

The Toll Roads
PRIVACY POLICY
Effective Date: Oct. 7, 2025

The Transportation Corridors Agencies (“TCA”) are two separate California joint powers authorities: the Foothill/Eastern Transportation Corridor Agency (“F/ETCA”) and the San Joaquin Hills Transportation Corridor Agency (“SJHTCA”), operators of The Toll Roads. Collectively in this Policy, TCA, F/ETCA, SJHTCA, The Toll Roads are referred to as “we,” “our,” and “us.”

YOUR PRIVACY IS IMPORTANT TO US

Our work is not just about roads; it is about the people who drive them. We care about how your information is collected, used, stored, shared and protected and we appreciate your interest in our agency-wide commitment to privacy.

This Privacy Policy explains our policies and practices with respect to the information we collect from, about, and concerning you through TheTollRoads.com (“Website”), The Toll Roads App (“App”), your use of The Toll Roads, and any of your other interactions with us.

CONSENT

Your continued use of our Website, App, and The Toll Roads constitutes your acceptance of this Privacy Policy, TCA’s Terms of Use [<https://thetollroads.com/sitemap/Terms-of-Use>] and the practices they describe. We may change or add to our Privacy Policy, so we encourage you to carefully review it periodically.

INFORMATION WE COLLECT

“Personal Information” refers to any information that identifies or describes a person or information that can be directly linked to a specific person pursuant to applicable law. This includes any information that identifies, relates to, describes, is reasonable capable of being associated with, or could reasonably be linked, either directly or indirectly, with a particular consumer or household.

We collect a variety of information from users of our Website, App, The Toll Roads and Interoperable facilities. For purposes of this policy, “Interoperable” means the sharing of data, including Personal Information, across multiple transportation agencies for the sole purpose of creating an integrated toll payment system. This information may include Personal Information as well as Deidentified Data.

“Deidentified Data” refers to information that cannot reasonably be used to infer information about or otherwise be linked to a particular consumer. TCA takes reasonable measures to ensure that any Aggregated Information cannot be associated with a consumer or household. Additionally, TCA does not make any effort to reidentify any consumer information that has been deidentified.

For purposes of operation and management of The Toll Roads, including facilitating the processing and enforcement of unpaid toll transactions, we may also gather alternate addresses and alternate contact information. On our behalf, third parties may gather alternate addresses, alternate contact information, and, in situations involving unresolved toll violations, your social security number.

HOW WE COLLECT YOUR INFORMATION

Information You Provide to Us. Through your use of our Website, App, and interactions with us – including creating or managing an account or contacting us – you may provide us with the following categories of information, which may include Personal Information, such as:

- Identifiers like your name and other similar information (for example, first and last names, email address[es], mailing address[es], phone number[s]) (“Contact Information”).
- Names and Contact Information for individuals you authorize to manage, give, and/or receive information regarding your account and transactions.
- Account numbers as assigned by us.

- Transponder numbers as assigned by us.
- Transaction and payment information.
- Information about the vehicle you would like registered to your account (for example, the vehicle type, license plate number, state of registration, year, make, model, color, and clean air vehicle expiration date).
- Data entered when paying and/or calculating a toll on our Website or App.
- Responses to surveys and promotional events (such as responses to questions and interactions with us on social media or through surveys we may provide to you).
- Correspondence and communications information (for example, we will keep records of information provided by you when you contact us, including audio and electronic information).
- When you make a payment to us, we collect your payment and use information, such as the date, type, amount, and category of any payment. Additionally, when you provide financial, credit or debit card payment information, we collect relevant data for processing payment, such as your name, billing address, checking account number/ card number, and expiration date.

Information Collected from Other Sources. TCA may collect Personal Information and other information from the following sources to carry out our business functions:

- Service Providers. “Service Providers” refers to third party vendors (such as companies that specialize in IT service management, information management, mailing services, image review, legal counsel, credit card processing, vehicle renting and leasing) and other entities TCA uses to provide support and assistance for its general operations, financial operations, other operations, enforcement, management, and any products or services it may offer.
- Other toll agencies.
- Law enforcement.
- Government or public records.
- California Franchise Tax Board (FTB).
- Departments of Motor Vehicles.

