

Privacy Notice

Effective Date – _____, 2026

This Privacy Notice (including the European and United States Addenda) explains how National Air Cargo Holdings, Inc., NAC Acquisitions LLC and their respective affiliates and subsidiaries operating under the brand “National” (“National”) collect, use and share the personal information that is shared with National by, or collected by National from, its customers, vendors, and other persons using this website and National’s data information systems. National processes personal information in different context, and National does so by fully respecting your privacy, rights and freedoms in our commitment to ethical and responsible business practices.

This Privacy Notice is not a contract and does not create any contractual rights or obligations.

This Privacy Notice applies to all users of National’s services, websites, applications, features or other services anywhere in the world, unless covered by a separate Privacy Notice. This Privacy Notice applies to the following categories of individuals:

- Shippers: shippers, including their employees, or individuals who send a shipment
- Shipment receivers: any individual who receives a shipment
- Persons showing interest in National and its services
- Business partners: business partners, including their employees
- Employment candidates: individuals that apply for a job with National

All the above subjects are referred to as “you” or “your”.

National’s privacy practices may vary among the countries or territories in which National operates to reflect local practices and legal requirements, which National may explain through jurisdiction-specific addenda to this Privacy Notice. In the event of any conflict or inconsistency between the jurisdiction-specific addendum that applies to you and the main body of this Privacy Notice, the terms of such addendum will govern and prevail.

National has specific notices for how we process personal information from its websites relating to cookies, see the [Cookie Policy](#) and personal information for National’s employees or workforce.

Information National Obtains

Personal information means all information that can directly or indirectly identify you or other individuals. National obtains different types of personal information depending on the context of your interactions with National.

The types of personal information National may obtain include:

- Individual and business contact information (such as name, company name, physical address, email address and telephone or fax number)
- Shipping information (such as (i) shipping-related contact details like the sender's, and consignee's and/or neighbor's name, physical address, email address and telephone number, (ii) signature for proof of delivery, (iii) National account number, (iv) information given to National that helps National access locations to which National provides service, (v) package tracking number, (vi) information created by National or National business partners to document the delivery process and information provided to us regarding the content of certain shipments, but only to the extent an identifiable person can be linked to such content)
- Information that enables National to verify an individual's identity
- Names, email addresses and telephone numbers of others to whom National is asked to send information
- Information provided in response to surveys
- Username, password and other credentials used to access National products and services
- Social media handles, content and other data posted on our official social media pages or elsewhere on the Internet (such as other public locations), and information (such as email address and other information you allow to be shared) National obtains through National-related social media apps, tools, widgets and plug-ins (including third-party login services)
- Information provided by you or that National obtains in connection with third party platforms which you use to interact with National, such as instant messaging and communication platforms. This includes: (i) the content of messages you send; (ii) the content of National's replies (e.g., providing requested information); and (iii) metadata linked to those messages (such as a conversation or user ID), but only to the extent an identifiable person can be linked to such information
- The geographic location of your mobile device if you use certain features of National's apps
- Payment information (including payment card details or online payment services number and invoicing address) and financial information (such as bank account numbers)
- Tax identification number or business identification number (to the extent this constitutes personal information) in circumstances in which you request products or services for which this information is required, or in connection with certain promotions or prize draws
- Other personal information that may be provided to National to obtain a National product or service
- Video and still images that National collects through the use of video technology at National facilities and on National vehicles or aircraft, subject to the requirements and limitations of applicable law, but only to the extent an identifiable person can be linked to such video or still images

National also receives personal information from National's customers in order to perform services. National may receive personal information from third parties, including public databases, social media platforms, instant messaging and communication platforms, or third party partners such as analytics or marketing providers.

When National picks up or delivers a shipment or provides other services, National may obtain physical location data. This includes, for example, data identifying the actual location of a physical address using information such as GPS data, geocodes, latitude and longitude information, and images of the various locations.

