

Last Modified: September 3, 2022

Introduction

Maya, us, I, we, or similar terms refers to and includes Maya Assurance Company, Maya Managing General Agency, Maya Risk Management, and any subsequent entities owned or controlled by these entities or Maya Holding Company ("Company" or "We") respect your privacy and are committed to protecting it through our compliance with this policy. This policy describes:

- The types of information we may collect or that you may provide when you download, install, register with, access, or use the Maya Mobile Application (the "App").
- Our practices for collecting, using, maintaining, protecting, and disclosing that information.

This policy applies only to information we collect in this App and other electronic communications sent through or in connection with this App.

This policy DOES NOT apply to information that:

- We collect offline or on any other Company apps or websites, including websites you may access through this App.
- You provide to or is collected by any third party (see [Third-Party Information Collection](#)).

Our websites and other apps, and these other third parties may have their own privacy policies, which we encourage you to read before providing information on or through them.

Please read this policy carefully to understand our policies and practices regarding your information and how we will treat it. If you do not agree with our policies and practices, do not download, register with, or use this App. By downloading, registering with, or using this App, you agree to this privacy policy. This policy may change from time to time (see [Changes to Our Privacy Policy](#)). Your continued use of this App after we revise this policy means you accept those changes, so please check the policy periodically for updates.

Children Under the Age of 13

The App is not intended for children under 13 years of age, and we do not knowingly collect personal information from children under 13. If we learn we have collected or received personal information from a child under 13 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 13, please contact us at Maya Assurance Company, PO Box 1896, Long Island City, NY 11101 or by email to info@mayaassurance.com.

California residents under 16 years of age may have additional rights regarding the collection and sale of their personal information. Please see [Your California Privacy Rights](#) for more information.

Information We Collect and How We Collect It

We collect information from and about users of our App:

- Directly from you when you provide it to us.
- Automatically when you use the App.

Information You Provide to Us

When you download, register with, or use this App, we may ask you to provide information:

- By which you may be personally identified, such as name, postal address, email address, telephone number, date of birth, employment identification number, driver's license number, social security number, or any other identifier by which you may be contacted online or offline ("personal information").
- That is about you but individually does not identify you, such as username, policy number, and vehicle information number.

This information includes:

- Information that you provide by filling in forms in the App. This includes information provided at the time of registering to use the App and subscribing to our service and requesting further services. We may also ask you for information when you report a problem with the App.
- Records and copies of your correspondence (including email addresses and phone numbers), if you contact us.
- Details of transactions you carry out through the App and of the fulfillment of your orders. You may be required to provide financial information when making payment of your policy premium or monthly bills through the App.
- Your search queries on the App.

Automatic Information Collection and Tracking

When you download, access, and use the App, it may use technology to automatically collect:

- Usage Details. When you access and use the App, we may automatically collect certain details of your access to and use of the App, including communication data and the resources that you access and use on or through the App.
- Device Information. We are not collecting information about your mobile device and internet connection, including the device's unique device identifier and operating system.
- Stored Information and Files. The App does not access metadata and other information associated with other files stored on your device. This may include, for example, personal contacts, and address book information.
- Location Information. This App does not collect real-time information about the location of your device.

If you do not want us to collect this information do not download the App or delete it from your device. For more information, see [Your Choices About Our Collection, Use, and Disclosure of Your Information](#).

Information Collection and Tracking Technologies

We do not use the following technological information:

- Cookies (or mobile cookies). A cookie is a small file placed on your mobile device. It may be possible to refuse to accept mobile cookies by activating the appropriate setting on your mobile device. However, if you select this setting, you may be unable to access certain parts of our App.
- Web Beacons. Pages of the App and our emails may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit the Company, for example, to count users who have visited those pages or opened an email and for other related app statistics (for example, recording the popularity of certain app content and verifying system and server integrity).

Third-Party Information Collection

When you use the App or its content, certain third parties may use automatic information collection technologies to collect information about you or your device. These third parties include:

- Analytics companies.
- Your mobile device manufacturer.
- Your mobile service provider.

These third parties may use tracking technologies to collect information about you when you use this app. The information they collect may be associated with your personal information or they may collect information, including personal information, about your online activities over time and across different websites, apps, and other online services websites. They may use this information to provide you with interest-based (behavioral) advertising or other targeted content.

