directly at 1000 AAA Drive, Heathrow, Florida 32746, RapPriority@ResponseRoadservice.com