

# IMPORTANT INFORMATION FOR AUTOMATIC CUSTOMERS

Please read the FAQs below with details about the shutdown of Automatic Labs and the discontinuation of its service.

- What's Happening & When?
- Rebate Eligibility & Information
- Data & Privacy
- Support

## DATA & PRIVACY

### What will Automatic do with my personal information and driving data after May 28, 2020?

All personal information and driving data will be accessible to Automatic through June 28, 2020. After June 28, 2020, your personal information and associated driving data will be permanently deleted from our records. Automatic may retain some data about you solely for legal, accounting or other corporate records. All other driving and personal data will either be made anonymous or deleted from our system.

### Will my driving data be available after May 28, 2020?

Your Automatic app will continue to show and document your driving history while the app remains installed on your phone. If you log out of the Automatic app after May 28, 2020, you will not be able to log in again.

You will be able to synchronize your driving data to your connected apps through June 28, 2020. After this date, connected third-party apps and integrations will stop functioning.

### Will Automatic sell my personal information and personalized driving data to third parties?

Automatic will not sell your personal information or driving data to any third party. After June 28, 2020, your personal information and associated driving data will be permanently deleted. Automatic may retain some data about you solely for legal, accounting or other corporate records. All other driving and personal data will either be made anonymous or deleted from our system.

### Can I request to have my account information and driving data deleted?

Automatic will be deleting all personal information and personalized driving data from its systems after June 28, 2020. Individual requests will be rolled into our bulk data deletion program after June 28, 2020.

California residents, please see CCPA information [here](#).

### How do I export my driving data?

To download and export your driving data, you'll need to log in to the Automatic Web Dashboard on a desktop or laptop computer at [dashboard.automatic.com](#). Click on the “Export” button in the lower right-hand corner of the page. Once you click “Export,” you will be presented with the following export options:

- Export selected trips
- Export trips currently in trip list
- Export all trips

Once you select one of the above options, the data will download into a .CSV file on your computer. **Please note:** Although the number of trips varies between each user, the web app may freeze when selecting “Export all trips” if you are exporting a large amount of driving data. We recommend requesting your trip history in quarterly increments, but if you drive in excess of 1,500 trips per year, please request a monthly export.

To select a specific trip(s) for export, simply click on it within the list. A blue line will appear along the left-hand side of a trip once it’s selected. The data export file will contain the following fields:

- Vehicle
- Start Location Name
- Start Time
- End Location Name
- End Time
- Distance (mi)
- Duration (min)
- Fuel Cost (USD)
- Fuel Volume (gal)
- Hard Accelerations
- Hard Brakes
- Duration Over 70 mph (secs)
- Duration Over 75 mph (secs)
- Duration Over 80 mph (secs)
- Start Location Lat
- Start Location Lon
- Start Location Accuracy (meters)
- End Location Lat
- End Location Lon
- End Location Accuracy (meters)
- Path
- Tags

#### PARTNERS

- App Gallery
- Cashless Tolling powered by PayTollo
- Roadside Assistance from Cross Country Motor Club

#### PROGRAMS

- Auto Dealers
- Business
- SiriusXM Dealer

#### RESOURCES

- Dashboard
- Labs

#### DEVELOPERS

- Get Started
- Full API Reference

#### ABOUT US

- Jobs
- Team
- Press Kit
- SiriusXM

#### PRIVACY & LEGAL

- Automatic CCA
- Automatic Pro and Previous
- Consumer Request
- Do Not Sell My Info

#### NEED HELP?

- Support
- Returns
- Warranty

[VIEW OUR PRIVACY POLICY](#)

\*Crash Alert may be unavailable in certain instances, such as when the Automatic adapter is damaged or dislodged, or when cellular or other signals are unavailable or intermittent.

For use in the United States only. iPhone 5 or newer, iOS 10+; Android phones, OS 6.0+. Compatible with most gas, diesel and hybrid cars. Exotics, electric vehicles and hydrogen & plug-in hybrids are not supported. 30-day money back guarantee. 18-month warranty.

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