TCA collects the following information from these other sources:

- Transponder type (for example, hardcase, sticker, non-revenue, valid, invalid), activation date(s), and status.
- Transponder unique identification number(s).
- Transponder protocol.
- Vehicle type (such as motorcycle or clean air vehicle).
- License plate number, plate type, state, and country.
- Plate start date and plate end date to identify when plate was active in a FasTrak account.
- Unique plate ID to update plate records.
- FasTrak Account number.
- Toll Transaction Data.
- Acknowledgement, Adjustment, Correction and Reconciliation Data.

Automatically Collected Information: When You Use the Toll Roads. When you use The Toll Roads by driving on them, we will automatically collect certain information, which may be classified as Personal Information, including:

- The toll road used, along with the date, time, and lane of travel, and travel pattern data.
- Transponder unique identifier (e.g., the transponder number), occupancy setting, and transponder type.
- Vehicle classification information, such as axle count, to determine toll rate.
- Vehicle type information (such as motorcycle or clean air vehicle).

- Photographs of your vehicle to capture license plate images (which may also identify the vehicle's make, model, color, license plate number, and state and which may on occasion capture incidental images of the front seat occupants).
- The name and address of the registered owner of a vehicle, along with the vehicle make, model, and year (when attempting to collect a toll and/or processing a violation).
- Updated name, address, phone number, and Social Security Number (when attempting to collect a toll and/or processing a violation).
- Payment and other information regarding a DMV registration hold or FTB Tax Intercept (when attempting to collect a toll and/or processing a violation).

Automatically Collected Information: Cookies and IP Addresses. Our Website and App may place a “cookie” on your computer to allow you to use the Website. A “cookie” is a piece of data stored on the user’s device, containing information about the user’s access and/or browsing history of a website. A cookie file contains information that can identify information such as the IP address of the computer and network that a visitor uses to browse the Website, network traffic patterns, and browser software and operating system versions to customize the browsing experience and functionality of the Website. Cookies are stored on your device, not on our Website. Most cookies are “session cookies,” meaning they are automatically deleted at the end of a session and do not retain information for use by other websites you may visit. We may also use “web beacons” or “pixel tags” to compile usage information related to your access and/or use of our Website in order to understand the most frequently used portions or features. We may use certain third-party services, such as Google Analytics, to help us analyze how people use the website. We use this information to evaluate your and other users’ use of the website, to compile reports on website activity, and to provide other services relating to website activity, events, and Internet usage. To find out more about Google Analytics’ privacy principles, visit the Google Analytics Privacy page [here](#).

This Website may also collect information sent by your browser whenever you visit our Website, such as your computer’s Internet Protocol (“IP”) address, the type of operating system and web browser you use, and related information.

HOW WE USE YOUR INFORMATION

TCA DOES NOT SELL OR OTHERWISE MONETIZE YOUR PERSONAL INFORMATION. We may share your information with our Service Providers, other toll agencies and operators, and other third parties to help us maintain and operate our Website and App, manage The Toll Roads and related services, and otherwise facilitate the processing and enforcement of toll transactions.

TCA uses collected Personal Information for the following purposes:

- Performing services, including maintaining or servicing accounts, providing customer services, processing transactions, verifying information, and providing The Toll Roads services.
- Accounting, enforcement, operation, and management of The Toll Roads.
- Our use and understanding of how consumers are engaging with us and improving our Website’s products or services.
- Communicating with consumers.
- Performing our contractual obligations to you as a consumer of our services.
- Detecting security incidents and protecting TCA against malicious, deceptive, fraudulent, or illegal activity, including identity theft.

The information we collect, along with Deidentified Data, is used to understand how consumers are engaging with us, to generate aggregated travel pattern data and other analysis and data for The Toll Roads. Where you are a subscriber to our electronic toll collection system and have provided your express, written consent, TCA may, either directly or through a Service Provider, communicate information about products and services offered by TCA using your name, address, and electronic mail address.

THIRD PARTIES WE MAY SHARE YOUR INFORMATION WITH

As part of the provision of our services, the operation of our Website and App, and to enforce payment of toll transactions, we may, depending on the circumstances and transactions involved, disclose information, including Personal Information, to:

- Service Providers.
- Financial institutions (such as our bank and merchant processor).
- Government agencies (such as a Department of Motor Vehicles or the Franchise Tax Board).
- Collection service provider when necessary to enforce payment of violations.
- Our legal counsel.
- Courts and law enforcement.
- Interoperable toll agencies or interstate tolling hub.

