

# **Privacy Policy**

## **Introduction**

Monro, Inc., its subsidiaries and family of brands (together, “Monro,” “we,” “us” or “our”) understands that when you interact with us, including through our website, you may entrust us with your personal information. As a result, we have developed this Privacy Policy (“Policy”) with you in mind, so that we can protect your personal information and inform you of your privacy rights. In this Policy, we explain our policies and procedures for data collection, use, maintenance, protection, and disclosure when you visit our websites, including the websites of any of the Monro brands, or apps (the “Site”). This policy also governs and provides you with information concerning the personal information we collect from and concerning you when you interact with Monro other than through our Site, for example at any of the store locations in our family of brands.

Monro respects your privacy. Any Personal Information, as defined below, concerning you that Monro collects will be processed in accordance with this Policy. We will update this Policy when we change how we process your Personal Information. Before these changes go into effect, we will post the updated Policy, along with an effective date for the new Policy. Once we alter the Policy, continued use of the Site, or continued interaction with Monro other than through the Site, will be governed by the updated Policy.

For purposes of this Policy, “Personal Information” means information that can be used to reasonably identify you or your household. A more detailed list of the categories of Personal Information we collect concerning you is contained in the chart below, under the heading: Categories of Personal Information Collected and Disclosed.

## **About Your Use of the Site**

### **Automatically Collected Information**

#### Automatic Information Collection

As is customary for websites, the Site will collect information, including technical and routing information about your computer or device, without you being prompted. This may include general geolocation data and Internet or other electronic network activity such as device identifiers and advertising identifiers. We use this information to optimize our Site for our users’ experience. Specifically, the Site automatically collects information pertaining to your access. Such information may include your internet protocol (“IP”) address as well as other connection and usage information. We use IP

addresses to analyze trends, administer the Site, track guests' movements on the Site and gather other information for aggregated use including operating systems and browser information.

### Cookies & Web Analytics

We may place a cookie on your hard drive or device in order to identify you at a later time when you return to our Site. A cookie is a very small text file placed on your device by a web server to collect visitor behavior information. We may use our cookies as well as third-party cookies to collect information concerning your use of the Site.

We may also utilize third party tracking software or utilities, such as Google Analytics and the Meta pixel. These tools help us analyze data and improve our Site, as well as tailor it to customer needs. Third parties may use cookies and similar technologies to collect or receive data to provide measurement services and target ads. We may use remarketing with Google Analytics and/or Meta to advertise online. Our ads are shown on the Internet through third party vendors, such as Google and Meta. Cookies are used in this regard to inform, optimize and serve ads based on your previous visits to our website.

### Mobile App Privacy

When using our mobile apps, we may collect general information about your session as outlined in the chart below. We may also collect information voluntarily supplied by you. If users opt to use the license plate scanning feature in our mobile app, the app must collect an image of the license plate from their device. The image will then be uploaded to our platform where optical character recognition software reads the license plate number in order to collect vehicle information from third-party vehicle data providers.

### **Categories of Personal information Collected and Disclosed**

The chart below summarizes our practices in relation to your Personal Information over the preceding 12 months.

<b>Category of Information Collected</b>	<b>Source of Information</b>	<b>Purpose for Collection</b>	<b>Third Parties to whom Information is Sold or Disclosed</b>
Identifiers, such as real name, postal address, unique personal identifier,	You, your company, and/or your use of our Site;	To contact you; provide you or your company, or other Monro clients with	We disclose your information to service providers, such as mailing

<p>online identifier, IP address, e-mail address, account name or other similar identifiers. This includes vehicle-specific information, such as make, model, year, license plate number, and Vehicle Identification Number. This also includes demographic information obtained from third parties.</p>	<p>demographic content providers</p>	<p>goods, services, or information you or your company request; or to make our products and services better</p>	<p>fulfillment vendors and companies that help us assess your experience with us or identify you and your preferences, to conduct our business. We may also share your Personal Information with other service providers, such as credit card processors, mobile app providers or professionals, like attorneys or accountants, where necessary for our business. Stores in the Monro family of brands may also share Personal Information with affiliates that provide back-office support for the stores. We may also share vehicle information with data exchanges or data shares involving third parties whose goods or services we believe could be of interest to you. We share appointment scheduling information with third parties for loyalty program development and marketing purposes.</p>
--	--------------------------------------	---	---

Other identifiers such as signature, telephone number, credit card number, or debit card number	You, your company, and/or your use of our Site	See above	See above. We share payment information with payment processing vendors when you purchase goods or services from us.
Commercial information, including records of products or services purchased, obtained or considered	You, your company, and/or your use of our Site	See above	See above
Internet or other electronic network activity information, including, but not limited to, browsing history, search history, and information regarding your interaction with the Site, an application, or advertisement	You, your company, and/or your use of our Site	See above	See above
Inferences we draw from any of the information identified above to create a profile about you reflecting your preferences	You, your company, and/or your use of our Site	See above	See above

We do not generally collect sensitive Personal Information, such as social security number, precise geolocation, race, ethnic origin, or religious or philosophical beliefs from our customers or users of our Site. We do collect sensitive Personal Information from applicants and employees as is necessary for considering an application or administering employment.

