

NJ E-ZPass® Website Privacy Policy

Last modified: December 29, 2020

Introduction

Thank you for visiting the New Jersey E-ZPass® Customer Service Center (“NJ E-ZPass®”) website at <http://www.ezpassnj.com> (the “Website”). This Website is maintained on behalf of the New Jersey Turnpike Authority, South Jersey Transportation Authority, Delaware River Port Authority, Delaware River And Bay Authority, Burlington County Bridge Commission, Cape May County Bridge Commission and Delaware River Joint Toll Bridge Commission by a third-party (all collectively, “Authorities”, “Authority”, or “We”). This Website is designed to make it easier and more efficient for individuals and businesses to get information about E-ZPass® and to maintain their E-ZPass® accounts.

This policy describes the Authorities’ privacy practices regarding information collected from users of this Website. This policy describes what information is collected and how that information is used. Because this privacy policy only applies to this Website, you should examine the privacy policy of any website, including other State agency and authority websites, that you access using this Website.

Disclaimer

The information provided in this privacy policy should not be construed as giving business, legal, or other advice, or warranting as fail proof the security of information provided through this Website.

Please read this policy carefully to understand our policies and practices regarding your information and how we will treat it. If you do not agree with our policies and practices, your choice is not to use our Website. By accessing or using this Website, you agree to this Privacy Policy. This policy may change from time to time (see Changes to Our Privacy Policy). Your continued use of this Website after we make changes is deemed to be acceptance of those changes, so please check the policy when using this Website for updates.

Children Under the Age of 16

Our Website is not intended for children under sixteen (16) years of age. The Website and the services, content, and information provided or made available on and/or through the Website may not be accessed or used by any individuals that are not at least 16 years of age. No one under age 16 may provide any information to the Website. We do not knowingly collect personal information from children under 16. If you are under 16, do not use or provide any information on this Website, register on the Website, create an account on the Website, or provide any information about yourself to us, including your name, address, telephone number, email address, or any user name you may use. If we learn we have collected or received personal information from a child under

16 without verification of parental consent, we will delete that information. The Authorities strongly encourage parents to be involved in children's Internet activities and to provide guidance whenever children are asked to provide personal information online. If you believe we might have any information from or about a child under 16, please contact us at:

Chief Information Officer
New Jersey Turnpike Authority,
PO BOX 5042, Woodbridge, NJ 07095-5042

Not Intended for Customers Outside the United States

We are based in the United States, and the information we collect is governed by U.S. law and relate only to your use of toll roads in New Jersey, Delaware and Pennsylvania, in the United States. By accessing or using the website, or otherwise providing information to use, you hereby confirm and warrant that you are located in the United States at all times while using this website. **If you are not a resident of the United States, do not set up a NJ E-ZPass® account.** Please use the contact information below if you have a question or concern about the policies or manner in which we treat your personal information.

For the purposes of this policy, "personal information" means any information concerning a natural person, as opposed to a corporate entity, which, because of name, number, symbol, mark, or other identifier, can be used to identify that natural person.

Information Collected Automatically When You Visit this Website

When you visit this Website, the Authorities automatically collect and store the following information about your visit:

- User client hostname. Your hostname or Internet Protocol Address. The Internet Protocol Address is a numerical identifier assigned either to your Internet service provider or directly to your computer.
- HTTP header, user agent. The type of browser you are using, its version, and the operating system on which that browser is running.
- HTTP header, referrer. The web page from which you accessed this web page.
- System access date. The date and time of your request.
- Full request. Your exact request.
- Status. The server response status code the server returned to you. For example, request completed successfully or 404 Request Failure.
- Content Length. The content length, in bytes, of any document sent to you.
- Method. The application request method used. For example, customer request for list of transponders or list of vehicles.
- Universal Resource Identifier (URI). The location of a resource on the server.
- Query string of the URI. Anything after the question mark in a URI.
- Protocol. The transport protocol and the version used.

The Authorities use the information that is collected automatically to improve this Website's content and to help the Authorities understand how users are interacting with the Website. The Authorities collect this information for statistical analysis, to determine what information is of

most and least interest to our users, and to improve the utility of the material available on the Website. The information is not collected for commercial marketing purposes and the Authorities do not sell or otherwise disclose the information collected from this Website for commercial marketing purposes.

Cookies

Cookies are simple text files stored on your web browser to provide a means of distinguishing among users of this Website. The use of cookies is a standard practice among Internet websites. To better serve you, the Authorities may use “session cookies” to enhance or customize your visit to this Website. Session cookies can be created automatically on the device you use to access this Website. These session cookies do not contain or collect personal information. The Authorities may use the cookie feature to store a randomly generated identifying tag on the device you use to access this Website. A session cookie is erased during operation of your browser or when your browser is closed.

