

Privacy Policy for California Residents

Effective Date: 01/01/2024

Introduction

Amica Mutual Insurance Company and our subsidiaries and affiliates, including Amica Life Insurance Company, Amica General Agency, LLC and Amica Property & Casualty Insurance Company (collectively “**Amica**” or “**we**”) respect your privacy and are committed to protecting it through our compliance with this Privacy Policy for California Residents (this “**Policy**”).

This Policy applies to personal information of California residents to the extent the information is subject to the California Consumer Privacy Act of 2018 (“**CCPA**”) as amended by the California Privacy Rights Act of 2020 (“**CPRA**”). This Policy does not apply to personal information collected pursuant to the federal Gramm-Leach-Bliley Act and its implementing regulations or the California Financial Information Privacy Act.

This Policy may change from time to time, and the current effective date is set forth at the top of this Policy. When possible, we will provide you with advance notice of our changes to this Policy, and we will not make retroactive changes that reduce your privacy rights unless we are legally required to do so.

Amica collects, uses and discloses personal information we receive from you in accordance with the Privacy Notice, Online Privacy Policy, Amica Online Terms of Use, Amica End User License Agreement and Privacy Notice at Collection for California Residents, whether that information comes from the Services (defined below), or any other means. The information contained in this Policy is in no way intended to amend, abridge, replace, contradict, change or otherwise affect the policies outlined in the notices and policies referenced herein.

Personal Information We Collect, Use or Disclose

Categories of Personal Information We Collect, Categories of Sources of Personal Information, Business or Commercial Purposes for Which Personal Information Will Be Used, and Categories of Third Parties with Whom Personal Information is Disclosed.

We collect information that identifies, relates to, describes, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular consumer or household (“**Personal Information**” or “**PI**”). PI may be collected from you when you contact Amica by any means, visit www.amica.com or any other website or mobile application published by Amica (collectively, the “**Services**”). We

collected the following categories of PI from the sources identified below for the business and commercial purposes indicated, and disclosed such categories of PI with the specified categories of third parties.

Category of PI: Identifiers

Examples of Identifiers Collected: Your name, alias, postal address, unique personal identifier, online identifier, Internet Protocol address, email address, account name, policy number; Social Security number, driver's license number, passport number, or other similar identifiers.

Categories of Sources of Identifiers Collected: Directly from you during the application process or through other transactions with you including, but not limited to, online transactions when you interact with Amica.com and any Amica mobile application; consumer reporting agencies; your social media; our business partners and third-party service providers; your medical providers, the Medical Information Bureau or other prescription or insurance databases.

Business or Commercial Purpose for Which Identifiers Are Collected, Used or Disclosed: Amica collects, uses, or discloses your PI only as permitted by law and as necessary to conduct business. For these purposes, we may collect, use or disclose your PI to:

- Provide the Services to you such as to obtain a quote, file or check the status of a claim, contact or chat with a customer or claims service representative, manage your account, pay your bill, apply for or purchase an Amica product, use other interactive features of the websites, connect with social media through the Services, or contact us for help or information or otherwise voluntarily provide your information.
- Operate, improve and personalize the products and Services we offer, and to give you a more consistent and personalized experience when interacting with us through our website, mobile applications and through electronic mail and/or text message (with your consent, where required by law).
- Store information about your preferences, allowing us to customize the Services according to your individual interests.
- Speed up your searches.
- Recognize you when you return to the Services.
- Create, maintain, customize and secure your accounts and maintain the safety, security and integrity of our website, mobile applications, product and Services, databases and other technology assets and business.
- Communicate with you, for example, and including without limitation, to investigate and respond to your inquiries about your policies or claims.
- Better understand how you access and use the Services, for the purposes of trying to improve the Services and to respond to your preferences, including language and location customization, personalized help and instructions, or other responses to your usage of the Services.
- Help us research, analyze and develop our new products and Services and improve our existing products and Services.

- Provide you with advertising and direct marketing that is more relevant to you.
- Provide you with alerts or other notices via electronic mail and/or text message concerning our products, Services, events or news that may be of interest to you.
- Respond to law enforcement requests and as required by applicable law, court order, or local, state or federal government regulations.
- Enforce our Terms of Use or other applicable policies.
- Assess the effectiveness of and improve advertising and other marketing and promotional activities on or in connection with the Services, and to tailor advertisements you see on other websites and mobile apps.
- Evaluate or conduct merger, divestiture, restructuring, reorganization, dissolution or other sale or transfer of some or all of our assets, whether as a going concern or as part of bankruptcy, liquidation or similar proceeding, in which PI held by us about you is among the assets transferred.
- Process your activation or registration with any of our Services.
- Contact you with regard to your use of any of our Services, and, in our discretion, changes to any of our Services and products and our policies.
- Provide services and features as part of our Home Check by Amica™ mobile application; and
- Provide services and features as part of our StreetSmart mobile application, for which you can find more information here: <https://www.amica.com/streetsmart/privacy-notice.html>.
- As described to you when collecting your PI or as otherwise set forth in the CPRA.
- For customer service, security, to detect fraud or illegal activities, or for archival and backup purposes in connection with the provision of the Services.
- For internal business purposes.

Categories of Third Parties to Whom We Disclose Identifiers (if any): Amica uses and discloses your PI only as permitted by law and as necessary to conduct business. For these purposes, we may disclose your PI with:

- Claims adjusters, appraisers, auto repair shops, rental companies, contractors, investigators, attorneys and other third-party vendors who provide services in facilitation of your claim.
- Your agent.
- Your mortgagee, lien holder, or your finance company.
- Our affiliated companies.
- Consultants or other service providers that perform business functions for us, such as mailing or marketing services.
- Our reinsurance companies.
- Businesses that conduct research, including actuarial or underwriting studies and data aggregators.
- Other insurance companies.
- Consumer reporting agencies.
- Insurance support organizations.
- Medical care institutions and medical providers.
- State insurance departments, police or other governmental authorities including federal, state and local entities.
- Persons as ordered by subpoena, warrant or other court order or as required by law.

Category of PI: PI Categories Listed in the California Customer Records Statute (Cal. Civ. Code 1798.80(e)(CCR))

Examples of PI Categories Listed in the CCR Collected: Your name, signature, Social Security number, physical characteristics or description, address, telephone number, passport number, driver's license or state identification card number, insurance policy number, education, employment, employment history, bank account number, credit card number, debit card number, or any other financial information, medical information, or health insurance information.