We do not control these third parties' tracking technologies or how they may be used. If you have any questions about an advertisement or other targeted content, you should contact the responsible provider directly. For information about how you can opt out of receiving targeted advertising from many providers, see [Your Choices About Our Collection, Use, and Disclosure of Your Information](#).

How We Use Your Information

We use information that we collect about you or that you provide to us, including any personal information, to:

- Provide you with the App and its contents, and any other information, products or services that you request from us.
- Fulfill any other purpose for which you provide it.
- Give you notices about your insurance policy, including expiration, and renewal notices.
- Carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection.
- Notify you when App updates are available, and of changes to any products or services we offer or provide through it.

The usage information we collect helps us to improve our App and to deliver a better and more personalized experience by enabling us to:

- Estimate our audience size and usage patterns.
- Recognize you when you use the App.

Disclosure of Your Information

We may disclose aggregated information about our users, and information that does not identify any individual or device, without restriction.

In addition, we may disclose personal information that we collect, or you provide:

- To our subsidiaries and affiliates.
- To contractors, service providers, and other third parties we use to support our business and who are bound by contractual obligations to keep personal information confidential and use it only for the purposes for which we disclose it to them.
- To a buyer or other successor in the event of a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of Maya Assurance Company's assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which personal information held by Maya Assurance Company about our App users is among the assets transferred.
- To fulfill the purpose for which you provide it. For example, to email you copies of Insurance Identification Card, Certificate of insurance, and your insurance declaration page.
- For any other purpose disclosed by us when you provide the information.
- With your consent.
- To comply with any court order, law, or legal process, including to respond to any government or regulatory request.
- To enforce our rights arising from any contracts entered into between you and us, including the App EULA, and for billing and collection.
- If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of Maya Assurance Company, our customers or others. This includes exchanging information with other companies and organizations for the purposes of fraud protection.

Your Choices About Our Collection, Use, and Disclosure of Your Information

We strive to provide you with choices regarding the personal information you provide to us. This section describes mechanisms we provide for you to control certain uses and disclosures of over your information.

- Tracking Technologies. We do not use browser cookies, or any other tracking technologies through the App.
- Location Information. We do not use real-time information about your device's location through the App.

We do not control third parties' collection or use of your information to serve interest-based advertising. However, these third parties may provide you with ways to choose not to have your

information collected or used in this way. You can opt out of receiving targeted ads from members of the Network Advertising Initiative ("NAI") on the NAI's [website](#).

California residents may have additional personal information rights and choices. Please see [Your California Privacy Rights](#) for more information.

Accessing and Correcting Your Personal Information

You cannot change your personal information by logging into the App.

You can make changes to your personal information by contacting your broker.

California residents may have additional personal information rights and choices. Please see [Your California Privacy Rights](#) for more information.

Your California Privacy Rights

If you are a California resident, California law may provide you with additional rights regarding our use of your personal information. To learn more about your California privacy rights, visit <https://oag.ca.gov/privacy/ccpa>

California's "Shine the Light" law (Civil Code Section § 1798.83) permits users of our App that are California residents to request certain information regarding our disclosure of personal information to third parties for their direct marketing purposes. To make such a request, please send an email to info@mayaassurance.com or write us at: Maya, PO Box 1896, Long Island City, New York 11101

Data Security

We have implemented measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration, and disclosure. All information you provide to us is stored on our secure servers behind firewalls. Any payment transactions will be encrypted using SSL technology.

The safety and security of your information also depends on you. Where we have given you (or where you have chosen) a password for access to certain parts of our App, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Unfortunately, the transmission of information via the internet and mobile platforms is not completely secure. Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted through our App. Any

transmission of personal information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures we provide.

Changes to Our Privacy Policy

We may update our privacy policy from time to time. If we make material changes to how we treat our users' personal information, we will post the new privacy policy on this page with a notice that the privacy policy has been updated and notify you by email to the email address specified in your account and an in-App alert the first time you use the App after we make the change.

The date the privacy policy was last revised is identified at the top of the page. You are responsible for ensuring we have an up-to-date active and deliverable email address and phone number for you and for periodically visiting this privacy policy to check for any changes.

Contact Information

To ask questions or comment about this privacy policy and our privacy practices, contact us at:

Maya
PO Box 1896
Long Island City, NY 11101

Email: info@mayaassurance.com

Telephone: (718) 937 2010 Ext. 101

To register a complaint or concern, please contact us.