

## **NJ E-ZPass® Mobile Application Privacy Policy**

**Effective Date: December 29, 2020**

USE OF THE MOBILE APPLICATION IS EVIDENCE THAT YOU AGREE WITH THE MOBILE APPLICATION TERMS OF USE AGREEMENT AND THIS PRIVACY POLICY. IF YOU DO NOT AGREE WITH OUR POLICIES AND PRACTICES, DO NOT DOWNLOAD, REGISTER WITH, OR USE THIS MOBILE APPLICATION OR, IF INSTALLED, DELETE THE MOBILE APP FROM YOUR DEVICE.

### **Introduction**

Thank you for installing the NJ E-ZPass® Mobile application (“Mobile Application”) for E-ZPass® ®, Toll by Plate or Violation Notice customers. This Mobile Application is operated by service providers on behalf of the New Jersey E-ZPass® Program, comprised of following transportation agencies: New Jersey Turnpike Authority, South Jersey Transportation Authority, Delaware River Port Authority, Delaware River and Bay Authority, Burlington County Bridge Commission, Delaware River Joint Toll Bridge Commission and Cape May County Bridge Commission (“Authorities” “Authority”, or “We”). This Mobile Application is designed to make it easier and more efficient for customers to get information about E-ZPass® ®, Violations or Toll Bills and to maintain their NJ E-ZPass® accounts or pay their E-ZPass® Violations or Toll Bills. This policy describes the NJ E-ZPass® privacy practices regarding information collected from users of this Mobile Application and how such information is used. Your use of the NJ E-ZPass® Authorities’ respective web sites, mobile applications and <https://www.ezpassnj.com> are governed by the privacy policies and statements and terms listed on such sites or mobile applications and this Privacy Policy.

For the purposes of this Mobile Application Privacy 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.

### **Children Under the Age of 16**

The Mobile Application is not intended for children under 16 years of age, and we do not knowingly collect personal information from children under 16. 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. 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 Mobile Application, 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 Mobile Application. **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.

### **Information Collected Automatically When You Use This Mobile Application**

When you use this Mobile Application, the Authorities or their service provider automatically collect and store the following information about your use:

- User Unique Identifier (UUID), a 32-digit sequence unique to the application and device, used to ensure Push Notifications are sent to the correct device and application
- The Operating System version of your device
- Your transaction or request submitted or received through the Mobile Application.
- Content Size. The content size, in bytes, of any data sent to and received by you.

The Authorities use the information that is collected automatically to improve this Mobile Application's content, security, detect and prevent fraud (including protecting against and/or prosecuting malicious, deceptive, fraudulent, or illegal activity) and to help the Authorities understand how users are interacting with the Mobile Application. 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 Mobile Application. The information is not collected for commercial marketing purposes and the Authorities do not sell or otherwise disclose the information collected from this Mobile Application for commercial marketing purposes.

### **Information You Provide to Us**

The information we collect on or through our Mobile Application may include:

- Information that you provide by filling in forms on our Mobile Application (this includes information provided at the time of registering to use the Mobile Application, creating an account, and/or subscribing to our service. We may also ask you for information when you report a problem with our Mobile Application);
- Records and copies of your correspondence (including email addresses and phone numbers), if you contact us;
- Your responses to surveys conducted by our service provider for the benefit of the Authorities;
- Details of transactions you carry out through the Mobile Application which may contain your E-ZPass® account and financial information; and/or
- Your search queries on the Mobile Application.

We use third party service providers to help deliver, manage and maintain this app and the NJ 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 NJ 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:

#### E-ZPass® ACCOUNT PAYMENTS

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

#### 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 Mobile Application, and services;
- To create and maintain, your E-ZPass® account with us;
- To process your requests, transactions, and payments, whether through your E-ZPass® account, Toll by Plate, or Violation Notice process, and prevent and/or detect 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;
- Notify you when updates to the Mobile Application are available, and of changes to any services we offer or provide through it;
- To help maintain the safety, security, and integrity of our Mobile Application, services, databases and other technology assets, and business;
- For testing, research, analysis, and product development, including to develop and improve our Mobile Application, 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;
- 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 a transaction or view and modify an existing E-ZPass® account or pay tolls through the Toll by Plate or Violation Notice process through the Mobile Application. While your choice not to participate in these activities may limit your ability to receive specific services or products through this Mobile Application, 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 Mobile Application.