Categories of Sources of PI Categories Listed in the CCR Collected: Directly from you during the application process or through other transactions with you including, but not limited to, online transactions when you interact with Amica.com and an Amica mobile application; consumer reporting agencies; your social media; our business partners and third-party service providers; your medical providers, the Medical Information Bureau or other prescription or insurance databases.

Business or Commercial Purpose for Which PI Categories Listed in the CCR Are Collected, Used or Disclosed: Amica uses your PI only as permitted by law and as necessary to conduct business. For these purposes, we may collect, use or disclose your PI to:

- Provide the Services to you such as to obtain a quote, file or check the status of a claim, contact or chat with a customer or claims service representative, manage your account, pay your bill, apply for or purchase an Amica product, use other interactive features of the websites, connect with social media through the Services, or contact us for help or information or otherwise voluntarily provide your information.
- Operate, improve and personalize the products and Services we offer, and to give you a more consistent and personalized experience when interacting with us through our website, mobile applications and through electronic mail and/or text message (with your consent, where required by law).
- Store information about your preferences, allowing us to customize the Services according to your individual interests.
- Speed up your searches; to recognize you when you return to the Services.
- Create, maintain, customize and secure your accounts and maintain the safety, security and integrity of our website, mobile applications, product and Services, databases and other technology assets and business.
- Communicate with you, for example, and including without limitation, to investigate and respond to your inquiries about your policies or claims.
- Better understand how users access and use the Services, for the purposes of trying to improve the Services and to respond to your preferences, including language and location customization, personalized help and instructions, or other responses to your usage of the Services.
- Help us research, analyze and develop our new products and Services and improve our existing products and Services.
- Provide you with advertising and direct marketing that is more relevant to you.
- Provide you with alerts or other notices via electronic mail and/or text message concerning our products, Services, events or news that may be of interest to you.
- Respond to law enforcement requests and as required by applicable law, court order, or local, state or federal government regulations.
- Enforce our Terms of Use or other applicable policies.
- Assess the effectiveness of and improve advertising and other marketing and promotional activities on or in connection with the Services, and to tailor advertisements you see on other websites and mobile apps.

- Evaluate or conduct merger, divestiture, restructuring, reorganization, dissolution or other sale or transfer of some or all of our assets, whether as a going concern or as part of bankruptcy, liquidation or similar proceeding, in which PI held by us about you is among the assets transferred.
- Process your activation or registration with any of our Services.
- Contact you with regard to your use of any of our Services, and, in our discretion, changes to any of our Services and products and our policies.
- Provide services and features as part of our Home Check by Amica™ mobile application; and
- Provide services and features as part of our StreetSmart mobile application, for which you can find more information here: <https://www.amica.com/streetsmart/privacy-notice.html>.
- As described to you when collecting your PI or as otherwise set forth in the CPRA.
- For customer service, security, to detect fraud or illegal activities, or for archival and backup purposes in connection with the provision of the Services.
- For internal business purposes.

Categories of Third Parties to Whom We Disclose PI Categories Listed in the CCR (if any): Amica uses and discloses your PI only as permitted by law and as necessary to conduct business. For these purposes, we may disclose your PI with:

- Claims adjusters, appraisers, auto repair shops, rental companies, contractors, investigators, attorneys and other third-party vendors who provide services in facilitation of your claim.
- Your agent.
- Your mortgagee, lien holder or finance company.
- Our affiliated companies.
- Consultants or other service providers that perform business functions for us, such as mailing or marketing services.
- Our reinsurance companies.
- Businesses that conduct research, including actuarial or underwriting studies and data aggregators.
- Other insurance companies.
- Consumer reporting agencies.
- Insurance support organizations.
- Medical care institutions and medical providers.
- State insurance departments, police or other governmental authorities including federal, state and local entities.
- Persons as ordered by subpoena, warrant or other court order or as required by law.

Category of PI: Characteristics of Protected Classifications under California or Federal Law

Examples of Characteristics of Protected Classifications Under California or Federal Law Collected: Your race, color, age (40 years and older), ancestry, national origin (includes language use and possession of a driver's license issued to persons unable to provide their presence in the United States is authorized under federal law), citizenship, religion or creed, marital status, medical condition, disability (mental and physical including HIV/AIDS, cancer, and genetic characteristics), sex (including gender, gender identity, gender expression, pregnancy or childbirth and related medical conditions), sexual

orientation, veteran or military status, genetic information (including familial genetic information).

Categories of Sources of Characteristics of Protected Classifications Under California or Federal Law Collected: Directly from you during the application process or through other transactions with you including, but not limited to, online transactions when you interact with Amica.com and an Amica mobile application; consumer reporting agencies; your social media; our business partners and third-party service providers; your medical providers, the Medical Information Bureau or other prescription or insurance databases.

Business or Commercial Purpose for Which Characteristics of Protected Classifications Under California or Federal Law Are Collected, Used or Disclosed: Amica collects, uses or discloses your PI only as permitted by law and as necessary to conduct business. For these purposes, we may collect, use or disclose your PI to:

- Provide the Services to you such as to obtain a quote, file or check the status of a claim, contact or chat with a customer or claims service representative, manage your account, pay your bill, apply for or purchase an Amica product, use other interactive features of the websites, connect with social media through the Services, or contact us for help or information or otherwise voluntarily provide your information;
- Operate, improve and personalize the products and Services we offer, and to give you a more consistent and personalized experience when interacting with us through our website, mobile applications and through electronic mail and/or text message (with your consent, where required by law).
- Store information about your preferences, allowing us to customize the Services according to your individual interests.
- Speed up your searches.
- Recognize you when you return to the Services.
- Create, maintain, customize and secure your accounts and maintain the safety, security and integrity of our website, mobile applications, product and services, databases and other technology assets and business.
- Communicate with you, for example, and including without limitation, to investigate and respond to your inquiries about your policies or claims.
- Better understand how you access and use the Services, for the purposes of trying to improve the Services and to respond to your preferences, including language and location customization, personalized help and instructions, or other responses to your usage of the Services.
- Help us research, analyze and develop our new products and Services and improve our existing products and Services.
- Provide you with advertising and direct marketing that is more relevant to you.
- Provide you with alerts or other notices via electronic mail and/or text message concerning our products, Services, events or news that may be of interest to you.
- Respond to law enforcement requests and as required by applicable law, court order, or local, state or federal government regulations.
- Enforce our Terms of Use or other applicable policies.
- Assess the effectiveness of and improve advertising and other marketing and promotional activities on or in connection with the Services, and to tailor advertisements you see on other websites and mobile apps.
- Evaluate or conduct merger, divestiture, restructuring, reorganization, dissolution or other sale or transfer of some or all of our assets, whether as a going concern or as part of bankruptcy, liquidation or similar proceeding, in which PI held by us about you is among the assets transferred.

