PRIVACY POLICY

Effective Date: February 18, 2026

WHO WE ARE

The Capital Area Regional Tolling Authority (CARTA) is a Joint Powers Authority (JPA) between the Sacramento Area Council of Governments, the Yolo Transportation District, and Caltrans District 3. Each of these agencies has appointed directors to serve on CARTA's governing board. CARTA also includes non-voting directors from Sacramento Transportation Authority, Placer County Transportation Planning Agency, and El Dorado County Transportation Commission.

CARTA develops and operates toll facilities in the Sacramento region.

OVERVIEW

This Privacy Policy is adopted pursuant to California Streets and Highways Code section 31490 and other applicable laws governing electronic toll collection systems operated by public agencies.

User privacy and personal information are important to CARTA.

This Privacy Policy describes CARTA's practices with respect to your personal information, to the information we collect from, about, and concerning you through www.carta.ca.gov ("Website"), the CARTA App ("App"), your use of the CARTA Express Lanes, and any of your other interactions with us or our third-party vendors.

CARTA may change or add to this Privacy Policy at any time, so Users are encouraged to carefully review it periodically. Notification of material changes will be made as further detailed below. The current Privacy Policy can be found at www.carta.ca.gov.

The collection and use of personally identifiable information for CARTA Express Lanes electronic toll collection will be managed largely under the auspices of the Transportation Corridor Agencies (TCA), with the assistance of its contractors and subcontractors, in accordance with the TCA Privacy Policy (https://www.thetollroads.com/media/qctb313b/privacy_policy.pdf.) In addition to this Privacy Policy, the TCA Privacy Policy applies to customers utilizing electronic toll collection on the CARTA Express Lanes; please read it.

CARTA is sometimes referred to in this Policy as "we," "our," or "us." These terms may also include our Service Providers when acting on our behalf, or TCA when acting on our behalf as our contracted back office and customer services center provider.

DEFINITIONS

1. **CARTA Express Lanes** are the Express Lanes facilities on the I-80 Yolo corridor operated by CARTA.
2. **Deidentified Data** is information that cannot reasonably be used to infer information about or otherwise be linked to a particular User. CARTA takes reasonable measures to ensure that any aggregated information cannot be associated with a User. Additionally, CARTA does not make any effort to reidentify any User information that has been deidentified.

3. **Express lane** is a dedicated lane that requires all vehicles to pay a Toll in order to use the lane but may provide incentives such as discounted or no tolls for disabled veterans, electric vehicles or vehicles carrying a minimum number of occupants.
4. **FasTrak®** is the trademarked brand name used in California to identify Interoperable toll facilities that accept Transponders issued by other California toll agencies.
5. **Interoperable** is the sharing of data, including Personal Information, across multiple transportation agencies for the sole purpose of creating an integrated Toll payment system.
6. **Personal Information** or personally identifiable information is any information that identifies or describes a person, including, but not limited to: name, social security number, home address, telephone number, billing address, e-mail address, credit card number and expiration date, bank account information, state or federal tax returns, employment information, tracking information for checks or money orders, license plate numbers, photographs, video images, and travel pattern data, including the date, time and location of Toll transactions, and other personally identifiable information as defined by California or federal law.
7. **Service Providers** are any third party vendors (such as companies that specialize in IT service management, information management, mailing services, image review, legal counsel, credit card processing, vehicle renting and leasing) and other entities CARTA uses to provide support and assistance for its general operations, financial operations, other operations, enforcement, management, and any products or services it may offer.
8. **Toll** is the monetary charge established by CARTA for use of the CARTA Express Lanes.
9. **Transponder** is a Fastrak® electronic device issued by any of the California toll operators that meets the specifications of Chapter 16 of Division 2 of the California Code of Regulations Title 21 and is used to pay Toll(s) electronically.
10. **Transportation Corridor Agencies (TCA)** are two joint powers authorities formed by the California legislature in 1986 to plan, finance, construct and operate Orange County's toll roads. TCA is contracted to provide back office and customer services for the CARTA Express Lanes.
11. **User(s)** is any person who uses the CARTA Express Lanes, the Website or the App.
12. **Vehicle** is any vehicle as defined in California Vehicle Code Section 670.
13. **Violation** is the use of the CARTA Express Lanes without proper payment of the Toll or an applicable incentive for free use of the CARTA Express Lanes.

