

PRIVACY POLICY

“NAPA AutoCare” in coordination with “Compechek Market Research” values and respects the privacy of its customers and visitors. The purpose of this Privacy and Security Statement is to provide you with information about how “NAPA AutoCare” in coordination with “Compechek Market Research” collects, uses, and shares the information we collect from our customers and visitors **specifically when completing the customer satisfaction survey form**. It also describes the choices you can make about our use of your information. Our collection efforts are designed to improve the customer experience.

ABOUT THIS POLICY

This Privacy and Security Statement describes the privacy practices of “NAPA AutoCare” in coordination with “Compechek Market Research”. It applies to our interactions with our customers and visitors limited to completing the customer satisfaction survey form via:

- Computer, laptops, mobile phones, tablets or other smart devices
- Phone and email communications
- Social media interactions on our websites and other third-party websites like Google Reviews and Yelp

INFORMATION WE COLLECT

Contact information

We may collect the names of our customers, phone numbers, email addresses and the specific NAPA AutoCare service location visited for the purposes of contacting potential prize winners as stated in the “NAPA CSI Official Sweepstakes Rules” document found by clicking [here](#). We do not collect data on:

- Payment information
- Browser or GPS location data
- The pages you visit
- What website you came from, or what website you visit when you leave us.

HOW INFORMATION IS COLLECTED

We collect information directly from you. The following are a few examples of when we collect information from you when you compete the customer satisfaction survey and you desire to enter the sweepstakes.

HOW WE USE INFORMATION

- We use the information we collect for contacting you if you are one of the quarterly winners of the customer satisfaction quarterly sweepstakes.

- To improve our products and services. We may use your information gathered from the answers of the customer satisfaction survey to make product and service improvements.
- To look at customer experience trends and customer interests. We might use your information to customize your experience with us.
- To communicate with you about your account or our relationship. We may contact you if we feel the customer experience that you received was not up to company standards. You will have the opportunity to specifically request “Not to be contacted” during the submission of your contact information.

INFORMATION SHARING

We do not share your information for our business purposes.

YOUR PRIVACY PREFERENCES

You can select your preferences to receive or not receive communications from us by making the appropriate selection during the completion of the customer satisfaction survey, including being contacted by email or SMS text, or to not receive any communication from us.

OUR CUSTOMER SATISFACTION SURVEY AND CHILDREN

Our customer satisfaction survey is not intended for children. To our knowledge we do not collect information online from children under 18. If you are a parent or guardian and think we have information about your child, please email admin@asklistenretain.com. To learn more about how to protect your child online, visit the FTC’s www.OnGuardOnline.gov.

CHANGES IN THE PRIVACY POLICY

As we are constantly improving our services and expanding our business, we reserve the right to modify this privacy policy at any time. In the event we make such changes, we will post the new policy on this Site with an update date. We encourage you to frequently review this page for the latest information on our privacy practices.

Effective: January 1, 2019

Updated: June 1, 2019

PRIVACY POLICY QUESTIONS?

Email your questions to admin@asklistenretain.com