- Process your activation or registration with any of our Services.
- Contact you with regard to your use of any of our Services, and, in our discretion, changes to any of our Services and products and our policies.
- As described to you when collecting your PI or as otherwise set forth in the CPRA.
- For customer service, security, to detect fraud or illegal activities, or for archival and backup purposes in connection with the provision of the Services.
- For internal business purposes.

Categories of Third Parties to Whom We Disclose Characteristics of Protected Classifications Under California or Federal Law (if any): Amica uses and discloses your PI only as permitted by law and as necessary to conduct business. For these purposes, we may disclose your PI with:

- Claims adjusters, appraisers, auto repair shops, rental companies, contractors, investigators, attorneys and other third-party vendors who provide services in facilitation of your claim.
- Your agent.
- Your mortgagee, lien holder or finance company.
- Our affiliated companies.
- Consultants or other service providers that perform business functions for us, such as mailing or marketing services.
- Our reinsurance companies.
- Businesses that conduct research, including actuarial or underwriting studies and data aggregators.
- Other insurance companies.
- Consumer reporting agencies.
- Insurance support organizations.
- Medical care institutions and medical providers.
- State insurance departments, police or other governmental authorities including federal state and local entities.
- Persons as ordered by subpoena, warrant or other court order or as required by law.

Category of PI: Commercial Information

Examples of Commercial Information Collected: Records of your personal property, products or Services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies.

Categories of Sources of Commercial Information Collected: Directly from you during the application process or through other transactions with you including, but not limited to, online transactions when you interact with Amica.com and an Amica mobile application; consumer reporting agencies; your social media; and our business partners and third-party service providers.

Business or Commercial Purpose for Which Commercial Information Is Collected, Used or Disclosed: Amica uses your PI only as permitted by law and as necessary to conduct business. For these purposes, we may collect, use or disclose your PI to:

- Provide the Services to you such as to obtain a quote, file or check the status of a claim, contact or chat with a customer or claims service representative, manage your account, pay your bill, apply for or purchase an Amica product, use other interactive features of the websites, connect with social media through the Services, or contact us for help or information or otherwise voluntarily provide your information.
- Operate, improve and personalize the products and Services we offer, and to give you a more consistent and personalized experience when interacting with us through our website, mobile applications and through electronic mail and/or text message (with your consent, where required by law).
- Store information about your preferences, allowing us to customize the Services according to your individual interests.
- Speed up your searches.
- Recognize you when you return to the Services.
- Create, maintain, customize and secure your accounts and maintain the safety, security and integrity of our website, mobile applications, product and Services, databases and other technology assets and business.
- Communicate with you, for example, and including without limitation, to investigate and respond to your inquiries about your policies or claims.
- Better understand how you access and use the Services, for the purposes of trying to improve the Services and to respond to your preferences, including language and location customization, personalized help and instructions, or other responses to your usage of the Services.
- Help us research, analyze and develop our new products and Services and improve our existing products and Services.
- Provide you with advertising and direct marketing that is more relevant to you.
- Provide you with alerts or other notices via electronic mail and/or text message concerning our products, Services, events or news that may be of interest to you.
- Respond to law enforcement requests and as required by applicable law, court order, or local, state or federal government regulations.
- Enforce our Terms of Use or other applicable policies.
- Assess the effectiveness of and improve advertising and other marketing and promotional activities on or in connection with the Services, and to tailor advertisements you see on other websites and mobile apps.
- Evaluate or conduct merger, divestiture, restructuring, reorganization, dissolution or other sale or transfer of some or all of our assets, whether as a going concern or as part of bankruptcy,

liquidation or similar proceeding, in which PI held by us about you is among the assets transferred.

- Process your activation or registration with any of our Services.
- Contact you with regard to your use of any of our Services, and, in our discretion, changes to any of our Services and products and our policies.
- As described to you when collecting your PI or as otherwise set forth in the CPRA.
- For customer service, security, to detect fraud or illegal activities, or for archival and backup purposes in connection with the provision of the Services.
- For internal business purposes.

Categories of Third Parties to Whom We Share Commercial Information With (if any): Amica uses and discloses your PI only as permitted by law and as necessary to conduct business. For these purposes, we may disclose your PI with:

- Claims adjusters, appraisers, auto repair shops, rental companies, contractors, investigators, attorneys and other third-party vendors who provide services in facilitation of your claim.
- Your agent.
- Your mortgagee, lien holder or finance company.
- Our affiliated companies.
- Consultants or other service providers that perform business functions for us, such as mailing or marketing services.
- Our reinsurance companies.
- Businesses that conduct research, including actuarial or underwriting studies and data aggregators.
- Other insurance companies.
- Consumer reporting agencies.
- Insurance support organizations.
- Medical care institutions and medical providers.
- State insurance departments, police or other governmental authorities including federal, state and local entities
- Persons as ordered by subpoena, warrant or other court order or as required by law.

Category of PI: Biometric Information

Examples of Biometric Information Collected: Physiological, biological or behavioral characteristics, including an individual's deoxyribonucleic acid (DNA), imagery of the iris, retina, fingerprint, face, hand, palm, vein patterns, and voice recordings, from which an identifier template, such as a faceprint, a minutiae template, or a voiceprint, can be extracted, and keystroke patterns or rhythms, gait patterns or rhythms, and sleep, health, or exercise.

Categories of Sources of Biometric Information Collected: Directly from you during the application process or through other transactions with you including, but not limited to, online transactions when you interact with Amica.com and an Amica mobile application; consumer reporting agencies; your social media; our business partners and third-party service providers; your medical providers, the Medical Information Bureau or other prescription or insurance databases.