In addition, when you visit National's websites, use National's chatbot, use National's apps, interact with National through third party platforms such as instant messaging and communication platforms, or interact with National-related tools, widgets or plug-ins, National may collect certain information by automated means, such as cookies and web beacons. The information National collects in this manner includes IP address, unique device identifier, browser characteristics, device characteristics, operating system, language preferences, referring URLs, information on actions taken, and dates and times of activity. A "cookie" is a text file that websites send to a visitor's computer or other Internet-connected device to uniquely identify the visitor's browser or to store information or settings in the browser. A "web beacon" also known as an Internet tag, pixel tag or clear GIF, links web pages or apps to web servers and may be used to transmit information back to a web server. Through these automated collection methods, National may obtain and store "clickstream" data to tell National usage patterns. National may link certain data elements National has collected through automated means, such as your browser information, with other information National has obtained about you to let National know, for example, whether you have opened an email National sent to you. National also use third-party analytics tools that collect information about visitor traffic on National's websites or apps. Your browser may tell you how to be notified when you receive certain types of cookies or how to restrict or disable certain types of cookies. Please note, however, that without cookies you may not be able to use all the features of National's websites or apps. Both National and others may collect personal information about National's visitors' online activities, over time and across third-party websites, when using National's websites and apps.

National collects session analytics information, including browsing behavior, click patterns, keystrokes, and pages visited, when you visit National's websites and applications. National and our third-party service provider may also collect, record, and analyze interactions with the chat feature of National's website and application. This information helps National understand our customers' online activities, determine usage patterns, provide customer service and support, and improve and impair website functionality. This information is also helpful to National's experience teams so they can design better experiences for you.

The providers of third-party apps, tools, widgets and plug-ins on National's websites and apps, such as Facebook "Like" button, also may use automated means to collect information regarding your interactions with these features. This information is subject to the privacy policies or notices of these providers.

Purpose for Collecting and Processing Personal Information

The purposes for which National collects and processes your personal information will depend on the type of relationship you have with National, for example if you are a website user or a customer requesting a quote.

National will use your personal information for the following business purposes:

- Pick up, deliver and track shipments
- Provide products and services you request (such as logistics, supply chain management, customs clearance and brokerage services)
- Process and collect payments
- Provide customer support and respond to and communicate with you about your requests, questions and comments
- Send you tracking updates (from National and/or its business partners), communicate with you directly to help you select convenient delivery options and facilitate the delivery (provided your consent was obtained where required)
- Establish and manage your National account (including your online account and its various features, such as the address book and the National's billing center)
- Offer you products and services National believes may interest you
- Communicate about, and administer your participation in, special events, programmes, surveys, contests, prize draws and other offers or promotions
- Enable you to post on our blogs and interact with National through social media and other third party platforms which you use (such as instant messaging and communication platforms)
- Send information to your contacts if you ask National to do so
- Process claims National receives in connection with our services
- Operate, evaluate and improve National's business (including developing new products and services; managing our communications; determining the effectiveness of National's sales, marketing; analyzing and enhancing National's products, services, technologies, websites and apps, including artificial intelligence technologies; ensuring the security of National's networks and information systems; performing accounting, auditing, invoicing, reconciliation and collection activities; and improving and maintaining the quality of National's customer services)
- Perform data analyses (including market and search and analytics, trend analysis and profiling, financial analysis and anonymization of personal information)
- Protect against, identify and prevent fraud and other prohibited or illegal activity, claims and other liabilities
- Comply with applicable legal requirements and National's policies
- Establish, exercise and defend legal claims
- Monitor and report compliance issues

In addition, National uses information collected online through cookies, web beacons and other automated means for purposes such as (i) customizing users' visits to National's websites and apps, (ii) delivering content tailored to National's users' interests and the manner in which National's users browse National's websites and apps, (iii) improving website functionality and user experience, (iv) debugging, identifying, and repairing errors that impair the intended functionality of National's websites, (v) providing customer service and support, and (vi) managing National's business. National may supplement data National collects through automated means with

information about your location (such as your postcode) to provide you with content that may be of interest to you. National also uses this information to help diagnose technical and service problems, administer National's websites and apps, identify users of National's websites and apps, and gather demographic information about National's users. National uses clickstream data to determine usage patterns and how National may tailor our websites and apps to better meet the needs of National's users.