Additionally, we may share your Personal Information with third parties when you separately consent, direct, or request such sharing, as permitted under applicable law.

TCA may also release Personal Information to appropriate governmental authorities where release is required by law (for example, a search warrant) or by a regulation, or is requested by a government agency conducting investigations or proceedings.

INFORMATION WE MAY DISCLOSE

TCA may disclose the following categories of information, including Personal Information:

- Identifiers like your name and other similar information (for example, an email address, mailing address, or phone number).
- License plate information (such as license plate number, state, type, and front and rear images of the license plates).
- Vehicle information (for example, the vehicle's make, model, year, color, number of axles, and vehicle type [for example motorcycle or clean air vehicle]).
- Transponder information (such as the transponder's unique identifying number, occupancy setting, type of transponder, protocol for each transponder, and account number associated with the transponder).
- Payment information (for example, check deposits, credit card type, credit card number, expiration date, amount of the transaction, payment due, payment due date, outstanding balance, and transaction date and time).
- Account information (such as account type, account number, account balance, transponder number[s], account notes, and/or vehicle[s] associated with a transponder and/or account number).
- Transaction data information related to use of toll facilities (for example, toll amount due, transaction date/time, and the route, lane, or toll point used).
- Acknowledgement, Adjustment, Correction and Reconciliation Data
- Information related to unpaid tolls/violations (such as plate number, toll and penalty amount due, amount paid, transaction date/time, and travel pattern data noting the route, lane, or toll point used).
- Social Security Number as necessary to enforce unpaid tolls through the Franchise Tax Board.

YOUR RIGHTS IN CALIFORNIA

Under the California Consumer Privacy Act, as amended by the California Privacy Rights Act, California consumers possess the following rights:

- Right to Know and Request Disclosure of
 - The categories of their Personal Information that a business has collected, sold, shared, or disclosed for a business purpose.
 - The sources from which a business has collected their Personal Information.

- The business or commercial purpose for collecting, selling, or sharing Personal Information.
- The categories of third parties to whom the business discloses for a business purpose, sells, or shares Personal Information.
- The specific pieces of Personal Information the business has collected about them.
- Right to Correct. Consumers may request that a business correct inaccurate Personal Information.
- Right to Delete. Consumers may request that a business delete any Personal Information that it has about the consumer. TCA may deny a request to delete to comply with other legal obligations, including a court order to turn over such information.
- Right of Portability. Consumers, upon request, may obtain their Personal Information by mail or electronically without charge. TCA will process such requests in a timely manner and deliver requested information in a readily usable format to consumers.
- Right to Opt-Out. Consumers may restrict a business from selling or sharing their Personal Information. While TCA does not sell any consumer information, consumers may exercise their right to opt-out of sharing their Personal Information through one of the methods outlined in the following section titled "HOW TO ASSERT YOUR RIGHTS AND REQUEST ANY CHANGES".
- Right to Limit Use and Disclosure. Consumers may direct a business that collects sensitive Personal Information to limit its use of such information when necessary to perform the services reasonably expected by consumer of the business.
- Right of No Discrimination or Retaliation. Consumers who exercise any of the rights explained above will not be discriminated or retaliated against based on their exercise of these consumer rights.

HOW TO ASSERT YOUR RIGHTS AND REQUEST ANY CHANGES

Please use any of the following methods to submit a request to exercise any of the rights described above or request any desired changes to any Personal Information:

- **By Visiting the Following Site:** <https://secure.thetollroads.com/help/contact-us>
- **By Emailing:** PrivacyPolicy@TheTollRoads.com
- **By Visiting TCA in Person or Sending a Letter to:** The Toll Roads, 125 Pacifica, Ste. 120, Irvine, CA 92618
- **By Calling the Following Toll-Free Telephone:** (949) 754-3469

To proceed appropriately with a consumer or subscriber request, TCA may have to verify your identity prior to fulfilling such request to ensure protection of consumer or subscriber information. Once a consumer or subscriber request is verified, TCA will complete the request within 45 days of verification. If necessary, TCA maintains its right to one 45-day extension to fulfill a consumer or subscriber request. TCA will notify the consumer or subscriber within the first 45 days after their request if such an extension is necessary. Please note that consumers may only make a data access or data portability disclosure request twice within a 12-month period.