Business or Commercial Purpose for Which Biometric Information is Collected, Used or Disclosed: Amica uses your PI only as permitted by law and as necessary to conduct business. For these purposes, we may collect, use or disclose your PI:

- Provide the Services to you such as to obtain a quote, file or check the status of a claim, contact or chat with a customer or claims service representative, manage your account, pay your bill, apply for or purchase an Amica product, use other interactive features of the websites, connect with social media through the Services, or contact us for help or information or otherwise voluntarily provide your information.
- Operate, improve and personalize the products and Services we offer, and to give you a more consistent and personalized experience when interacting with us through our website, mobile applications and through electronic mail and/or text message (with your consent, where required by law).
- Store information about your preferences, allowing us to customize the Services according to your individual interests.
- Speed up your searches; to recognize you when you return to the Services.
- Create, maintain, customize and secure your accounts and maintain the safety, security and integrity of our website, mobile applications, product and Services, databases and other technology assets and business.
- Communicate with you, for example, and including without limitation, to investigate and respond to your inquiries about your policies or claims.
- Better understand how you access and use the Services, for the purposes of trying to improve the Services and to respond to your preferences, including language and location customization, personalized help and instructions, or other responses to users' usage of the Services.
- Help us research, analyze and develop our new products and Services and improve our existing products and Services.
- Provide you with advertising and direct marketing that is more relevant to you.
- Provide you with alerts or other notices via electronic mail and/or text message concerning our products, Services, events or news that may be of interest to you.
- Respond to law enforcement requests and as required by applicable law, court order, or local, state or federal government regulations.
- Enforce our Terms of Use or other applicable policies.
- Assess the effectiveness of and improve advertising and other marketing and promotional activities on or in connection with the Services, and to tailor advertisements you see on other websites and mobile apps.
- Evaluate or conduct merger, divestiture, restructuring, reorganization, dissolution or other sale or transfer of some or all of our assets, whether as a going concern or as part of bankruptcy, liquidation or similar proceeding, in which PI held by us about you is among the assets transferred.
- Process your activation or registration with any of our Services; and to contact you with regard to your use of any of our Services, and, in our discretion, changes to any of our Services and products and our policies.
- As described to you when collecting your PI or as otherwise set forth in the CPRA.
- For customer service, security, to detect fraud or illegal activities, or for archival and backup purposes in connection with the provision of the Services.
- For internal business purposes.

Categories of Third Parties to Whom We Disclose Biometric Information With (if any): Amica uses and discloses your PI only as permitted by law and as necessary to conduct business. For these purposes, we may disclose your PI with:

- Businesses that conduct research, including actuarial or underwriting studies and data aggregators.
- Other insurance companies.
- Medical care institutions and medical providers.
- State insurance departments, police or other governmental authorities including federal, state and local entities.
- Persons as ordered by subpoena, warrant or other court order or as required by law.

Category of PI: Internet or Other Electronic Network Activity Information

Examples of Internet or Other Electronic Network Activity Information Collected: Your browsing history, search history, and information regarding your interaction with our website, mobile applications or advertisements.

Sources of Internet or Other Electronic Network Activity Information Collected: Directly from you during the application process or through other transactions with you including, but not limited to, online transactions when you interact with Amica.com and an Amica mobile application; and our business partners and third-party service providers.

Business or Commercial Purpose for Which Internet or Other Electronic Network Activity Information Is Collected, Used or Disclosed: Amica uses your PI only as permitted by law and as necessary to conduct business. For these purposes, we may collect, use or disclose your PI to:

- Provide the Services to you such as to obtain a quote, file or check the status of a claim, contact or chat with a customer or claims service representative, manage your account, pay your bill, apply for or purchase an Amica product, use other interactive features of the websites, connect with social media through the Services, or contact us for help or information or otherwise voluntarily provide your information.
- Operate, improve and personalize the products and Services we offer, and to give you a more consistent and personalized experience when interacting with us through our website, mobile applications and through electronic mail and/or text message (with your consent, where required by law).
- Store information about your preferences, allowing us to customize the Services according to your individual interests; to speed up your searches; to recognize you when you return to the Services.
- Create, maintain, customize and secure your accounts and maintain the safety, security and integrity of our website, mobile applications, product and services, databases and other technology assets and business.
- Communicate with you, for example, and including without limitation, to investigate and respond to your inquiries about your policies or claims; to better understand how you access and use the Services, for the purposes of trying to improve the Services and to respond to your preferences, including language and location customization, personalized help and instructions, or other responses to your usage of the Services.
- Help us research, analyze and develop our new products and Services and improve our existing products and Services.
- Provide you with advertising and direct marketing that is more relevant to you.
- Respond to law enforcement requests and as required by applicable law, court order, or local, state or federal government regulations.
- Enforce our Terms of Use or other applicable policies.

- Assess the effectiveness of and improve advertising and other marketing and promotional activities on or in connection with the Services, and to tailor advertisements you see on other websites and mobile apps.
- Process your activation or registration with any of our services.
- Contact you with regard to your use of any of our Services, and, in our discretion, changes to any of our Services and products and our policies;
- Provide services and features as part of our Home Check by Amica™ mobile application; and
- Provide services and features as part of our StreetSmart mobile application, for which you can find more information here: <https://www.amica.com/streetsmart/privacy-notice.html>.
- As described to you when collecting your PI or as otherwise set forth in the CPRA.
- For customer service, security, to detect fraud or illegal activities, or for archival and backup purposes in connection with the provision of the Services.
- For internal business purposes.

Categories of Third Parties to Whom We Disclose Internet or Other Electronic Network Activity Information (if any): Amica uses and discloses your PI only as permitted by law and as necessary to conduct business. For these purposes, we may disclose your PI with:

- Our affiliated companies.
- Consultants or other service providers that perform business functions for us, such as mailing or marketing services.
- Businesses that conduct research, including actuarial or underwriting studies and data aggregators.
- Other insurance companies.
- State insurance departments, police or other governmental authorities including federal, state and local entities.
- Persons as ordered by subpoena, warrant or other court order or as required by law.

Category of PI: Geolocation Data

Examples of Geolocation Data Collected: Your physical location and/or movements.

Categories of Sources of Geolocation Data Collected: Directly from you during the application process or through other transactions with you including, but not limited to, online transactions when you interact with Amica.com and an Amica mobile application; your social media; and our business partners and third-party service providers.

