

PRIVACY POLICY

SpareFoot believes in protecting your privacy. This SpareFoot Privacy Policy describes how SpareFoot, Inc., on behalf of itself and its affiliates (“SpareFoot”) may collect, use, store, disclose and process your information, through your access to or use of the SpareFoot services, including the website at <https://www.sparefoot.com/>, and any other SpareFoot mobile applications, products, services, and websites that link to or reference this Privacy Policy (collectively, the “Services”).

SpareFoot encourages you to read this Privacy Policy in its entirety, but here are a few key points of our privacy practices:

[Privacy Policy Applicability](#)

This Privacy Policy applies when you access the Services or share information with SpareFoot. [More](#)

[Information We Collect From You](#)

We collect all information that you provide including information you provide via the Services, telephone and email, as well as information we receive from partners and through the use of cookies and other such technologies. [More](#)

[How We Use Your Information](#)

We process your personal information only with your consent or as needed to provide you the Services. We may also use your personal information to comply with legal obligations, operate and protect our business, our customers, or vital or other public interests, or for other legitimate interests of SpareFoot as further described below. [More](#)

[How We Share Your Information](#)

We share your information with our partners (e.g., facilities lessors), contractors, agents and third party vendors as they need it to fulfill the Services and other products or services that you have requested of SpareFoot, and we restrict their use of the information to that purpose. We may also share your information to comply with law or for other legitimate interests. [More](#)

[How We Store and Secure Your Information](#)

SpareFoot may store your information in any country where SpareFoot or its affiliates or providers operate facilities, and will retain your information as long as necessary for the purposes outlined in this Privacy Policy. SpareFoot takes technological and organizational measures to protect your personal information against loss, theft, and unauthorized access, use, disclosure or modification. [More](#)

International Use

SpareFoot's databases are located in the United States and you consent to the transfer of your personal information from your location to the United States. [More](#)

Accessing and Updating Your Information

You can learn more about our use of your information, access, get copies of, delete, change or correct your personal information, or request changes to our use of your personal information by using the contact information below. [More](#)

Additional Privacy Information

You may have additional rights under applicable law. We do not currently sell your personal information to third parties. The Services is not for use by children under the age of 13 years old. [More](#)

Privacy Policy Applicability

This Privacy Policy applies when you access the Services or share information with SpareFoot, as discussed below. By using the Services, you consent to this Privacy Policy, which may be updated by us at any time. If you do not consent to this Privacy Policy for any reason, do not use the Services or share your information with us. Please note that this Privacy Policy applies only to the Services, and not to any other third party website linked to or from it, or any third party website in which SpareFoot content or functionality is embedded. We do not control the privacy policies or practices of others.

Information We Collect From You

In general, we receive and collect all information you provide via the Services, telephone, email or in any other way. This includes personal information that can identify, describe, or relate to you or is reasonably capable of being associated or can be linked to you, including but not limited to your first and last name, telephone number, and postal, email and IP addresses. You have the choice on what information to share and the services you want to engage. You can choose not to provide information to us, but in general some information about you is required in order for you to access certain functionality, such as making reservations, billing, processing payments, or initiating other transactions on the Services. We also record the phone calls made in connection with the Services, including when you call us or when the automated dialing features of the Services call you to try to connect you with the applicable facilities lessor.

We also may periodically obtain information about you from affiliated entities, partners and other independent third-party sources and will add it to our database of information. Examples of information we may receive include updated postal address information and demographic information.

We may use cookies, log files, web beacons, device identifiers, advertising identifiers and similar tracking technologies, including those from third-party service providers, to automatically collect your preferences, performance data and information about your web usage when you visit the Services. For example, we will collect your IP address, Web browser software details and the address of any referring website. We may also collect information about your online activity, such as pages viewed and reservations made. The Services are not designed to recognize or respond to “do not track” signals received from browsers. You can control the information collected by some tracking technologies by adjusting the settings on your Internet browser or devices, but such adjustments may affect or disable certain functionality on the Services. You can learn more about targeted ads and your options for opting out of receiving interest-based ads at optout.aboutads.info and www.networkadvertising.org/choices. You can learn more about Google Analytics and your options for opting out of interest-based Google ads at <https://adssettings.google.com>.

How We Use Your Information

We process your personal information only with your consent or as needed to provide you the Services. We may also use your personal information to comply with legal obligations, operate and protect our business, our customers, or vital or other public interests, or for other legitimate interests of SpareFoot as described in this Privacy Policy.

More specifically, we may use your personal information:

- to provide you with the products and services you request;
- to provide you with reservation confirmation and updates;
- to communicate with you in general;
- to respond to your questions and comments;
- to measure interest in and improve the Services and our other products and services;
- to notify you about special offers and products or services that may be of interest to you;
- to customize your experience with the Services and provide you with certain functionality;
- to solicit information from you, including through surveys;
- to resolve disputes or troubleshoot problems;
- to prevent potentially prohibited or illegal activities;
- for quality control purposes;
- to enforce our [Terms of Use](#) and other agreements; and
- for other purposes to which you consent at the point of collection.

Email Communications. In submitting your email on the website, you agree that SpareFoot may use the data you entered to inform you by email about the Services selected by you. You may unsubscribe from any marketing email via the link provided at the end of each message. Emails that relate to transactions you have initiated may not have the option of unsubscribing.

