



INTERSTATE STORAGE

RV BOATS & MORE

Web Site Privacy Policy

Date: 07/05/2015

Privacy Statement

Interstate Storage has created this security and privacy statement in order to document and communicate its commitment to doing business with the highest ethical standards and appropriate internal controls. We respect your privacy. Information you entrust to Interstate Storage will be handled with the greatest care, and Interstate Storage will not use the information in ways to which you have not consented or is not required by law.

Policy Scope

Sites Covered by this Policy - This Privacy Policy applies to <http://www.interstate-storage.com>.

Links to Other Sites - This site contains a number of links to other sites. Interstate Storage is not responsible for the security or privacy practices of these sites, the products or services offered by these sites, or the content appearing at these sites. Interstate Storage does not endorse any of the products or services marketed at these other sites.

Web Site Information Gathering

Interstate Storage recognizes the importance of keeping the information we collect about you confidential. We always take great care to protect what you entrust to us. Interstate Storage is committed to protecting the privacy of visitors to our website.

Personal Information Gathering - We do not automatically collect personally identifiable information (PII) about our web site visitors. We may record the Internet protocol (IP) address of the computer you are using, the browser software used, the operating systems used, and the websites from which our visitors link directly to our site. We aggregate and use this information to determine how many visitors we have to different pages on our web site, to detect and correct systems problems, and to improve the usability of our web site. This information is not connected to individual names or personal identities.

Explicit Information Gathering - You can examine our entire web site without providing any information whatsoever. Our web site's request-for-more-information form requires users to give us contact information. This information is used to provide information to those who inquire about our storage facility and to handle related business matters. This information is also used to get in touch with clients when necessary.

Covert Information Gathering - Our site does not covertly capture information regarding the specific activities of any particular user. We do not have any arrangements with any other sites to track or monitor user activities on the Web. We do not use cookies, web bugs, or any other active content mechanism to capture or maintain information about users without their prior consent. The only personal information that we capture has been specifically submitted to us through the contact and maintenance request forms. We do not store any persistent information on your computer.

Cookies - At this time, we do not use cookies on this site.

Personal Information Usage - When you disclose personal information to us that is where it stays. The only exception involves disclosure to the government according to normal business practice, for instance for the collection of taxes, and according to the orders of a court, for example responding to a subpoena or search warrant. We do not sell, rent, trade, lend, or otherwise transfer such personal information to affiliates, subsidiaries, sister companies, holding companies, parent companies, strategic partners, or any other organization.

Precautions For Children - Interstate Storage does not attempt to collect personal information from children, and we do not provide services to children. The Interstate Storage website is not directed to children under age 18, and we do not knowingly collect personal information from children under age 18. If a child sends personal information to us, and this information can be identified as originating from a child, the information will be deleted. We cannot always determine which information originates with a user that is a child. We do not maintain databases about children.

Email List Privacy

Opt-in Email Lists - We use email lists that we have assembled from people who have indicated they want additional information about our services. Additionally, we use email lists that are comprised of people who have requested additional information about services similar to those Interstate Storage provides.

Email List Privacy - Interstate Storage does not sell, rent or share our email lists with any other third parties. We do not link our email lists to any other databases. We do not store emails or individual information on our web server. All personally identifiable information is stored on servers behind our firewall.

Web Site Security

Security Measures - Our site is protected with a variety of security measures such as change control procedures, passwords, and physical access controls. We also employ a variety of other mechanisms to ensure that data you provide is not lost, misused, or altered inappropriately. These controls include data confidentiality policies and regular database backups.

Encryption Policy - Please be aware that the information you send to us in the information request form, or in an email message will not be encrypted. Do not send any confidential information within clear text forms or email messages. If you want to give us confidential information, please call us at our offices: Point Richmond: 888.649.5630 or Livermore: 888.473.1799

Sending Confidential Information – Web sites visitors must not use this site to submit confidential information to Interstate Storage. To arrange for the delivery of highly sensitive information, contact Interstate Storage directly by calling Point Richmond: 888.649.5630 or Livermore: 888.473.1799 to communicate any confidential information.

Your Personal Information

Business Purposes – We retain and use Personal Information to: (1) provide you with services or process transactions that you have requested; (2) communicate with you regarding information, features or offers that we believe will be of interest to you; (3) respond to your questions or other requests; (4) contact you with regard to the Web Site; (5) process any applications, payments or changes to your account information; (6) process other information or Personal Information that you submit through the Web Site; (7) conduct user surveys; (8) contact

you regarding a sweepstakes, contest or promotion in which you have participated; and (9) fulfill other purposes disclosed at the time you provide your Personal Information.

Access to Personal Information - We make every effort to keep our records accurate. We will make appropriate changes when you notify us. If you want to view, update or delete the information we have about you in our database, please notify us at isrinfo@interstate-storage.com for the Point Richmond location or islinfo@interstate-storage.com for the Livermore location. We will follow procedures to verify your identity before providing this information to further protect your privacy.

Privacy Policy Changes

Policy Change Notice - We may occasionally make changes to our privacy policy to reflect changes in legal and regulatory requirements, or as necessary as we upgrade or modify our technology, applications and service offerings. We recommend you visit our site to review our privacy policies occasionally.

Contact Information

Customer Information Requests - With respect to this web site, there are two options regarding your personal information. If you wish to contact us about our apartments, then you need to disclose your contact information so that we can service your request. If you wish to remove your name and related information from our contact database, we will promptly take action to comply with your request. Please send such requests to the following email address:

- isrinfo@interstate-storage.com for the Point Richmond location
- islinfo@interstate-storage.com for the Livermore location

Privacy Policy Questions and Problems: If you have any specific questions or concerns about our privacy policy or practices, including any suspected potential disclosures of your personal information, please use the following contact information:

Interstate Storage

Point Richmond Location

720 National Court
Richmond, CA 94804
Tel: 888.649.5630
Fax: 510.232.1049
isrinfo@interstate-storage.com

Livermore Location

1800 Sutter Street
Livermore, CA 94551
Tel: 888.473.1799
Fax: 925.447.7176
islinfo@interstate-storage.com