Business or Commercial Purpose for Which Geolocation Data Is Collected, Used or Disclosed: Amica uses your PI only as permitted by law and as necessary to conduct business. For these purposes, we may collect, use or disclose your PI to:

- Provide the Services to you such as to obtain a quote, file or check the status of a claim, contact or chat with a customer or claims service representative, manage your account, pay your bill, apply for or purchase an Amica product, use other interactive features of the websites, connect with social media through the Services, or contact us for help or information or otherwise voluntarily provide your information.
- Operate, improve and personalize the products and Services we offer, and to give you a more consistent and personalized experience when interacting with us through our website, mobile applications and through electronic mail and/or text message (with your consent, where required by law).
- Store information about your preferences, allowing us to customize the Services according to your individual interests.
- Speed up your searches.
- Recognize you when you return to the Services.
- Create, maintain, customize and secure your accounts and maintain the safety, security and integrity of our website, mobile applications, product and Services, databases and other technology assets and business.
- Communicate with you, for example, and including without limitation, to investigate and respond to your inquiries about your policies or claims.
- Better understand how you access and use the Services, for the purposes of trying to improve the Services and to respond to your preferences, including language and location customization, personalized help and instructions, or other responses to your usage of the Services; to help us research, analyze and develop our new products and Services and improve our existing products and Services.
- Provide you with advertising and direct marketing that is more relevant to you.
- Provide you with alerts or other notices via electronic mail and/or text message concerning our products, Services, events or news that may be of interest to you.
- Respond to law enforcement requests and as required by applicable law, court order, or local, state or federal government regulations; to enforce our Terms of Use or other applicable policies.
- Assess the effectiveness of and improve advertising and other marketing and promotional activities on or in connection with the Services, and to tailor advertisements you see on other websites and mobile apps.
- Process your activation or registration with any of our Services; and to contact you with regard to your use of any of our services, and, in our discretion, changes to any of our Services and products and our policies.
- Provide services and features as part of our Home Check by Amica™ mobile application; and

- Provide services and features as part of our StreetSmart mobile application, for which you can find more information here: <https://www.amica.com/streetsmart/privacy-notice.html>
- As described to you when collecting your PI or as otherwise set forth in the CPRA.
- For customer service, security, to detect fraud or illegal activities, or for archival and backup purposes in connection with the provision of the Services.
- For internal business purposes.

Categories of Third Parties to Whom We Disclose Geolocation Data (if any): Amica uses and discloses your PI only as permitted by law and as necessary to conduct business. For these purposes, we may disclose your PI with:

- Claims adjusters, appraisers, auto repair shops, rental companies, contractors, investigators, attorneys and other third-party vendors who provide services in facilitation of your claim.
- Our affiliated companies.
- Consultants or other service providers that perform business functions for us, such as mailing or marketing services.
- Businesses that conduct research, including actuarial or underwriting studies and data aggregators.
- Other insurance companies.
- Insurance support organizations.
- State insurance departments, police or other governmental authorities including federal, state and local entities.
- Persons as ordered by subpoena, warrant or other court order or as required by law.

Category of PI: Sensory Data

Examples of Sensory Data Collected: Your audio, electronic, visual, thermal, olfactory, or similar information.

Sources of Sensory Data Collected: Directly from you during the application process or through other transactions with you including, but not limited to, online transactions when you interact with Amica.com and an Amica mobile application; consumer reporting agencies; your social media; our business partners and third-party service providers; your medical providers, the Medical Information Bureau or other prescription or insurance databases.

Business or Commercial Purpose for Which Sensory Data Is Collected, Used or Disclosed: Amica collects, uses or discloses your PI only as permitted by law and as necessary to conduct business. For these purposes, we may collect, use or disclose your PI to:

- Provide the Services to you such as to obtain a quote, file or check the status of a claim, contact or chat with a customer or claims service representative, manage your account, pay your bill, apply for or purchase an Amica product, use other interactive features of the websites, connect with social media through the Services, or contact us for help or information or otherwise voluntarily provide your information.
- Operate, improve and personalize the products and Services we offer, and to give you a more consistent and personalized experience when interacting with us through our website, mobile applications and through electronic mail and/or text message (with your consent, where required by law).
- Store information about your preferences, allowing us to customize the Services according to your individual interests.
- Speed up your searches.
- Recognize you when you return to the Services.
- Create, maintain, customize and secure your accounts and maintain the safety, security and integrity of our website, mobile applications, product and Services, databases and other technology assets and business.
- Communicate with you, for example, and including without limitation, to investigate and respond to your inquiries about your policies or claims.
- Better understand how you access and use the Services, for the purposes of trying to improve the Services and to respond to your preferences, including language and location customization, personalized help and instructions, or other responses to your usage of the Services.
- Help us research, analyze and develop our new products and Services and improve our existing products and Services.
- Provide you with advertising and direct marketing that is more relevant to you.
- Provide you with alerts or other notices via electronic mail and/or text message concerning our products, Services, events or news that may be of interest to you.
- Respond to law enforcement requests and as required by applicable law, court order, or local, state or federal government regulations.
- Enforce our Terms of Use or other applicable policies.
- Assess the effectiveness of and improve advertising and other marketing and promotional activities on or in connection with the Services, and to tailor advertisements you see on other websites and mobile apps.
- Process your activation or registration with any of our Services.
- Contact you with regard to your use of any of our Services, and, in our discretion, changes to any of our Services and products and our policies.

- Provide services and features as part of our Home Check by Amica™ mobile application; and
- Provide services and features as part of our StreetSmart mobile application, for which you can find more information here: <https://www.amica.com/streetsmart/privacy-notice.html>.
- As described to you when collecting your PI or as otherwise set forth in the CPRA.
- For customer service, security, to detect fraud or illegal activities, or for archival and backup purposes in connection with the provision of the Services.
- For internal business purposes.

Categories of Third Parties to Whom We Disclose Sensory Data (if any): Amica uses and discloses your PI only as permitted by law and as necessary to conduct business. For these purposes, we may disclose your Sensory Data with:

- Claims adjusters, appraisers, auto repair shops, rental companies, contractors, investigators, attorneys and other third-party vendors who provide services in facilitation of your claim.
- Your agent.
- Your mortgagee, lien holder or finance company.
- Our affiliated companies.
- Consultants or other service providers that perform business functions for us, such as mailing or marketing services.
- Our reinsurance companies.
- Businesses that conduct research, including actuarial or underwriting studies and data aggregators.
- Other insurance companies.
- Consumer reporting agencies.
- Insurance support organizations.
- Medical care institutions and medical providers.
- State insurance departments, police or other governmental authorities including federal, state and local entities.
- Persons as ordered by subpoena, warrant or other court order or as required by law.

Category of PI: Professional or Employment-Related Information

Examples of Professional or Employment-Related Information Collected: Your current and/or past employment history including performance evaluations, if you are or were employed by Amica.

Categories of Sources of Professional or Employment-Related Information Collected: Directly from you during the job application process or through other transactions with you including, but not limited to, online transactions when you interact with Amica.com and an Amica mobile application; consumer reporting agencies; your social media; our business partners and third-party service providers; your medical providers, the Medical Information Bureau or other prescription or insurance databases.