Telephone Communications. If you use the telephone related features of the Services (including calling to reserve a storage unit or accepting a call placed as a result of the automated dialing features of the Services), those calls may be recorded, and the content may be used for quality control purposes and also for purposes permitted by this Privacy Policy. Further, if you use the

Services to make a reservation online, certain automated dialing features may call you at the telephone number(s) that you provide to us, including to connect you with the lessor of the unit(s) in which you have expressed interest. The personnel with whom you speak as a result of any such call may be the personnel of the third party facility lessors, not SpareFoot.

Advertising Communications. If you agree through the Services that we can send you messages containing advertisements or offers for goods and services or otherwise consent to such messages, we may do so from time to time by using your personal information and sending such offers by voice or SMS (or text) message to the mobile phone number you designate for such purpose. Message and data rates for such SMS messages may apply. Your consent to receipt of such messages is not, and will not be, a condition to any purchase. If at any time you change your mind regarding your consent to such messages, you must contact us as provided in the “How to Contact Us” section below.

How We Share Your Information

We share your information with our partners (e.g., facilities lessors), contractors, agents and third party vendors as they need it to fulfill services you have requested of SpareFoot, and we restrict their use of the information to that purpose. Please note that our partners may contact you as necessary to obtain additional information about you, facilitate any reservations or respond to a review you may submit.

Third-party vendors who provide services or functions on our behalf may include business analytics companies, customer service vendors, communications service vendors, credit card processors, marketing vendors, and fraud prevention vendors. We may also authorize third-party vendors to collect information on our behalf, including as necessary to operate features of the Services or to facilitate the delivery of online advertising tailored to your interests. Third-party vendors have access to and may collect personal information as needed to perform their functions.

We also may share your information:

- In response to subpoenas, court orders, or other legal process; to establish or exercise our legal rights; to defend against legal claims; or as otherwise required by law. In such cases we reserve the right to raise or waive any legal objection or right available to us.
- When we believe it is appropriate to investigate, prevent, or take action regarding illegal or suspected illegal activities; to protect and defend the rights, interests, or safety of our company or the Services, our customers, or others; and in connection with our Terms of Use and other agreements.
- In connection with a corporate transaction, such as a divestiture, merger, consolidation, or asset sale, or in the unlikely event of bankruptcy.

Other than as set out above, we will attempt to notify you when your personal information will be shared with third parties.

Personal Information You Post in Public Areas. When you post a message in a SpareFoot forum, chat room, review or customer feedback, the information you post is accessible to the public. If you post personal information anywhere on the Services that is accessible to the public, you are advised that such personal information can be read, collected, used or disseminated by others and could be used to send you unsolicited information or otherwise. Accordingly, you assume full responsibility for posting such information and agree that SpareFoot is not responsible in any way for personal information you choose to post in these public areas.

How We Store and Secure Your Information

Personal information collected by SpareFoot may be stored and processed in your region, in the United States, and in any other country where SpareFoot or its affiliates, subsidiaries or service providers operate facilities. SpareFoot will retain your information as long as necessary for the purposes outlined in this Privacy Policy, and for a commercially reasonable time thereafter for backup, archival, fraud prevention or detection or audit purposes, or as otherwise required by law.

SpareFoot takes technological and organizational measures to protect your personal information against loss, theft, and unauthorized access, use, disclosure or modification. For example, we password protect our systems where your personal information is stored and otherwise secure such systems in controlled facilities where access to such systems is limited. When we transmit highly confidential information (such as a credit card number or password) over unsecured systems, we use encryption in transit to protect the information.

SpareFoot complies with applicable data protection laws, including applicable security breach notification requirements.

International Use

SpareFoot makes no claim that its Services are appropriate or lawful for use or access outside the United States. Furthermore, our databases are located in the United States. If you access the Services from outside the United States, you are consenting to the transfer of your personal information from your location to the United States. You are solely responsible for complying with all local laws, rules and regulations regarding online conduct and access to the Services. By sending us your information, you further consent to its storage within the United States.

Accessing and Updating Your Information

To the extent provided by the law of your jurisdiction, you may (i) have the right to access certain personal information we maintain about you, (ii) request certain information regarding our collection and disclosure of personal information, including the sources and purposes of such collection, and the recipients of such disclosures, (iii) request that we update or correct inaccuracies in that information, (iv) object to our use of your personal information, (v) ask us to block or delete your personal information from our database, and (vi) request to download the information you have shared on the Services. You may make these requests by emailing CCPAsupport@storable.com, calling our toll-free number at (888) 503-0583, filling out our [Information and Data Request Form](#), or

writing to us as described below. Any such requests are subject to the protection of other customers' rights and applicable law. Additionally, to help protect your privacy and maintain security, we may take steps to verify your identity before granting you access to the information. To the extent permitted by applicable law, a charge may apply before we provide you with a copy of any of your personal information that we maintain; however, SpareFoot will not discriminate against you for exercising any rights provided hereunder or by law, but some information about you is required in order for you to access certain functionality of the Services, such as making and retaining reservations, billing, and processing your payments.

Additional Privacy Information

Collection of Data from Children. The Services are not directed to children, and you may not use the Services or provide any personal information to SpareFoot if you are under the age of 13 or if you are not old enough to consent to the processing of your personal information in your country.

How to Contact Us. You can email us at CCPAsupport@storable.com, call our toll-free number at (888) 503-0583, fill out our [Information and Data Request Form](#), or write to us at SpareFoot, Inc., Attn: Privacy Dept., 11000 N Mopac Expy Suite 300, Austin, TX 78759.

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