## **Mobile Device Access**

The Mobile Application may request access or permission to certain features from your mobile device, including your mobile device's functions, such as Camera, Bluetooth, or Microphone. If you wish to change the access or permissions, you may do so in your device's settings.

## **Mobile Device Data**

Device information such as your mobile device ID number (UDID), model, and manufacturer, version of your operating system are used as part of the Mobile Application's Two factor authentication process.

## **Push Notifications**

We may request to send you push notifications regarding your account or the Mobile Application. If you wish to opt-out from receiving these types of notifications through the Mobile Application, you may turn them off in your device's settings or in the Notifications settings in the Mobile Application.

## **Voice Search Assistants on Your Device**

The voice search assistant functions on your device may request to learn from the application and your usage of the Mobile Application. If you wish to opt-out from participating, you may turn them off in your device's settings. We do not collect or store this data.

## **Disclosure of Information Collected Through This Mobile Application**

Your participation in a transaction resulting in the disclosure of personal information to the Authorities and their service provider, whether solicited or unsolicited, constitutes consent to the Authorities' collection and disclosure of the information for the purposes for which you disclosed the information to the Authorities and their service provider, as was reasonably ascertainable from the nature and terms of the transaction (e.g. replenishment of your E-ZPass® account, payment of a toll or payment of a toll violation).

However, 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.

We may disclose aggregated information about our users, and information that does not identify any individual, without restriction.

The Authorities and their service provider may disclose personal information to federal or state law enforcement authorities to enforce the Authorities' and their service providers' rights against unauthorized access or attempted unauthorized access to the Authorities' and their service provider's information technology assets or against other inappropriate uses of this Mobile Application.

Further, for the Authorities, and their service provider when acting on behalf of the Authorities, the disclosure of information, including personal information, collected through this Mobile Application is subject to the provisions of the New Jersey State Freedom of Information Act.

## **Retention of Information Collected Through this Mobile Application**

In general, the Authorities' and their service provider's Internet services logs, comprised of electronic files or automated logs created to monitor access and use of Authorities and their service provider services provided through this Mobile Application, will be retained for as long as required by applicable law or authorities retention policies. 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 or paying tolls through the Toll by Plate or Violation Notice process 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 Mobile Application**

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 Mobile App. 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.

In the event that the Authorities have collected personal information pertaining to a user through this Mobile Application and that information is to be provided to the user pursuant to the user's request, the Chief Information Officer shall inform the user of his or her right to request that the personal information be amended or corrected under applicable New Jersey state law.

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 Mobile Application 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 Mobile Application**

The Authorities and their service provider undertake reasonable measures to protect your personal information collected through this Mobile Application. The Authorities and their service provider limit employee access to personal information collected through this Mobile Application to only those employees who need access to the information in the performance of their official and/or contractual 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 and their service provider 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 Mobile Application as part of the Authorities' and their service provider's continuing commitment to the security of electronic content as well as the electronic transmission of information.

Unfortunately, the transmission of information via the internet and mobile applications 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 Mobile Application.

## **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 Mobile Application.

### **Links**

In order to provide users with certain information, the Authorities may provide links to the mobile applications of local, State, and federal government agencies, and to the mobile applications of other organizations. A link does not constitute an endorsement of the content, viewpoint, accuracy, opinions, policies, products, services, or accessibility of that mobile application. Once you connect to another website or mobile application from this Mobile Application, including one maintained by the State, you are subject to the terms and conditions of that mobile application or website, including, but not limited to, its Internet privacy policy. Therefore, it is your sole responsibility to evaluate third party sites or mobile applications to determine whether they are suited to your needs, including, among other things, whether the content is reliable, whether your privacy will be protected and whether the level of security provided is adequate for your particular use.

### **Changes to this 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 mobile app informing users that a material change has been made to the privacy policy. The date the privacy policy was last revised is identified at the top of the page. You are responsible for periodically visiting this privacy policy to check for any changes.