Business or Commercial Purpose for Which Professional or Employment-Related Information Is Collected, Used or Disclosed: Amica collects, uses or discloses your PI only as permitted by law and as necessary to conduct business. For these purposes, we may collect, use or disclose your PI to:

- Provide the Services to you such as to obtain a quote, contact or chat with a customer or claims service representative, apply for or purchase an Amica product, use other interactive features of the websites, or otherwise voluntarily provide your information.
- Operate, improve and personalize the products and Services we offer, and to give you a more consistent and personalized experience when interacting with us through our website, mobile applications and through electronic mail and/or text message (with your consent, where required by law).
- Store information about your preferences, allowing us to customize the Services according to your individual interests.
- Create, maintain, customize and secure your accounts and maintain the safety, security and integrity of our website, mobile applications, product and Services, databases and other technology assets and business.
- Help us research, analyze and develop our new products and Services and improve our existing products and Services.
- Provide you with advertising and direct marketing that is more relevant to you.
- Provide you with alerts or other notices via electronic mail and/or text message concerning our products, Services, events or news that may be of interest to you.
- Respond to law enforcement requests and as required by applicable law, court order, or local, state or federal government regulations.
- Enforce our Terms of Use or other applicable policies.
- Assess the effectiveness of and improve advertising and other marketing and promotional activities on or in connection with the Services, and to tailor advertisements you see on other websites and mobile apps.
- Process your activation or registration with any of our Services.
- Contact you with regard to your use of any of our Services, and, in our discretion, changes to any of our Services and products and our policies.
- As described to you when collecting your PI or as otherwise set forth in the CPRA.
- For customer service, security, to detect fraud or illegal activities, or for archival and backup purposes in connection with the provision of the Services.
- For internal business purposes.

Categories of Third Parties to Whom We Disclose Professional or Employment-Related Information (if any): Amica uses and discloses your PI only as permitted by law and as necessary to conduct business. For these purposes, we may disclose your PI with:

- Claims adjusters, appraisers, investigators, attorneys and other third-party vendors who provide services in facilitation of your claim.
- Your agent.
- Your mortgagee, lien holder or finance company.
- Our affiliated companies.
- Consultants or other service providers that perform business functions for us, such as mailing or marketing services.
- Businesses that conduct research, including actuarial or underwriting studies and data aggregators.
- Other insurance companies.
- Consumer reporting agencies.
- Medical care institutions and medical providers.
- State insurance departments, police or other governmental authorities including federal, state and local entities.
- Persons as ordered by subpoena, warrant or other court order or as required by law.

Category of PI: Nonpublic Education Information (as Defined in the Family Educational Rights and Privacy Act (20 U.S.C. § 1232g, 34 C.F.R. Part 99))

Examples of Nonpublic Education Information (as Defined in the Family Educational Rights and Privacy Act (20 U.S.C. § 1232g, 34 C.F.R. Part 99)) Collected: Education records, files, documents, and other materials directly related to a student maintained by an educational agency or institution or by a person acting for such an agency or institution, such as grades and transcripts or student disciplinary records.

Categories of Sources of Nonpublic Education Information (as Defined in the Family Educational Rights and Privacy Act (20 U.S.C. § 1232g, 34 C.F.R. Part 99))

Collected: Directly from you during the application process or through other transactions with you, including, but not limited to, online transactions when you interact with Amica.com and an Amica mobile application; consumer reporting agencies; your social media; our business partners and third-party service providers; or the education agency or institution.

Business or Commercial Purpose for Which Nonpublic Education Information (as Defined in the Family Educational Rights and Privacy Act (20 U.S.C. § 1232g, 34 C.F.R. Part 99)) Is

Collected, Used or Disclosed: Amica collects, uses or discloses your PI only as permitted by law and as necessary to conduct business. For these purposes, we may collect, use or disclose your PI to:

- Provide the Services to you such as to obtain a quote, contact or chat with a customer or claims service representative, apply for or purchase an Amica product, use other interactive features of the websites, or otherwise voluntarily provide your information.
- Operate, improve and personalize the products and Services we offer, and to give you a more consistent and personalized experience when interacting with us through our website, mobile applications and through electronic mail and/or text message (with your consent, where required by law).
- Store information about your preferences, allowing us to customize the Services according to your individual interests.

- Create, maintain, customize and secure your accounts and maintain the safety, security and integrity of our website, mobile applications, product and Services, databases and other technology assets and business.
- Help us research, analyze and develop our new products and Services and improve our existing products and Services.
- Provide you with advertising and direct marketing that is more relevant to you.
- Provide you with alerts or other notices via electronic mail and/or text message concerning our products, Services, events or news that may be of interest to you.
- Respond to law enforcement requests and as required by applicable law, court order, or local, state or federal government regulations.
- Enforce our Terms of Use or other applicable policies.
- Assess the effectiveness of and improve advertising and other marketing and promotional activities on or in connection with the Services, and to tailor advertisements you see on other websites and mobile apps.
- Process your activation or registration with any of our Services.
- Contact you with regard to your use of any of our Services, and, in our discretion, changes to any of our Services and products and our policies.
- As described to you when collecting your PI or as otherwise set forth in the CPRA.
- For customer service, security, to detect fraud or illegal activities, or for archival and backup purposes in connection with the provision of the Services.
- For internal business purposes.

Categories of Third Parties to Whom We Disclose Nonpublic Education Information (as Defined in the Family Educational Rights and Privacy Act (20 U.S.C. § 1232g, 34 C.F.R. Part 99)) With (if any): Amica uses and discloses your PI only as permitted by law and as necessary to conduct business. For these purposes, we may disclose your PI with:

- Claims adjusters, appraisers, auto repair shops, rental companies, contractors, investigators, attorneys and other third-party vendors who provide services in facilitation of your claim.
- Your agent.
- Your mortgagee, lien holder or finance company.
- Our affiliated companies.
- Consultants or other service providers that perform business functions for us, such as mailing or marketing services.
- Our reinsurance companies.
- Businesses that conduct research, including actuarial or underwriting studies and data aggregators.
- Other insurance companies.
- Consumer reporting agencies.
- Insurance support organizations.
- Medical care institutions and medical providers.
- State insurance departments, police or other governmental authorities including federal, state and local entities.
- Persons as ordered by subpoena, warrant or other court order or as required by law.

Category of PI: Inferences Drawn from Other PI

Examples of Inferences Drawn From Other PI Collected: Information used to create a profile about you reflecting your preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes.