Disclosure of Personal Information

At times, National engages third parties or service providers to achieve our business objectives. There are other circumstances where National is required by law to disclose personal information to third parties including as required to public bodies, legal authorities and regulators. National does not sell or otherwise share personal information about you, except as described in this Privacy Notice.

National may disclose personal information to third parties:

- Assisting in business operations or to provide services such as: employee payroll and benefits, candidate recruitment, cargo management and transportation, legal and regulatory reporting, auditing, customer service and other professional and business services. Such recipients may be located in the United States (US) or in other jurisdictions such as the European Economic Area (EEA), the United Kingdom (UK) or Asia Pacific. If the engagement involves the transfer of personal information, National requires the third party or service provider to sign a data processing agreement consistent with this notice before any data is disclosed. National does not grant these companies any independent right to share or use this information.
- As required by law: including responding to subpoenas, court orders, search warrants, legal processes or governmental regulations or inquiries, or to establish or exercise our legal rights or defend against legal claims.
- In response to requests by government agencies, such as law enforcement authorities, or when National believes disclosure is necessary or appropriate to prevent physical harm or financial loss or in connection with an investigation of suspected or actual illegal activity.
- With your consent or at your direction including marketing or opt-in's for more information or when you request such sharing to identified third parties.
- With your consent, National may share your information with our service provider, Salesforce, to manage your customer information for sales and communication purposes.
- In the event National sells or transfers all or any portion of its business or assets (including in the event of a reorganization, dissolution or liquidation)

Access, Deletion, Correction, and Other Individual Rights

Subject to requirements and limitations of applicable law, (i) you may obtain a copy of certain personal information National maintains about you or update or correct inaccuracies in that information through your National account, (ii) you may request that National delete personal information that National has collected about you, or (iii) you may have the right to obtain access to personal information National maintains about you by contacting us as indicated in the "How

To Contact National” section of this Privacy Notice. To help protect your privacy and maintain security, National will take steps to verify your identity and/or may ask you to provide other details before granting you access to the information. In addition, if you believe that personal information National maintains about you is inaccurate, subject to requirements and limitations of applicable law, you may have the right to request that National correct or amend the information by contacting us as indicated in the “How To Contact National” section of this Privacy Notice. You may have certain other privacy-related rights as described in jurisdiction-specific addenda to this Privacy Notice.

Transfers of Personal Information Cross Borders

National may transfer the personal information National obtains about you to countries other than the country in which the information originally was obtained. Those countries may not have the same data protection laws as the country in which you initially provided the information.

When National transfers your personal information to other countries, National will protect that information as described in this Privacy Notice and in accordance with applicable law. National uses contractual protections for the transfer of personal information among various jurisdictions (including, for example, the European Commission’s standard contractual clauses).

National transfers your personal information to the United States whenever you send National information through National’s websites or you communicate with National. If you are located in the European Economic Area (EEA), the United Kingdom (UK) or Switzerland, please note that the United States has not obtained adequacy status from the European Union.

Children’s Information

Our websites are not directed towards children. National does not knowingly or intend to collect personal information from individuals under the age of 13 through National’s websites.

If you believe anyone under age 13 has provided personal information to National, please contact National as indicated in the “How to Contact National” section of this Privacy Notice, and National will work to delete it.

Retention Periods

National will keep your personal information for a reasonable period of time that enables National to communicate with you, provide you with any services you request, maintain business records for audit purposes, meet recordkeeping requirements under the law, defend or bring any legal claims and deal with any queries or complaints you may have.