**Use of Your Personal Information**

We may use (and, where specified, share) your Personal Information for the following purposes:

Communication

When you contact us, we may use Personal Information (like your e-mail address or telephone number) to reply and provide you with the services or information you requested. We also may use your Personal Information to collect feedback on our Site, services, and policies.

#### Site Improvement

We reserve the right to use your Personal Information and browsing behavior to personalize our Site and improve the overall user experience. We also may use Personal Information to evaluate response rates or gauge the usability of the Site.

#### Protect Content Against Fraud

In order to stop malicious, deceptive, fraudulent or illegal activity from occurring on our Site, we may use Personal Information to monitor users' behavior on the Site. Our attempts to prevent malicious, deceptive, fraudulent, or illegal activity may cause some users to be suspended from the Site and its features.

#### Provide Services, Honor Warranties, Issue Recalls

When you visit us for service to your vehicle, we collect information, such as your name, address, and telephone number, as well as vehicle specific information, such as make, model, year, license plate number, and sometimes Vehicle Identification Number, in order to provide you with services you request, honor warranties for parts and tires installed on your vehicle, or otherwise issue applicable recalls in relation to those parts and tires, where appropriate.

### **Data Rights**

Subject to applicable law, you may have the following rights in relation to our processing of your Personal Information.

- The right to know the categories and specific pieces of Personal Information we have collected about you in the last 12 months, the sources from which the Personal Information was collected, and the business purpose for collecting such information. We disclose this information in the chart above.
- The right to know whether and how we sell or share your Personal Information for targeted advertising purposes, to whom we sell or with whom we share your Personal Information and the categories of Personal Information sold or disclosed, and the

business purpose for selling or disclosing your Personal Information. We disclose this information in the chart above.

- The right to request a copy of the specific pieces of Personal Information we have collected about you in the last 12 months.
- The right to request that we not sell or share your Personal Information for targeted advertising purposes.
- The right to opt out of targeted advertising from us on non-Monro websites.
- The right to request that we delete the Personal Information that we have collected from or about you, in certain circumstances.
- The right to correct the Personal Information we process about you.
- The right to receive a portable copy of the Personal Information you have provided to us.
- The right to appeal a denial of a rights request.

You may make a request to exercise these rights by contacting us at 1-(800) 876-6676, Extension 5; by e-mailing us at [privacy@monro.com](mailto:privacy@monro.com); or by visiting <https://corporate.monro.com/contact/> and selecting “Privacy Inquiry” in the “Subject” drop down menu.

Upon receipt of a request to exercise your rights, we may request additional information in order to verify your identity. You may also be required to confirm your identity under relevant law or regulation. To the extent possible, we will utilize information already in our possession to verify your identity. Any additional information you provide in connection with such verification will be deleted as soon as practicable following your request and not used for any other purpose.

You may be able to designate an authorized agent to make a request on your behalf. If you submit a request through an authorized agent, we may require that the authorized agent provide proof that the authorized agent has been authorized by you to act on your behalf and may still require you to verify your identity in accordance with the above and directly confirm that you provided the authorized agent with permission to submit the request.

If you exercise any of the rights above, Monro will not deny you goods or services; charge different prices or rates for goods or services, including through the use of discounts or other benefits or imposing penalties; provide a different level or quality of goods or services to you; suggest that you will receive a different price or rate for goods or services or a different level or quality of goods or services.

California law permits consumers who are California residents to request and obtain from us once a year, free of charge, information about the Personal Information, if any, we disclosed to third parties for direct marketing purposes within the immediately preceding calendar year.

If applicable, this information would include a list of the categories of Personal Information that was shared and the names and addresses of all third parties with which we shared information for these purposes within the immediately preceding calendar year.