Categories of Sources of Inferences Drawn From Other PI Collected: Directly from you during the application process or through other transactions with you including, but not limited to, online transactions when you interact with Amica.com and an Amica mobile application; consumer reporting agencies; your social media; our business partners and third-party service providers; your medical providers, the Medical Information Bureau or other prescription or insurance databases.

Business or Commercial Purpose for Which Inferences Drawn From Other PI Are Collected, Used or Disclosed: Amica uses your PI only as permitted by law and as necessary to conduct business. For these purposes, we may collect, use or disclose your PI to:

- Provide the Services to you such as to obtain a quote, file or check the status of a claim, contact or chat with a customer or claims service representative, manage your account, pay your bill, apply for or purchase an Amica product, use other interactive features of the websites, connect with social media through the Services, or contact us for help or information or otherwise voluntarily provide your information.
- Operate, improve and personalize the products and Services we offer, and to give you a more consistent and personalized experience when interacting with us through our website, mobile applications and through electronic mail and/or text message (with your consent, where required by law).
- Store information about your preferences, allowing us to customize the Services according to your individual interests.
- Speed up your searches; to recognize you when you return to the Services.
- Create, maintain, customize and secure your accounts and maintain the safety, security and integrity of our website, mobile applications, product and Services, databases and other technology assets and business.
- Communicate with you, for example, and including without limitation, to investigate and respond to your inquiries about your policies or claims.
- Better understand how you access and use the Services, for the purposes of trying to improve the Services and to respond to your preferences, including language and location customization, personalized help and instructions, or other responses to your usage of the Services; to help us research, analyze and develop our new products and Services and improve our existing products and Services.
- Provide you with advertising and direct marketing that is more relevant to you.
- Provide you with alerts or other notices via electronic mail and/or text message concerning our products, Services, events or news that may be of interest to you.
- Respond to law enforcement requests and as required by applicable law, court order, or local, state or federal government regulations.
- Enforce our Terms of Use or other applicable policies.
- Assess the effectiveness of and improve advertising and other marketing and promotional activities on or in connection with the Services, and to tailor advertisements you see on other websites and mobile apps.
- Process your activation or registration with any of our Services.
- Contact you with regard to your use of any of our Services, and, in our discretion, changes to any of our Services and products and our policies.

- Provide services and features as part of our Home Check by Amica™ mobile application; and
- Provide services and features as part of our StreetSmart mobile application, for which you can find more information here: <https://www.amica.com/streetsmart/privacy-notice.html>.
- As described to you when collecting your PI or as otherwise set forth in the CPRA.
- For customer service, security, to detect fraud or illegal activities, or for archival and backup purposes in connection with the provision of the Services.
- For internal business purposes.

Categories of Third Parties to Whom We Disclose Inferences Drawn From Other PI (if any):

Amica uses and discloses your PI only as permitted by law and as necessary to conduct business. For these purposes, we may disclose your PI with:

- Claims adjusters, investigators, attorneys and other third-party vendors who provide services in facilitation of your claim.
- Our affiliated companies.
- Businesses that conduct research, including actuarial or underwriting studies and data aggregators.
- State insurance departments, police or other governmental authorities including federal, state and local entities.
- Persons as ordered by subpoena, warrant or other court order or as required by law.

Category of PI: Sensitive Personal Information (SPI)

Examples of SPI Collected: Personal Information that reveals your Social Security, driver's license, state identification card, or passport number; your account log-in, financial account, debit card, or credit card number in combination with any required security or access code, password, or credentials allowing access to an account; your precise geolocation; your racial or ethnic origin, citizenship or immigration status, religious or philosophical beliefs, or union membership; the contents of your mail, email and text messages, unless the business is the intended recipient of the communication; your genetic data; and the processing of biometric information for the purpose of uniquely identifying you; personal information collected and analyzed concerning a your health; or personal information collected and analyzed concerning your sex life or sexual orientation.

Categories of Sources of SPI Collected: Directly from you during the application process or through other transactions with you including, but not limited to, online transactions when you interact with Amica.com and an Amica mobile application; consumer reporting agencies; your social media; our business partners and third-party service providers; your medical providers, the Medical Information Bureau or other prescription or insurance databases.

Business or Commercial Purpose for Which SPI Is Collected, Used or Disclosed: Amica collects, uses or discloses your PI only as permitted by law and as necessary to conduct business. For these purposes, we may collect, use or disclose your PI to:

- Provide the Services to you such as to obtain a quote, file or check the status of a claim, contact or chat with a customer or claims service representative, manage your account, pay your bill, apply for or purchase an Amica product, use other interactive features of the websites, connect with social media through the Services, or contact us for help or information or otherwise voluntarily provide your information.

- Operate, improve and personalize the products and Services we offer, and to give you a more consistent and personalized experience when interacting with us through our website, mobile applications and through electronic mail and/or text message (with your consent, where required by law).
- Store information about your preferences, allowing us to customize the Services according to your individual interests.
- Speed up your searches.
- Recognize you when you return to the Services.
- Create, maintain, customize and secure your accounts and maintain the safety, security and integrity of our website, mobile applications, product and Services, databases and other technology assets and business.
- Communicate with you, for example, and including without limitation, to investigate and respond to your inquiries about your policies or claims.
- Better understand how you access and use the Services, for the purposes of trying to improve the Services and to respond to your preferences, including language and location customization, personalized help and instructions, or other responses to your usage of the Services.
- Help us research, analyze and develop our new products and Services and improve our existing products and Services.
- Provide you with advertising and direct marketing that is more relevant to you.
- Provide you with alerts or other notices via electronic mail and/or text message concerning our products, Services, events or news that may be of interest to you.
- Respond to law enforcement requests and as required by applicable law, court order, or local, state or federal government regulations.
- Enforce our Terms of Use or other applicable policies.
- Assess the effectiveness of and improve advertising and other marketing and promotional activities on or in connection with the Services, and to tailor advertisements you see on other websites and mobile apps.
- Evaluate or conduct merger, divestiture, restructuring, reorganization, dissolution or other sale or transfer of some or all of our assets, whether as a going concern or as part of bankruptcy, liquidation or similar proceeding, in which PI held by us about you is among the assets transferred.
- Process your activation or registration with any of our Services.
- Contact you with regard to your use of any of our Services, and, in our discretion, changes to any of our Services and products and our policies.
- Provide services and features as part of our Home Check by Amica™ mobile application; and
- Provide services and features as part of our StreetSmart mobile application, for which you can find more information here: <https://www.amica.com/streetsmart/privacy-notice.html>.
- As described to you when collecting your PI or as otherwise set forth in the CPRA.
- For customer service, security, to detect fraud or illegal activities, or for archival and backup purposes in connection with the provision of the Services.
- For internal business purposes.