Data Security

National takes reasonable precautions to keep all information secure and against unauthorized access or use. National is committed to processing your personal information in a secure manner by creating specific technical and organizational measures to prevent the personal information that National has obtained from being accidentally or deliberately compromised.

National ensures that its staff understands the importance of protecting personal information and National is responsibly managing access rights. National includes both physical security and IT security in National's overall data security approach including tailored measures based on sensitivity of the personal information. National makes reasonable efforts to notify individuals and regulatory authorities, as required by law, if National reasonably believes that personal information has been stolen, disclosed, altered or infringed by an unauthorized person. National created and maintain a breach notification and reporting protocol and an incident response plan.

"Do-Not-Track" Signals

National does not take action in response to "do-not-track" signals.

Some web browsers may transmit "do-not-track" signals to the websites with which the user communicates, although web browsers incorporate and activate this functionality in different ways causing lack of clarity on whether users intend these signals to be transmitted. There is currently no guidance on what, if anything, websites should do when they receive such signals. Therefore, National does not take action in response to these signals.

How to Contact National

If you have any questions about this Notice, about the handling of your personal information including data protection purposes, or question regarding EU data protection laws, or if you would like to request changes to your personal information that National has obtained, including the removal of your personal information by contacting:

National Air Cargo
350 Windward Drive
Orchard Park, NY 14127
privacy@nationalaircargo.com
800-635-0022

Changes to this Notice

National reserves the right, at any time, to modify, alter, or update this Privacy Notice, and any such modifications, alterations, or updates will be effective upon posting.

In the event National modifies this Privacy Notice, your continued use of any of National's websites will signify your acceptance of the modified Privacy Notice. National recommends that you review the Privacy Policy each time you visit National's websites to stay informed of National's privacy practices.

National: European Addendum

European Data Protection Rights

If you are located in European Economic Area (EEA), United Kingdom (UK) or Switzerland, you may exercise certain rights you have under applicable law and regulation such as the

General Data Protection Regulation (“GDPR”) and United Kingdom General Data Protection Regulation (GDPR).

For European Union (EU) data protection law purposes, National processes personal information as a Controller or Joint-Controller, depending on the context of the processing activity and purpose or use of personal information. The Controller is the entity that, alone or jointly with others, establishes the purposes and the means of a processing activity. A “processing activity” is an activity that National engages in for a specific, identified purpose, and that involves the collection and use of personal information.

You can contact National as directed in the Contact section or by emailing our Data Protection Officer (DPO) at privacy@nationalaircargo.com with any inquiries you have regarding the processing of your personal information.

Your European Data Privacy Rights include:

- Right to access, rectification, restriction of processing, erasure, and data portability: National provides you with access to your own personal information. In addition, National will correct your personal information when it is incorrect or inaccurate, and National will ensure the right to erasure, portability and to restriction of processing when these rights are not incompatible with other legal obligations.
- Right to object: For National communications, you can opt-out anytime, and free of charge. The right to object for other processing activities will be balanced to ensure that it is not incompatible with local regulations or our legitimate interests such as requiring the information to process a transaction.
- Right to withdraw consent at any time. When National uses your information based on your consent, you have the right to withdraw such consent at any time.
- Right to lodge a complaint with your supervisory authority. If you are not satisfied with our response or how National processes your personal information, you can complain to the data protection authority of your habitual residence.

National does not engage in automated decision making, including profiling.

To exercise your data privacy rights requests, please contact National as indicated in the “How To Contact National” section of this Privacy Notice.

Grounds for Processing

For those processing activities that fall under European Union (EU) data protection law including the General Data Protection Regulation (“GDPR”), National relies on legitimate grounds or basis for processing personal information.

We will rely on legitimate basis for processing personal information including:

- Consent for the collection and use of information provided through National’s websites and for personal information processed for marketing purposes.

- To fulfill our legitimate business interests such as processing a quote request or completing a business transaction.
- For performance of a contract as agreed with you, National's partners, service providers or third parties.
- To comply with legal obligations such as court orders, defense from legal claims, as required.

