Your privacy is important to us. The Foothill/Eastern Transportation Corridor Agency, a California joint powers agency (“F/ETCA”), operates the toll facilities on California State Route (SR) 133, 241 and 261, and the San Juan Capistrano Toll Road (“SJHTCA”), together with our vendors and/or Service Providers (collectively “The Toll Roads”), provide traffic pattern data, toll collection and processing of data and Information, about Your Transactions with Us, to generate Traffic Pattern Data and other analysis and data for The Toll Roads. We also will use any Information, along with Anonymous Data and Aggregate Data, are used to understand how users are engaging with Us. The Toll Roads use your information to comply with the Privacy Policy or as authorized by applicable law.

DATA PROTECTION LAWS

Pursuant to California Streets and Highways Code Section 31490, The Toll Roads includes in this Privacy Policy a TRANSPORTATION AGENCY AND TOLL COLLECTION SYSTEM NOTICE. If We need to contact you, We will do so by any available method, including U.S. mail or email, sent to the home address or phone provided, if applicable, at the time of your request. If you believe we have not properly honored your request, you may contact the IT Infrastructure Department at 949-727-4480.

HOW YOU MAY REVIEW OR REQUEST CHANGES TO YOUR INFORMATION

We try to respond to all legitimate requests within a reasonable period of time, generally one month, depending upon practicable. You may cancel or modify any communications that you have elected to receive, such as emails, that you have elected to receive, such as emails, text messages, phone calls, or mail, if you request to do so. You have the right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that you are the person for whom your personal Data is accessible. If you wish to exercise any of these rights, please contact us at CustomerService@TheTollRoads.com.

Any changes to your personal data will be made as soon as is practicable. We may not be able to allow you to use all features of Our Site if you choose to refuse cookies, however, you may not be able to use all features of Our Site. We may make changes to this Privacy Policy at any time, at which time a new Privacy Policy may be noticed by a message of notice posted on the home page of the Website, via email or via mail, as available, or at the time of your request.

HOW YOU MAY REVIEW OR REQUEST CHANGES TO YOUR INFORMATION

We will take reasonable steps to ensure that all Information that We collect is maintained as submitted by You to Us, so that when you are accessing any Information, including any personal Data You have provided to Us or any Information collected in compliance with any applicable law, regulation or legal request where such can include exchanging Information with other companies and organizations for fraud protection and credit risk reduction.

We may demonstrate that We have compelling legitimate grounds to process your information which override your interests, rights and freedoms. We will advise you if this is the case at the time you withdraw your consent. We may also contact you to ask you for further information in relation to your request to update our Service.

How to contact us for further information.

We try to respond to all legitimate requests within a reasonable period of time, generally one month, depending on the complexity of your request.

HOW TO CONTACT US FOR INFORMATION

If you wish to contact Us for further information, please send an email to: WebSecretary@TheTollRoads.com.

HOW WE USE THE INFORMATION ABOUT YOU: We use the Information about You for the following purposes: to provide Our products and services, personalize and tailor Our products and services, communicate with you, to generate Traffic Pattern Data and other analysis and data for The Toll Roads, to facilitate the processing and enforcement of toll transactions, to gather social payment Information, including credit card or debit card number(s) and/or bank account information, and other related to each vehicle you would like registered to your account including its license plate number, billing and enforcement data, including facilitating the processing and enforcement of toll transactions, to gather social payment Information, including credit card or debit card number(s) and/or bank account information, and other related to each vehicle you would like registered to your account including its license plate number, billing and enforcement data, including facilitating the processing and enforcement of toll transactions, to gather social payment Information, including credit card or debit card number(s) and/or bank account information, and other related to each vehicle you would like registered to your account including its license plate number, billing and enforcement data, including facilitating the processing and enforcement of toll transactions.

WHERE WE STORE AND PROCESS YOUR INFORMATION

Toll Roads records and stores all of your payment and The Toll Roads use Information, such as the date, type, amount and category of any payment. Additionally, when you provide any financial or credit card data processing, we will use the data to provide Our products and services, personalize and tailor Our products and services, communicate with you, to generate Traffic Pattern Data and other analysis and data for The Toll Roads, to facilitate the processing and enforcement of toll transactions, to gather social payment Information, including credit card or debit card number(s) and/or bank account information, and other related to each vehicle you would like registered to your account including its license plate number, billing and enforcement data, including facilitating the processing and enforcement of toll transactions, to gather social payment Information, including credit card or debit card number(s) and/or bank account information, and other related to each vehicle you would like registered to your account including its license plate number, billing and enforcement data, including facilitating the processing and enforcement of toll transactions.

We will use this Information to verify your identity and ensure that you are the person to whom the Information is related. We will also use this Information to provide password-protected transactions and other Security Features to help protect your personal Data from unauthorized access. For example, we may provide you with security-related Information, such as a unique identification number. We will also use this Information to provide secure communications to you, to confirm your identity and ensure that you are the person for whom your personal Data is accessible. If you wish to exercise any of these rights, please contact us at CustomerService@TheTollRoads.com.

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