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## I-CAR® Privacy Policy

Effective Date: November 2009; Last Updated June 9, 2025

### Applicability

This Privacy Policy describes how we collect information from and about technicians and instructors. This includes visitors of the I-CAR® websites where this Privacy Policy is located. This includes <https://www.i-car.com>, <https://www.goldclass.com>, and <https://rts.i-car.com>.

This Privacy Policy does not cover the privacy practices of our licensees or business partners.

Please do not use this website if you do not wish to have your information used as described in this Privacy Policy.

We collect information from and about you.

**Contact information.** For example, if you are registered to take a class, we collect your name and email address. We may also collect your mailing address and telephone number.

**Employer information.** We may collect the name and address of your employer. We may also collect your employer's contact telephone number and email address. If you own your own business, we may collect this information about your business.

**Payment information.** For example, third parties acting on our behalf may collect your credit card number and your billing information if you make a purchase.

**Job Applicant information.** We collect education and employment history from job applicants. We will also ask how you heard about the position. We may collect your gender and ethnicity.

**Training information.** We collect information about the classes you take. We collect your I-CAR ID number. We may collect the name of your role and classes you complete. We may also collect test scores from these classes, including whether you have passed or failed. We collect information about your enrollment status.

**Submitted information.** We may collect information you post in an interactive forum on our site. Information you submit on forums or other interactive areas, as well as the username you select, will be viewed by anyone who visits our website. We may collect information you submit about classes you completed through another organization. We may also collect information you submit about classes you completed at a career or technical school.

**Demographic information.** We may collect information like your gender, date of birth and age. We may also collect your city, state, and zip code. We collect your language preference.



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**Site usage information.** If you use our website, we may collect information about the browser you're using. We may also collect time, date, and IP address. We might look at what site you came from, or what site you visit when you leave us.

We use information as disclosed and described here.

**We use information to respond to your requests or questions.** For example, we may use your contact, training or submitted information to respond to your feedback. We may also use your contact information to notify you if you win a contest or make a purchase. We collect job applicant information to process your application.

**We use information to determine recognition status.** For example, we may use contact, employer, and training information to determine if you have achieved Platinum® status. We may also use your employer or training information to determine if your employer has achieved Gold Class® status.

**We use information to determine training status.** We may use your contact, employer, or training information to measure your progress in a certain program. For example, we may use this information to determine if you have finished the required classes for your role or to assess your knowledge on the subject.

**We use information to improve our products and services.** We may use contact, demographic, and site usage information to track the activity on our websites. We may also use this information to improve your online experience or to make our website better.

**We use information to protect our company.** We may use contact, employer, training, and payment information to protect our company, our customers, and our websites. We use this same information to identify fraud and secure our systems. We use all categories of information as otherwise permitted by law.

**We may use information for marketing purposes.** For example, we use your contact, employer, and training information to update you about new products, features or services. We also use this same information to serve you ads. The ads might be about products or services of third parties. If you register with us, we'll use your contact information to enroll you in our email newsletter.

**We use information to communicate with you.** For example, we may use contact, submitted, employer, or training information to contact you about your feedback or our relationship. We use contact, employer, and training information to send you reminders about training classes. We use contact information to communicate about updates to our website Privacy Policy or terms.

We collect information in different ways.

**We collect information directly from you.** For example, if you sign up for our emails or register for an account, we collect contact, demographic, or employer information. We also collect training



information this way. We collect demographic information if you contact us, complete a survey, or register for a contest or sweepstakes. We collect contact and employer information about you if you register your employees for a class. We collect job applicant information from you if you apply for a job with us.

**We collect information from you passively.** We use tracking tools like browser cookies and web beacons to collect site usage and demographic information. We collect this information overtime. We may have third parties collect information this way.

**We get information about you from third parties.** For example, your employer may give us contact, employer, or training information about you if it registers you for a class. Training managers who register you for classes may give us this same information. Our business partners such as training organizations may give us this information about you. These business partners may include auto manufacturers or insurance companies. They may give us this information if you are part of their direct repair networks. We may also receive this information from our Industry Training Alliance partners. Social media platforms may also give us demographic information about you.

**We combine information.** For example, we may combine information we collect about you with information we get from a third party. These third parties may include your employer or our business partners. For example, if you take our training classes as part of a direct repair program, we may combine information we already have with information we receive from the direct repair program. We may also combine information that we have collected offline with information we collect online.

We may share information with others.

**We will share information within the I-CAR family of companies.** This includes your I-CAR ID number, contact, employer, training, and submitted information. Our family of companies includes the Collision Repair Education Foundation.

**We will share information with your employer.** We share training information with your employer. This may include your past, current, or future employers. This may also include your employer's business partners.

**We will share information with vendors who perform services on our behalf.** For example, we share contact and employment information with vendors who send emails for us. We also share contact and demographic information with companies that help us operate our sites or run a promotion. We may also share contact, demographic, or submitted information with companies that help us fulfill customer requests. We share job applicant information with vendors that help us administer employee benefits and services.