Data Protection Officer

National has appointed a Data Protection Officer.

For any inquiries with regard to this Privacy Notice or about National's handling of your personal information, you can contact National's Data Protection Officer (DPO) at privacy@nationalaircargo.com.

National: Privacy Notice - United States Addendum

This Addendum applies to consumers who reside in U.S. states that have enacted comprehensive consumer data privacy laws.

Notice to California Residents

Under California Civil Code sections 1798.83-1798.84, California residents who use National's websites are entitled to request a notice describing what categories of personal information National shares with third parties. This information is provided below.

Personal Information National Collects about Consumers

National describes the personal information National has collected about consumers in the twelve (12) months preceding the effective date of the National Privacy Notice in the part titled, "Information National Obtains." The information National has obtained includes the following:

- Identifiers such as name, physical address, email address, username, password and other credentials used to access National products and services, social media handles, and, when you visit National's websites, use National's apps or interact with National-related tools, widgets or plug-ins, Internet Protocol address and unique device identifier.
- The following personal information described in California Civil Code § 1798.80(e): (1) the personal information listed in the preceding bullet point as "identifiers," (2) signature, (3) telephone number, (4) payment information (including payment card details or online payment services number and invoicing address) and financial information (such as bank account numbers), and (5) the other information that identifies, relates to, describes, or is capable of being associated with, a particular individual that National describes in "Information National Obtains."
- Commercial information, including (1) records of services purchased or received from National, (2) information provided to National regarding the content of certain shipments, but only to the extent an identifiable person can be linked to such content, (3) information on actions taken on National websites or mobile apps, which may include information about National services considered, and (4) information about consumer preferences and behavior that National collects on its websites and mobile apps or purchase from third

parties in order to target consumers for digital advertisements or to personalize content National delivers on its websites and mobile apps.

- Internet or other electronic network activity information, including, but not limited to, browsing history, search history, and information regarding a consumer's interaction with National websites and mobile apps, and National advertisements that National displays on National websites or mobile apps or on third party sites and apps.
- Geolocation data.
- Audio information from calls placed with customer service and accounting centers which may be recorded and/or monitored, and electronic information in the form of Internet or other electronic network activity information as described above.
- Professional or employment-related information in the form of business contact information such as name, company name, physical address and email address and telephone or fax number.
- Inferences drawn from (1) the information National collects when you visit National's websites, use National's apps, or interact with National-related tools, widgets or plug-ins or National's official social media pages, (2) information National collects, including through third-party suppliers, regarding content and other data posted on the Internet (such as public locations on the Internet), and (3) information about consumer preferences and behavior that National collects on National's websites and mobile apps or purchase from third parties in order to create a profile about a consumer reflecting the consumer's preferences, characteristics, predispositions, behavior, and attitudes.
- Sensitive personal information such as account login information allowing access to an account, and precise geolocation data, in each case as further described above in the relevant categories.

National collects this personal information from sources including yourself directly and others (e.g., e-commerce retailers) whom you instruct to interact with National on your behalf, shippers, consignees and other customers, including customers of our forwarding and logistics services, public databases, social networks, and third party partners such as analytics or marketing providers. For more information, please see "Information National Obtains" in the National Privacy Notice.

Disclosures of Personal Information for Monetary or Other Valuable Consideration or for Business Purposes

National has disclosed email addresses of certain customers of National for monetary or other valuable consideration within the twelve (12) months preceding the effective date of the National Privacy Notice to customers who purchase shipping services from National and business partners who support National transportation operations. As is common practice among businesses that operate Internet websites, National may also have disclosed certain identifiers, information about the use of National's websites and apps, and inferences drawn about you to National's social media, and analytics partners for monetary or other valuable consideration.

National has disclosed personal information in all or substantially all of the categories identified in this Addendum for various business purposes. For more information about the categories of personal information National has disclosed, the categories of entities with which National has

disclosed this information and the purposes for which National has disclosed the information, please see “Disclosure of Personal Information” in the National Privacy Notice.

