

Safeway CCPA Notice of Personal Information and Privacy Practices

The State of California requires that businesses disclose your privacy rights, as well as what personal information it collects, and how that information is used. Businesses are subject to the California Consumer Privacy Act (CCPA) as well as federal laws. Please note that if a California law is more protective of your privacy than federal privacy laws, your personal information will be protected in accordance with the state while also meeting federal standards.

Safeway provides its customers a notice called the Safeway Insurance Group Privacy Statement, which can be viewed by clicking on Security and Privacy Policy at www.safewayinsurance.com.

Categories of Information We Collect:

Information provided on applications for insurance and for other transactions related to this insurance:

Name, address, date of birth, driver license number, email address, IP address, account name, signature, phone numbers, vehicle identification number, license number, annual mileage, how you use your vehicle, driving experience, driver safety record (including accident history, driving violations, driving behavior, arrests, convictions, claims), employment information, prior insurance experience, persons living in your household, persons with access to your vehicles, and other information pertinent to underwriting, and to providing a rate for a policy.

Characteristic information, such as marital status, gender—male, female, non-binary.

Payment information—bank account number, credit card number, debit card number—if you choose to pay your premiums with a credit card, debit card, or electronic funds transfer.

In the event of a claim, the company will collect other information as part of its investigation. In addition to the categories listed above, this information may include social security number, vehicle specific information, medical records, and any other information necessary to investigate, evaluate and settle an insurance claim.

The State of California also requires that insurance companies collect voluntary information about race, national origin, and gender/non-binary for all applicants per the California Code of Regulations Section 2646.6(b)(6). This voluntary personal information is not used by Safeway in any way, but is provided to the California Department of Insurance.

How Information Is Collected:

You provide most of the information we need when you apply for insurance, when you make changes to your insurance policy, or in the event of a claim. Many times, we will need more information, or we may need to verify information you have provided to us. We will request reports from an outside source such as a consumer reporting agency or other insurance support organization (service provider). These service providers are also governed by applicable privacy laws, and must adhere to obligations surrounding your personal information.

What We Do with Your Personal Information:

We use the information we collect about you to underwrite and service your policy; to process payments; to process claims; to investigate potential fraud; and to perform other activities as permitted by state and federal law.

We may disclose information to other parties as the law permits, such as to law enforcement, insurance regulatory authorities or other governmental authorities, persons who need this information to perform normal business functions for us, and to medical care providers in order to verify insurance coverage or benefits.

Safeway does not sell any personal information it collects about you. Safeway only shares personal information about you to assist in meeting your product and service needs and to settle claims.

Your Additional Rights per the California Consumer Privacy Act

Right to Disclosure:

As a California resident, you have the right to demand, through a verifiable request, the categories and specific pieces of personal information that we have collected in the preceding twelve months. These categories have been disclosed to you under “Categories of Information We Collect”. Your application for insurance will also provide almost all the personal information we have collected.

Right to Opt-Out:

As a California resident, you have the right to “opt-out” of the sale of your personal information. We do not sell your personal information, and therefore there is no need to “opt-out”.

Right of Deletion:

As a California resident, you have the right to request that the company delete your personal information, subject to exceptions. Please understand that your personal information that we collect is necessary to provide our product and services to you, and we are obligated under law to retain certain information for a number of years after our business relationship with you may end. Upon any deletion request, we will determine per applicable laws, whether such information can and will be deleted.

Right to Non-Discrimination:

We will not discriminate against you because you exercise any of your rights listed above.

Requests to demand disclosure, and to delete personal information can be sent to Safeway Privacy Administrator, P.O. Box 5004, Monrovia, CA 91017-7104, or be sent through email by clicking on Contact Us at www.safewayinsurance.com, or you may call 800 807-2339. Include your name, address, policy number, and either your date of birth or driver license number. Within 45 days, we will respond to your request.