ACCEPTANCE

Your continued use of our Website, App, and the CARTA Express Lanes constitutes your acceptance of this Privacy Policy.

INFORMATION WE COLLECT

CARTA collects, uses, and may disclose, as necessary, Personal Information for billing and account settlement purposes, in order to collect payments, and to process and enforce Violations. CARTA also uses certain Personal Information, such as travel pattern data, to manage and enhance operations, including the operation of the CARTA Express Lanes, website, and other toll related services. CARTA may also use Personal Information to respond to questions from Users.

Personal Information may include anything Users intentionally share with us as well as information that is shared with CARTA incidentally. Information you intentionally share with us is typically gathered through direct contact with you, such as through website prompts, emails, or phone calls. Such information may include, for example, your name, email address, phone number, address or zip code. Information you incidentally share with us is gathered by virtue of your access to, or use of, our Website, App or services. Such incidental information may include, but is not limited to, the User's internet protocol address (IP Address), geolocation, device information, User preferences, User settings and profile information.

We collect a variety of information from Users of our Website, App, CARTA Express Lanes and Interoperable facilities. This information may include Personal Information as well as Deidentified Data.

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

HOW WE COLLECT YOUR INFORMATION

Information You provide directly to CARTA, its third-party vendors, or to TCA in its role as CARTA's contracted back office and customer services provider for the CARTA Express Lanes. Through your use of our Website, App, and interactions with us – including creating or managing an account or contacting us – you may provide us with the following categories of information, which may include Personal Information, such as:

- Identifiers like your name and other similar information (for example, first and last names, email address[es], mailing address[es], phone number[s]) ("Contact Information").
- Names and Contact Information for individuals you authorize to manage, give, and/or receive information regarding your account and transactions.
- Account numbers assigned by us.
- Transponder numbers as assigned by us.
- Transaction and payment information.
- Data entered when paying and/or calculating a Toll on our Website or App.
- Responses to surveys and promotional events (such as responses to questions and interactions with us on social media or through surveys we may provide to you if you consent to receive them or through your contacts with us on social media).
- Correspondence and communications information (for example, we will keep records of information provided by you when you contact us, including audio and electronic information).
- When you make a payment to us, we collect your payment and use information, such as the date, type, amount, and category of any payment. Additionally, when you provide financial, credit or debit card payment information, we collect relevant data for processing payment, such as your name, billing address, checking account number/ card number, and expiration date.

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

- Service Providers.
- Other toll agencies.
- Law enforcement.
- Government or public records.
- California Franchise Tax Board (FTB).
- Departments of Motor Vehicles.

CARTA collects the following information from these other sources:

- Transponder type (for example, hardcase, sticker, non-revenue, valid, invalid), activation date(s), and status.
- Transponder unique identification number(s).
- Transponder protocol.
- Vehicle type (such as motorcycle or clean air vehicle).
- License plate number, plate type, state, and country.

- Plate start date and plate end date to identify when plate was active in a FasTrak account.
- Unique plate ID to update plate records.
- FasTrak Account number.
- Toll Transaction Data.
- Acknowledgement, Adjustment, Correction and Reconciliation Data (as these data types are described in the National Interoperability Control Document).

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

- The date, time, and lane of travel, and travel pattern data.
- Transponder unique identifier (e.g., the Transponder number), occupancy setting, and Transponder type.
- Vehicle type information (such as motorcycle or clean air vehicle).
- Photographs of your Vehicle to capture license plate images (which may also identify the Vehicle's make, model, color, license plate number, and state and which may on occasion capture incidental images of the front seat occupants).
- Photographs of the inside of your Vehicle to capture number of occupants for occupancy discount verification.
- The name and address of the registered owner of a Vehicle, along with the Vehicle make, model, and year (when attempting to collect a Toll and/or processing a Violation).
- Updated name, address, phone number, and Social Security Number (when attempting to collect a Toll and/or processing a Violation).
- Payment and other information regarding a DMV registration hold or FTB Tax Intercept (when attempting to collect a Toll and/or processing a Violation).