National does not disclose personal information of individuals National knows to be under the age of 16 to businesses or third parties for monetary or other valuable consideration as a “sale” of personal information, for cross-context behavioral advertising, or as the “sharing” of personal information as defined under U.S. state comprehensive data privacy laws.

Use of Personal Information about Consumers

National uses the personal information National collects about consumers for the business purposes disclosed within the National Privacy Notice. For more information, please see “Purpose for Collecting and Processing Personal Information” in the National Privacy Notice.

The business purposes for which National may use personal information about consumers include:

- Auditing related to counting ad impressions to unique visitors, verifying positioning and quality of ad impressions, and auditing compliance with this specification and other standards;
- Helping to ensure security and integrity to the extent the use of a consumer’s personal information is reasonably necessary and proportionate for these purposes;
- Debugging to identify and repair errors in our systems and on National’s websites and apps;
- Providing services on our behalf or on behalf of another, including maintaining or servicing accounts, providing customer service, fulfilling transactions, verifying identity information, processing payments, and other services. This includes:
 - Conducting internal research to develop and demonstrate technology; and
 - Conducting activity to verify, enhance, and maintain the quality or safety of services or devices which National may own, control, or provide.

National may also use the information we collect for National’s own or our service providers’ other operational purposes, purposes for which National provides you additional notice, purposes disclosed elsewhere in this Addendum or the National Privacy Notice, or for purposes compatible with the context in which the personal information was collected.

National does not use sensitive personal information for purposes that would give rise to a right to limit the use or disclosure of sensitive personal information for residents of California. National only uses sensitive personal information as described above to perform services reasonably expected by an average consumer who requests those services; to prevent, detect, and investigate security incidents that compromise the availability, authenticity, integrity, or confidentiality of stored or transmitted personal information; to resist malicious, deceptive, fraudulent, or illegal actions directed at us and to prosecute those responsible for those actions; for short-term, transient use; to perform services on National’s behalf; or to conduct activity to verify, enhance, and maintain the quality or safety of services or devices which National may own, control, or provide.

Your Privacy Rights

If you reside in a U.S. state that has enacted a comprehensive consumer data privacy law, you may have one or more of the following rights. National will honor requests received to the extent required by applicable law and within the time provided by law.

- Right to Know. You have the right to request that National disclose to you the categories and specific pieces of personal information National has collected about you. Specifically, you have the right to request that National disclose what personal information National has collected, used, disclosed, including:
 - Whether National is processing personal information about you;
 - Specific pieces of information that National has collected about you;
 - Categories of personal information National has collected about you;
 - Categories of sources from which the personal information is collected;
 - Categories of third parties to whom National discloses personal information;
 - The business or commercial purpose for collecting, selling, or sharing personal information
 - Categories of personal information about you, if any, that National has sold or shared and the categories of third parties to whom National has sold or shared the information, by category or categories of personal information for each category of third party to whom National sold or shared the personal information; and
 - Categories of personal information about you that National disclosed for a business purpose and the categories of recipients to whom National disclosed the information for a business purpose.

As used above, “sale,” “sold,” “selling,” “shared,” and “sharing” have the meanings provided in U.S. state comprehensive consumer data privacy laws.

- Right to Correct. You have the right to request that National correct inaccurate personal information that National has collected about you.
- Right to Delete. You have the right to request that National delete personal information that National has collected about you. Please note if you have requested a service that requires the use of your personal information, National may not be able to provide that service if you choose to delete your personal information.
- Right to Opt-Out. You have the right to opt out of the disclosure of personal information about you for monetary or other valuable consideration, the sharing of personal information about you for cross-context behavioral advertising, and targeted advertising.