We are not obligated to make a data access or data portability disclosure if we cannot verify that the person making the request is the person about whom we collected information or is someone authorized to act on such person's behalf.

Any Personal Information we collect from you to verify your identity in connection with your request will be used solely for the purposes of verification.

COMMUNICATIONS FROM US

TCA may communicate with consumers through email, mail, notices posted on this Website, and other means that a consumer has opted into. Consumers may opt out of communications that they have previously opted into by contacting TCA through one of the methods listed above.

DO NOT TRACK SIGNALS

You may adjust your browser settings so that “do not track” requests are sent to the websites that you visit or Service that you access. However, TCA may not disable tracking technology that may be active on the Service in response to any “do not track” requests that we receive from your browser or device.

HOW WE RETAIN YOUR PERSONAL INFORMATION

TCA will keep your Personal Information while you have an account with us or while we are providing services to you. Thereafter, we will keep your Personal Information for as long as is necessary:

- To respond to any questions, complaints or claims made by you or on your behalf.
- To show that we treated you fairly.
- To keep records required by law.

TCA will not retain your Personal Information for longer than necessary for the purposes set out in this policy. When it is no longer necessary to retain your Personal Information, we will delete or anonymize it pursuant to applicable law.

HOW WE SECURE YOUR PERSONAL INFORMATION

TCA has appropriate security measures in place to prevent Personal Information from being accidentally lost or used or accessed in an unauthorized way. Those processing your information will do so only in an authorized manner and are subject to a duty of confidentiality. We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so. TCA employs physical, electronic and managerial procedures to safeguard the security and integrity of Personal Information. Billing and payment data is encrypted whenever transmitted or received online. Personal Information is accessible only by staff designated to handle online requests or complaints.

We take commercially reasonable steps to protect the Personal Information from loss, misuse, and unauthorized access, disclosure, alteration, or destruction. Please understand, however, that no security system is impenetrable. We cannot guarantee the security of our databases, nor can we guarantee that the information you supply will not be intercepted while being transmitted to and from us over the internet. Emails either sent to or from us may not be secure, and you should therefore take special care in deciding what information you send to us via email.

THIRD-PARTY SITES

This Website may contain links to other websites for consumer convenience. These third-party sites are not controlled nor operated by TCA. TCA is not responsible for the privacy practices or the content of those other websites. Please refer to the privacy policies of those sites for more information on how the operators of those sites collect and use your Personal Information.

TRAVEL PATTERN DATA

When you use The Toll Roads, we collect your transponder and/or vehicle license plate information, as well as the number of axles on your vehicle. When you pass through a tolling location, we record the route, lane, tolling point, transaction, and calculate the toll. The license plate number and/or transponder, in conjunction with the route, tolling point(s), lane used, date and time of your drive constitutes your travel pattern data. Locations, dates, and times traveled do not constitute travel pattern data if the information is dissociated from a specific individual or combined with other data to create Deidentified Data.

USERS OUTSIDE OF THE UNITED STATES

This Website and the Services are operated in the United States. If you are located outside of the United States, please be aware that any information you provide to us will be transferred to the United States. By providing us with any information through the Site or the Services, you consent to this transfer. United States data protection and other relevant laws may not be the same as those in your jurisdiction.

CHANGES TO THIS PRIVACY POLICY

Our Privacy Policy may be accessed on the homepage of the Website, in the menu of our App, or by email upon request. We reserve the right to modify the Privacy Policy at any time. If we make material changes to the Privacy Policy, we will notify you by means of a notice posted on the home page of the Website, via email or mail, as available, or any combination thereof.

CONTACT US

If you have questions about this Privacy Policy, or questions related to any of TCA's services, please contact us via one of the following methods:

- **Website:** <https://secure.thetollroads.com/help/contact-us>
- **Email:** PrivacyPolicy@TheTollRoads.com
- **In Person or by Mail:** The Toll Roads, 125 Pacifica, Ste. 120, Irvine, CA 92618
- **Phone:** (949) 754-3469

ADDITIONAL FORMATS

If you would like this Privacy Policy in another format (for example: audio, large print, braille) please contact us (see "CONTACT US" above). Printable PDFs of this Privacy Policy are available here TheTollRoads.com/PrivacyPolicy.