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

This Website may also collect information sent by your browser whenever you visit our Website, such as your computer's IP address, the type of operating system and web browser you use, and related information.

HOW WE USE YOUR INFORMATION

CARTA DOES NOT SELL OR OTHERWISE MONETIZE YOUR PERSONAL INFORMATION. We may share your information with our Service Providers, other toll agencies and operators, and other third

parties to help us maintain and operate our Website and App, manage CARTA Express Lanes and related services, and otherwise facilitate the processing and enforcement of Toll transactions.

CARTA uses collected Personal Information for the following purposes:

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

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

THIRD PARTIES WE MAY SHARE YOUR INFORMATION WITH

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

- Service Providers.
- TCA for performance of back office and customer services for the CARTA Express Lanes.
- Financial institutions (such as our bank and merchant processor).
- Government agencies (such as the Department of Motor Vehicles or the Franchise Tax Board).
- Address location services (if Violations are not resolved).
- Third party companies to obtain or verify your social security number and identity (if required for enforcement purposes).
- Collection service provider when necessary to enforce payment of Violations.
- Our legal counsel.
- A third-party administrative hearing officer.
- Courts and law enforcement.
- Interoperable toll agencies or interstate tolling hub.

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

CARTA may also release Personal Information to appropriate governmental authorities where release is required by law (for example, a search warrant) or by a regulation.

We may disclose Deidentified Data to companies that provide our technology and corporate expertise, or our advertisers, analysts, alliance partners, or Service Providers. Deidentified Data may also be publicly released in reports presented to the Board of Directors of CARTA or its member agencies.

INFORMATION WE MAY DISCLOSE

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

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

COMMUNICATIONS FROM US

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

DO NOT TRACK SIGNALS

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

HOW WE RETAIN YOUR PERSONAL INFORMATION

For our records, we may retain original and updated information for business reasons related to our services. These business reasons include technical constraints, dispute resolution, troubleshooting, agreement enforcement, account management, Violation enforcement and standard record keeping. Except for basic account information such as your name, credit card number or other payment information, billing address, and vehicle information which is required to perform account functions such as billing, account settlement, or enforcement activities, we will not retain your Personal Information for more than four years and six months after the closure of each billing cycle, provided that all Tolls and/or Violations assessed during that billing cycle have been paid or otherwise resolved.

We may also disclose and transfer your Personal Information in the event that some or all of the assets of the CARTA Express Lanes are sold or otherwise transferred, or in the unlikely event of a reorganization of CARTA or if CARTA transitions its toll collection management from TCA to another entity.

For Personal Information other than described above, CARTA will not retain this information for longer than necessary for the purposes set out in this Privacy Policy. When it is no longer necessary to retain your Personal Information, we will make reasonable efforts to promptly delete or anonymize it pursuant to applicable law.

HOW WE SECURE YOUR PERSONAL INFORMATION

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

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

THIRD-PARTY SITES

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

TRAVEL PATTERN DATA

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

AUTOMATED VEHICLE OCCUPANCY DATA

When you use CARTA Express Lanes, we may collect information about the number of occupants in the vehicle. When you pass through a tolling location, we may capture an image of the inside of your vehicle, and count the number of occupants. The images captured are anonymized (face removed) before any image is disclosed to you on request in the case of a toll charge dispute to protect the privacy of persons in the Vehicle.

USERS OUTSIDE OF THE UNITED STATES

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

CHANGES TO THIS PRIVACY POLICY

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

CONTACT US

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

- **Website**: www.carta.ca.gov
- **Email**: contact@carta.ca.gov
- **In Person or by Mail**: 1415 L ST, STE 300, Sacramento, CA 95814
- **Phone**: 916-321-9000

UPDATING YOUR PERSONAL INFORMATION

If you wish to review or request a change to your Personal Information, you may contact us using any of the methods identified above.

ADDITIONAL FORMATS

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