At times you may be asked if you would like to personalize this Website by allowing the Authorities to store a “persistent cookie” on your computer’s hard drive. This persistent cookie will allow the Website to recognize you when you visit again and tailor the information presented to you based on your needs and interests. The Authorities use persistent cookies only with your permission.

The software and hardware you use to access this Website allows you to refuse new cookies or delete existing cookies. Refusing or deleting these cookies may limit your ability to take advantage of some features of this Website.

Google Analytics: We may use a tool called “Google Analytics” to collect information about use of the Site. Google Analytics collects information such as how often users visit our Site, what pages they visit when they do so, and what other sites they used prior to coming to our Website. We use the information we get from Google Analytics only to improve our Site. We do not combine the information collected through the use of Google Analytics with personally identifiable information. Google Analytics plants a permanent cookie on your web browser to identify you as a unique user the next time you visit our Site. Google’s ability to use and share information collected by Google Analytics about your visits to our Website is restricted by the Google Analytics Terms of Use and the Google Privacy Policy. More information on Google Analytics can be found here. If you would like to opt-out of having your data used by these cookies, please use the Google Analytics opt-out available here: <https://tools.google.com/dlpage/gaoptout/>.

Other Third Party Tracking Technologies

We have contracted with a third party provider that captures for us, using cookies, how you come to our Site (for example, if you click on a link from another site to land here).

This third party collects for us where you were and what pages and services you accessed when you landed on this Website.

This third party has contractually committed to:

- Protect this information in accordance with all applicable privacy laws

- Use this information only for our benefit and for no other purpose whatsoever
- To cooperate with us in honoring choices you may make

Information You Provide to Us

The information we collect on or through our Website may include:

- Information that you provide by filling in forms on our Website (This includes information provided at the time of registering to use our Website, or creating an account. We may also ask you for information when you report a problem with our Website);
- Records and copies of your correspondence (including email addresses), if you contact us;
- Information provided through email, text message, and postal mailing list sign ups;
- Information provided through or while opening or maintaining your account;
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- Your responses to surveys conducted by our service provider for the benefit of the Authorities;
- Details of transactions you carry out through our Website which may contain financial information; and/or
- Your search queries on the Website.

We use third party service providers to help deliver, manage and maintain this website and the E-ZPass® System. These service providers may have access to your personal information solely for these purposes; and these service providers are required by contract to not use your personal information for any other purposes whatsoever.

Payments: If you choose to fund your E-ZPass® Account or pay Toll by Mail invoices or Toll Violations through this site, our third party payment processor will receive your payment information and related transaction information, including your name, your account number, and your credit card, debit card or other payment information. If you do not wish to make payment through this portal, you can mail your payments to:

NJ E-ZPass® ACCOUNT PAYMENTS

NJ E-ZPass® Customer Service Center
PO Box 4973
Newark, NJ 08650

NJ VIOLATION PAYMENTS

NJ E-ZPass® Customer Service Center
PO Box 4971
Newark, NJ 08650

The third party payment processor is PCI compliant, tokenizes (masks) your credit card number when processing your payment and is contractually restricted from using your payment information for any purpose other than to facilitate your payment due to the Authorities.

How We Use Your Information

We use information that we collect about you or that you provide to us, including any personal information:

- To fulfill or meet the reason you provided the information (For example, if you share your name and contact information to ask a question about our services, we will use that personal information to respond to your inquiry);
- To provide, support, personalize, and develop our Website, and services;
- To create, maintain, customize, and secure your account with us;
- To process your requests, transactions, and payments and prevent transactional fraud;
- To provide you with information or services that you request from us;
- To provide you with support and to respond to your inquiries, including to investigate and address your concerns and monitor and improve our responses;
- To help maintain the safety, security, and integrity of our Website, services, databases and other technology assets, and business;
- For testing, research, analysis, and product development, including to develop and improve our Website, products, and services;
- To respond to law enforcement and/or any administrative agency requests and as required by applicable law, court order, or governmental regulations;
- To carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection;
- To notify you about changes to our Website or services;
- In any other way we may describe when you provide the information; and
- For any other purpose with your consent.

Information and Choice

You may choose not to send the Authorities an e-mail, submit an online form or initiate an online transaction. While your choice not to participate in these activities may limit your ability to receive specific services or products through this Website, it will not prevent you from requesting services or products from the Authorities by other means and should not have an impact on your ability to take advantage of other features of the Website, including browsing or downloading publicly available information.

Some web browsers may transmit "do not track" signals to the Website and other online services with which the browser communicates. There is no standard that governs what, if anything, websites and online services should do when they receive these signals. We currently do not take action in response to these signals. If and when a standard for responding is established, we may revisit our policy accordingly.