If you are a California resident and would like to make such a request, please submit your request in writing to:

Monro, Inc.  
Attn: Legal Department  
200 Holleder Parkway  
Rochester, NY 14615

### **Required Information Disclosures**

We may need to disclose your Personal Information occasionally. Most of our disclosures are necessary to complete a transaction or provide the information or service you have requested. In addition to this, we may disclose your Personal Information if needed to comply with a court order, law, legal proceeding, or request from the government. We also reserve the right to disclose your Personal Information if we have the reasonable belief that such disclosure is fundamental to the safety of individuals associated with Monro or others unaffiliated with the company, or to report or investigate fraud or a crime.

We reserve the right to transfer any Personal Information we have about you in the event we sell or transfer all or a portion of our business or assets. Should such a sale or transfer occur, we will use reasonable efforts to require that the transferee use Personal Information collected concerning consumers in a manner that is consistent with this Policy.

### **Text Messages**

When you provide us with your mobile number in relation to a product or service you purchase from us, we may use that number to contact you about that product or service, for example with an appointment reminder or post-appointment survey. When you opt in to any of our promotional texting programs, you agree that Monro may send you recurring telephonic sales messages by SMS or MMS (collectively “Text Messages”) to that phone number. These Text Messages will include promotions, contests, special events, or other offers (the “Texting Program”), and their frequency will vary. After opting into the Texting Program, you will receive a confirmation text, and may need to reply to complete your registration.

You may opt out from receiving text messages from our Texting Program at any time. Just text the phone number provided to cancel your participation in our Texting Program. After opting

out, you will receive one additional message confirming that your request has been processed. You acknowledge that our text message platform may not recognize and respond to unsubscribe requests that does not consist of the keyword commands STOP, CANCEL, END, QUIT, or UNSUBSCRIBE and agree that Monro and our service providers will have no liability for failing to honor such requests. You may also call Guest Services at 1-(800) 876-6676 x2 to opt-out of the Texting Program or email us at [legal@monro.com](mailto:legal@monro.com).

We are able to deliver messages to certain mobile phone carriers, including AT&T, Verizon Wireless, T-Mobile, and Google Voice. Monro reserves the right to add or remove eligible mobile phone carriers from Monro's Texting Program. Monro will never charge you for the Text Messages you receive, however standard message and data rates may apply for any messages sent to you from us and to us from you. By providing us with your mobile phone number, you represent to us that you own and control that number, and are authorized to participate through that number in the Texting Program.

### **Marketing**

We may use the Personal Information collected from you to provide products and services, and support our business functions, for marketing and promotional purposes, to enhance your customer experience, and as otherwise set forth in this Policy.

From time to time, we may send you emails with promotional offers. If you would no longer like to receive special email offers, special event information, sales notifications or other promotional messages from us, you can unsubscribe by following the unsubscribe link located at the bottom of each promotional email. Your email address will be removed within 10 days. Otherwise, to unsubscribe, send an email to [privacy@monro.com](mailto:privacy@monro.com) or call 1 (800) 876-6676, Extension 5.

### **Security**

Monro considers the protection of Personal Information a very high priority. To protect your Personal Information, we use technology to update and test our computer networks regularly, and rely on various administrative, technical and physical safeguards, such as appropriate policies, tools and procedures. Our goal is to ensure we maintain commercially reasonable standards to secure your privacy. However, despite the steps we take to secure your Personal Information, Monro cannot guarantee the absolute security of it.

### **Links to Other Websites**



Our Site may contain links to other websites. However, once you have used such a link to leave our Site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide while visiting such sites and such sites are not governed by this Policy. You should exercise caution when visiting other sites and familiarize yourself with the privacy policy applicable to the website in question.

### **QR Codes**

We may use QR codes for promotions, contests, special events, or other offers. When you scan one of our QR codes you may receive an invitation on your mobile device to join our mailing list, participate in marketing or loyalty programs, or opt-in to our Texting Program. To sign up, we ask you for certain information including your name, mailing address, email address, and telephone number.

### **Children Under the Age of 13**

We do not knowingly collect information from children under the age of 13. Our Site is not directed at persons under the age of 13 and should not be used by them. In no event should children under the age of 13 provide any Personal Information through our Site. More information about the Children's Online Privacy Protection Act (COPPA) and how it protects children who use the Internet may be found at [www.ftc.gov](http://www.ftc.gov).

### **Contact Us**

If you have any questions or concerns about this Policy, or how Monro protects your Personal Information, please feel free to contact [privacy@monro.com](mailto:privacy@monro.com). To print out a copy of this Policy, [click here](#).

### **Effective Date**

This policy was last updated on July ~~25th~~, 2024.