**We may share your information with our business partners.** For example, these business partners may include insurance companies, Alliance Partners or vehicle manufacturers. We might share your I-CAR ID number, contact, employer, and training information with third parties who co-



sponsor a promotion. Some of these partners may send you information about products or services by mail or email. We may share your contact and training information with the Collision Repair Education Foundation. We may also share your I-CAR ID number, contact, employer, and training information with our business partners or our direct repair partners.

**We will share information if we think we have to in order to comply with the law or protect ourselves.** For example, we will share information to respond to a court order or subpoena. We may share information if a government agency or investigatory body requests it. This may include the US government. We will share information if we believe it is necessary to cooperate with law enforcement. We might share contact and payment information to investigate potential fraudulent or questionable activities regarding your use of our services. If you are the winner of a sweepstakes or contest, we may also share your contact and demographic information with anyone who requests a winner's list.

**We may share information with a successor to all or part of our business.** For example, if part of our business is sold, we may include information as part of that transaction. If there is a merger or acquisition, we may also share your information. If there is a financing or bankruptcy, we may share your information.

**We may share information for other reasons we may describe to you.**

You have certain choices about how we use your information.

**You can opt out of receiving our marketing emails.** To modify the types of promotional email messages you receive from I-CAR, follow the instructions in the body of any email message you receive from us. Even if you opt out of getting our marketing messages, we will still send you transactional messages. These include responses to your questions.

**You can control certain cookies and tracking tools.** To learn how to manage how we – and our vendors – use cookies and other tracking tools, and to read our Do Not Track policy, please click [here](#).

**California residents' rights.** If you reside in California and are not a job applicant, employee or employee of another company interacting with us in your job role, you have the right to ask us what information we collect and use. You also have the right to ask what information we disclose and sell. You also have the right to request that we delete information we have collected from you. To exercise your rights contact us at [dataprivacy@i-car.com](mailto:dataprivacy@i-car.com). We will use information you provide to us to verify your request by matching information you provide to us with information we already have about you. We will not discriminate against you because you have exercised any of your rights under the California Consumer Privacy Act. You can designate someone else to make a request by having them execute a notarized power of attorney to act on your behalf.



If you reside in California, you also have the right to ask us one time each year if we have shared personal information with third parties for their direct marketing purposes. To make a request, please send us an email at [privacyservices@i-car.com](mailto:privacyservices@i-car.com), or write to us at the address listed below. Indicate in your letter that you are a California resident making a "California Shine the Light" inquiry.

These sites are not intended for children.

Our sites where this website Policy is found are meant for adults. We do not knowingly collect personally identifiable data from persons under the age of 13 and strive to comply with the provisions of COPPA (The Children's Online Privacy Protection Act). If you are a parent or legal guardian and think your child under 13 has provided us with information, please contact us at [privacyservices@i-car.com](mailto:privacyservices@i-car.com). You can also write to us at the address listed at the end of this website Policy. Please mark your inquiries "COPPA Information Request." Parents, you can learn more about how to protect children's privacy on-line here: <https://www.ftc.gov/tips-advice/business-center/privacy-and-security/children%27s-privacy>.

We use standard security measures.

The Internet is not 100% secure. We cannot promise that your use of our sites will be completely safe. We encourage you to use caution when using the Internet. We use reasonable means to safeguard personal information under our control. A user id and a password are needed to access certain areas of the I-CAR web site. It is your responsibility to protect your username and password.

We keep personal information as long as it is necessary or relevant for the practices described in this website Policy. We also keep information as otherwise required by law.

No mobile information will be shared with third parties/affiliates for marketing/promotional purposes. All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties, including affiliate or business partners. The opt-in is not transferable to another party involved in the process.

We may store information in the United States.

Information we maintain may be stored in the United States. If you live outside of the United States, you understand and agree that we may transfer your personal information to the United States. This site is subject to U.S. laws, which may not provide the same level of protections as those in your own country.

We may link to third-party sites or services we don't control.

I-CAR web sites may contain links to other third-party sites that are not governed by this privacy policy. If you click on a link to a third-party site, you will be taken to a website we do not control. We are not responsible for the privacy practices used by third party web sites. We suggest that you read the privacy policies of those sites carefully. We are not responsible for these third-party sites.



Feel free to contact us if you have more questions.

To help us keep your personal information up to date, you may send us your new information by e-mail, mail, or phone as follows:

Privacy Services  
I-CAR Training Support Center  
5125 Trillium Blvd.  
Hoffman Estates, IL 60192  
Phone: 800.422.7456 \*  
[privacyservices@i-car.com](mailto:privacyservices@i-car.com)

You may also contact us at the address listed above for general questions about our privacy practices.

\* To help maintain quality service, calls to our customer service lines may be monitored as part of our overall quality control efforts.

We may update this website Privacy Policy.

We may modify portions of this policy from time to time. We will notify you of any material changes to our website as required by law. Please check our site periodically for updates.