Disclosure of Information Collected Through This Website

The user's participation in an online transaction resulting in the disclosure of personal information to the Authorities, whether solicited or unsolicited, constitutes consent to the Authorities' collection and disclosure of the information for the purposes for which the user disclosed the information to the Authorities, as was reasonably ascertainable from the nature and terms of the transaction.

The Authorities and their service provider may collect or disclose personal information without your consent if the collection or disclosure is: (1) necessary to perform the statutory duties of the Authorities, or necessary for the Authorities to operate a program authorized by law, or authorized by state or federal statute or regulation; (2) made pursuant to a court order, subpoena or by law; (3) for the purpose of validating the identity of the user; (4) to enforce or apply our Terms and Conditions, available at [<https://www.ezpassnj.com/en/about/terms.shtml>] and other agreements, including for billing and collection purposes; (5) if we believe disclosure is necessary or appropriate to protect the rights, property, or safety of the Authorities, our customers, or others and (6) to enforce your obligations as a user of the E-ZPass® system.

The Authorities may disclose personal information to federal or state law enforcement authorities to enforce the Authorities' rights against unauthorized access or attempted unauthorized access to the Authorities' information technology assets or against other inappropriate uses of this Website.

Retention of Information Collected Through this Website

In general, the Authorities' Internet services logs, comprised of electronic files or automated logs created to monitor access and use of Authority services provided through this Website, will be retained for 30 days and then destroyed. Information, including personal information, that you submit in an e-mail or when you initiate an online transaction such as opening an E-ZPass® account or viewing and modifying an existing E-ZPass® account, is retained in accordance with the records retention and disposition schedule established for the records of the NJ E-ZPass® program.

Access to and Correction of Personal Information Collected Through this Website

Any user may submit a request to the Chief Information Officer of the New Jersey Turnpike Authority to determine whether personal information pertaining to that user has been collected through this Website. Any such request shall be made in writing to the address below and must be

accompanied by reasonable proof of identity of the user. Reasonable proof of identity may include verification of a signature, inclusion of an identifier generally known only to the user, or similar appropriate identification. The address of the Chief Information Officer is:

Chief Information Officer
New Jersey Turnpike Authority,
PO BOX 5042, Woodbridge, NJ 07095-5042

The Chief Information Officer shall, within fifteen (15) business days of the date of the receipt of a proper request: (i) provide access to the personal information; (ii) deny access in writing, explaining the reasons therefore; or (iii) acknowledge the receipt of the request in writing, stating the approximate date when the request will be granted or denied, which date shall not be more than thirty (30) days from the date of the acknowledgment.

You can also submit requests to change or update your Account information, add vehicles to your Account, view your Account balance, view statements and transactions posted to your Account, and make payments to your Account. By using this Website to make changes to your Account, you consent to the modification of your information within the New Jersey E-ZPass® record system and, in the case of a change in credit/debit card or bank account information, you authorize New Jersey E-ZPass® to charge that credit/debit card or bank account for the amounts necessary to satisfy your obligations associated with your E-ZPass® account.

Confidentiality and Integrity of Personal Information Collected Through this Website

The Authorities and its third party providers take reasonable measures intended to protect personal information collected through this Website against unauthorized access, use, or disclosure. The Authorities limit access to personal information collected through this Website to only those employees who need access to the information in the performance of their official duties. Employees who have access to this information are required to follow appropriate procedures in connection with any disclosure of personal information.

In addition, the Authorities have implemented procedures intended to safeguard the integrity of their information technology assets, including, but not limited to, authentication, monitoring, auditing, and encryption. These security procedures have been integrated into the design, implementation, and day-to-day operations of this Website as part of the Authorities' continuing commitment to the security of electronic content as well as the electronic transmission of information.

Unfortunately, the transmission of information via the internet is not completely secure. Although the Authorities have reasonable measures in place designed to protect your personal information, we cannot guarantee the security of your personal information transmitted to or through our Website.

Changes to Our Privacy Policy

It is our policy to post any changes we make to our privacy policy on this page. If we make material changes to how we treat our users' personal information, a notice will be posted on the home page of the website informing users that a material change has been made to the privacy policy.

Links

In order to provide users with certain information, the Authorities may provide links to the websites of local, State, and federal government agencies, and to the websites of other organizations. A link does not constitute an endorsement of the content, viewpoint, accuracy, opinions, policies, products, services, or accessibility of that website. Once you link to another website from this Website, including one maintained by the State, you are subject to the terms and conditions of that Website, including, but not limited to, its Internet privacy policy.

Contact Information

To ask questions or comment about this privacy policy and our privacy practices, contact us at:

Chief Information Officer
New Jersey Turnpike Authority
PO BOX 5042
Woodbridge, NJ 07095-5042