Categories of Third Parties to Whom We Disclose SPI (if any): Amica uses and discloses your PI only as permitted by law and as necessary to conduct business. For these purposes, we may disclose your PI with:

- Claims adjusters, appraisers, auto repair shops, rental companies, contractors, investigators, attorneys and other third-party vendors who provide services in facilitation of your claim.

- Your agent.
- Your mortgagee, lien holder or finance company.
- Our affiliated companies.
- Consultants or other service providers that perform business functions for us, such as mailing or marketing services.
- Our reinsurance companies.
- Businesses that conduct research, including actuarial or underwriting studies and data aggregators.
- Other insurance companies.
- Consumer reporting agencies.
- Insurance support organizations.
- Medical care institutions and medical providers.
- State insurance departments, police or other governmental authorities, including federal, state and local entities.
- Persons as ordered by subpoena, warrant or other court order or as required by law.

We do not use or disclose SPI for purposes other than to:

- Perform the Services or provide the goods reasonably expected by an average consumer who requests those goods or Services.
- Detect security incidents that compromise the availability, authenticity, integrity, and confidentiality of stored or transmitted personal information, provided that the use of the consumer's personal information is reasonably necessary and proportionate for this purpose.
- Resist malicious, deceptive, fraudulent, or illegal actions directed at the business and to prosecute those responsible for those actions, provided that the use of the consumer's personal information is reasonably necessary and proportionate for this purpose.
- Ensure the physical safety of natural persons, provided that the use of the consumer's personal information is reasonably necessary and proportionate for this purpose.
- Perform Services on behalf of the business, such as maintaining or servicing accounts, providing customer service, processing or fulfilling orders and transactions, verifying customer information, processing payments, providing financing, providing analytic services, providing storage, or providing similar services on behalf of the business.
- Verify or maintain the quality or safety of a Service or device that is owned, manufactured, manufactured for, or controlled by the business, and to improve, upgrade, or enhance the Service or device that is owned, manufactured by, manufactured for, or controlled by the business.
- For short-term, transient use, including, but not limited to, nonpersonalized advertising shown as part of a consumer's current interaction with the business, provided that the personal information is not disclosed to another third party and is not used to build a profile about the consumer or otherwise alter the consumer's experience outside the current interaction with the business.

Selling or Sharing of Personal Information/Sensitive Personal Information

We do not sell or share your PI or SPI. We do not sell or share the PI or SPI of minors under 16 years of age.

Your Rights Under the CCPA/CPRA

Right to Notice. You have the right to receive notice at or before the point of collection about our collection and retention practices. Please review our notice at collection at <https://www.amica.com/en/privacy-security/ccpa.html> for more information.

Right to Know and Access to Your PI - You have the right to request that we disclose to you certain descriptions and categories of the PI we collect, use or disclose about you. For example, you may request the following:

1. The categories of Personal Information we have collected about you.
2. The categories of sources from which the Personal Information is collected.
3. The business or commercial purpose of collecting Personal Information.
4. The categories of third parties to whom we disclose the Personal Information.
5. The specific pieces of Personal Information we have collected about you

For more details about how to submit a request, visit <https://www.amica.com/en/privacy-security/ccpa.html> or call Amica at [833-915- 0020](tel:833-915-0020), to make a disclosure request. You may make up to two requests in any 12-month period.

Right to Request Correction. You have the right to request that we correct your PI. For more details about how to submit a request, visit <https://www.amica.com/en/privacy-security/ccpa.html> or call Amica at [833-915-0020](tel:833-915-0020), to request correction of your PI.

Right to Request Deletion. You have the right to request that we delete your PI. For more details about how to submit a request, visit <https://www.amica.com/en/privacy-security/ccpa.html> or call Amica at [833-915-0020](tel:833-915-0020), to request deletion of your PI.

You should be aware, however, that California law allows us to retain your PI under certain conditions, even if you have asked us to delete it, such as when retaining your PI is necessary for us to complete a transaction with you or provide you with a good or service you have requested. We will notify you of any denial of your deletion request and the reason for such denial.

How We Verify Your Request

Only you, or someone legally authorized to act on your behalf, may make a verifiable consumer request related to your PI. You may also make a verifiable consumer request on behalf of your minor child.

Making a verifiable consumer request does not require you to create an account with us.

To submit a verifiable request to know, request to correct or request to delete, use one of the following methods:

- Interactive web form - By visiting our website <https://www.amica.com/en/privacy-security/ccpa.html>.
- Print form - Download and complete the form and mail or email it to the address listed on the form.
- Telephone - Call Amica at [833-915-0020](tel:833-915-0020).

If you're an Amica customer, we'll verify your identity by asking your name, address, policy type(s) and policy number(s) and policy(ies) effective date(s). We'll compare the information you provide with that maintained by us.

If you're not an Amica customer, we'll verify your identity by asking your name, address and birth month and year. We'll compare the information you provide to that maintained by us.

We will only use PI provided in a verifiable consumer request to verify the requestor's identity or authority to make the request. We cannot respond to your request or provide you with PI if we cannot verify your identity or authority to make the request and confirm the PI relates to you.

How to Designate an Authorized Agent

You may designate a third party ("**Authorized Agent**") to act on your behalf when exercising your rights under CCPA/CPRA. You must provide us written consent, including the effective date, the name of the Authorized Agent and your signature, giving permission to the Authorized Agent to act on your behalf. You must also verify your identity in accordance with this Policy. A validly executed power of attorney may be provided to us in lieu of written permission.

Your Authorized Agent designation is valid for the 12-month period preceding the date the document was signed and is only valid for the purposes stated herein.

Right to Nondiscrimination for Exercise of Consumer Privacy Rights

We won't discriminate against you because you've chosen to exercise any of your privacy rights listed herein.

If you have questions about this Policy, please contact us at:

Phone: Call Amica at [833-915-0020](tel:833-915-0020)
Website: www.amica.com [<https://www.amica.com/en/privacy-security/ccpa.html>]
Email: CCPARRequests@amica.com
Address: Amica Mutual Insurance Company
Attn: Legal Department
P.O. Box 363
Lincoln, Rhode Island 02865