If National receives and is able to process a signal from your device indicating your preference to opt out from sales or sharing of personal information, as defined by law, then National will apply that preference to personal information National collects from that device, provided that National may not be able to associate the signal with the same device if:

- you use a different web browser or other tool to interact with National,
- you make changes to your browser (e.g., uninstall and reinstall or certain types of upgrades) that impact our ability to associate the device with the signal your device originally sent, or
- you clear cookies or browsing data from your browser or device in a way that impacts National’s ability to associate the device with the signal your device originally sent.

You can learn how to set up and use an opt-out preference signal by visiting the California Attorney General’s “California Consumer Privacy Act (CCPA)” page or the California Privacy Protection Agency’s “Frequently Asked Questions (FAQs)” page.

Please note that a signal sent from one device may not apply to other devices you use or to data that National collects from you through other sources.

National does not process your personal information for profiling in furtherance of “decisions that produce legal or similarly significant effects” as such term is defined under applicable law.

- Right to Appeal. If National declines to take action on a request that you make in accordance with the foregoing to exercise the foregoing privacy rights, then you may appeal National’s decision by submitting an appeals request to National.

Verification Process

For requests made in connection with the Right to Know, Right to Correct, and/or Right to Delete, please note:

- As required or permitted under applicable law, National may take steps to verify your request before National can provide personal information to you, correct or delete personal information, or otherwise process your request. To verify your request, National may require you to provide your name, physical address, email address, contact information, and information about your account or previous transactions with National. If National believes we need further information to verify your request as required by law, National may ask you to provide additional information to us.
- National will process your request in the manner required by law within 45 days after receipt of a request, unless National notifies you that we require additional time to respond, in which case National will respond within such additional period of time required by law. National may deliver the personal information to you through your account, if you maintain an account with National, or electronically or by mail at your option. If electronically, then National will deliver the information to you or, at your request, to another entity, in a portable and, to the extent technically feasible, in a structured, commonly used, machine-readable format that allows you to transmit the information from one entity to another without hindrance.

Nondiscrimination

National may not discriminate against you because of your exercise of any of the foregoing privacy rights, or any other rights under your U.S. state’s comprehensive consumer data privacy law, including by:

- Denying you goods or services;
- Charging different prices or rates for goods or services, including through the use of discounts or other benefits or imposing penalties;
- Providing you a different level or quality of goods or services; or
- Suggesting that you will receive a different price or rate for goods or services or a different level or quality of goods or services.

National may, however, charge different prices or rates, or provide a different level or quality of goods or services, if that difference is reasonably related to the value provided to National by your personal information. National may limit our response to your exercise of rights as permitted by law.

Requests to Exercise Your Rights

You may request to exercise the foregoing rights by:

- Submitting a request to National.
- Calling us toll-free at 800-635-0022.

Agent Authorization

You may designate an authorized agent to request any of the above rights on your behalf. You may make such a designation by providing the agent with written permission, signed by you, to act on your behalf. Your agent may contact us via the information provided in the “How to Contact National” section below to make a request on your behalf. Even if you choose to use an agent, National may, as permitted by law, require:

- The authorized agent to provide proof that you provided signed permission to the authorized agent to submit the request
- You to verify your identity directly with National; or
- You to directly confirm with National that you provided the authorized agent permission to submit the request.

Metrics Regarding Privacy Requests (California)

Please see the chart below for metrics relating to our handling of California rights requests in the period from January 1, 2025, to December 31, 2025.

Type of Request	Number of Requests Received	Number of Requests Complied With (in whole or in part)	Number of Requests Denied	Mean Days to Substantive Response
Requests to Know				
Requests to Delete				
Requests to Correct				
Requests to Opt-Out				

Data Sharing for Direct Marketing Purposes (California)

California Civil Code Section § 1798.83 permits California residents to request certain information regarding National’s disclosure of personal information to third parties for their direct marketing purposes. If you are a California resident, you may ask us to refrain from sharing your personal information with certain of our affiliates and other third parties for their marketing purposes. Please tell us your preference by contacting us as specified in the “How to Contact National” section in the National Privacy Notice.