UNITED
RENT A CAR

PRIVACY POLICY

EFFECTIVE DATE: NOVEMBER 16, 2026

This Privacy Policy explains how United Rent A Car ("we," "us," or "our") collects, uses, shares, and protects personal information when you visit unitedrentacarus.com (the "Site"), contact us, make a reservation, or rent a vehicle from us. By using the Site or our services, you agree to the practices described here.

1 Information we collect

Information you give us

- **Reservation requests:** name, phone number, email address, age range, where your driver's license was issued, home address, preferred payment method, trip dates and times, pick-up and return locations, the states you plan to drive in, the vehicle and extras you choose, and any notes you add.
- **Contact form and messages:** your name, phone number, email address, and anything you write to us by form, phone, text, email, or social media.
- **At the rental counter:** your driver's license (including a copy or photo of it), proof of insurance, the payment card you place on file (and a copy of it), your signature on the rental agreement and other forms, travel details such as a flight itinerary, proof of address or residence, and information about any additional drivers.
- **Business rentals:** if you rent under a company's name, the company's name, contact details, and billing information.
- **Customer account or portal:** if you create an account or upload documents (such as your license, insurance card, or itinerary), we keep those documents and the rentals saved to your account.

Information we collect during your rental

- Vehicle condition photos and inspection records at pick-up and return, mileage, fuel level, and any damage.

- Tolls, parking tickets, traffic citations, and similar charges incurred during your rental, which we receive from toll authorities and other agencies.
- Location and vehicle data, if the vehicle you rent is equipped with a GPS or telematics device. We use this to locate and recover vehicles, enforce driving-area rules, and protect our fleet.

Information collected automatically on the Site

When you visit the Site, we and our service providers may automatically collect your IP address, browser and device type, pages viewed, links clicked, the website that referred you, and the date and time of your visit. We use cookies and similar tools, including Google Tag Manager and related analytics tools, to do this. See "Cookies and analytics" below.

Information from other sources

We may receive information about you from payment processors, insurance companies, toll and parking authorities, law enforcement, collection agencies, and consumer reporting agencies.

2 How we use your information

- To respond to reservation requests, confirm your vehicle and total, and contact you about your rental.
- To check your identity and eligibility to rent, including your license, age, insurance, and payment card.
- To take payments, place and release security deposit holds, and charge fees described in your rental agreement.
- To handle tolls, tickets, damage, lost keys, smoking fees, and other charges from your rental.
- To locate and recover vehicles that are overdue, not returned, or driven outside permitted areas.
- To prevent and investigate fraud, theft, and chargebacks, and to defend payment disputes.
- To collect unpaid balances and, where you have signed a credit report authorization, to report unpaid balances to consumer reporting agencies. We do not run credit checks as a condition of renting.
- To answer your questions and provide customer service.
- To send you service messages and, if you agree, offers and promotions.
- To run, secure, and improve the Site and our services.
- To comply with the law, respond to legal requests, and protect our rights, property, and safety and those of others.

3 How we share your information

We share personal information only as described below.

- **Service providers** who help us run our business, such as payment processors, website and booking-system hosts, cloud storage providers, analytics providers, and messaging providers. They may use your information only to provide services to us.
- **Other United Rent A Car locations**, which may be operated by affiliated companies under the United Rent A Car name, when needed to handle your rental, a one-way drop-off, or your account.
- **Toll authorities, parking operators, and government agencies** that issue tolls, tickets, or citations for a vehicle you rented, including transferring responsibility for a citation to you.
- **Insurance companies, claims adjusters, and repair shops** when there is an accident, damage, or a claim.
- **Collection agencies and consumer reporting agencies** if you owe an unpaid balance, as allowed by law and by any authorization you signed.
- **Your company**, if you rented on its behalf.
- **Law enforcement and legal authorities** when required by law, to report a stolen or unreturned vehicle, or to protect our rights, property, or safety.
- **A buyer or successor** if our business, or part of it, is sold, merged, or transferred.
- **Anyone else with your consent** or at your direction.

We do not sell your personal information, and we do not share it with third parties for their own marketing.

4 Text messages

If you give us your mobile number, we may text you about your reservation and rental, such as confirmations, pick-up details, return reminders, and balances due. If you agree to receive marketing texts, we may also send offers. Message frequency varies, and message and data rates may apply. Reply STOP to opt out or HELP for help at any time. **We do not share or sell mobile numbers or text-messaging consent with third parties or affiliates for their marketing purposes.**

5 Cookies and analytics

Cookies are small files stored by your browser. We use them to make the Site work, remember your choices, understand how visitors use the Site, and measure our advertising. You can block or delete cookies in your browser settings, though some parts of the Site, such as the reservation form, may not work properly without them. Google's use of analytics data is described at policies.google.com/technologies/partner-sites. The Site does not currently respond to browser "Do Not Track" signals.

6 How long we keep information

We keep personal information for as long as we need it for the purposes described in this policy. This includes keeping rental agreements, license and card copies, and payment records long enough to handle tolls and citations that arrive after a rental, resolve damage claims, defend chargebacks and payment disputes, collect unpaid balances, and meet tax, accounting, and other legal requirements. When we no longer need information, we delete it or make it anonymous.

7 How we protect information

We use reasonable administrative, technical, and physical safeguards to protect personal information, including limiting access to staff who need it. Card payments are handled through payment processors. No method of storage or transmission is completely secure, so we cannot guarantee absolute security. If you believe your information has been compromised, contact us right away.

8 Your choices and rights

- **Marketing:** you can opt out of marketing emails using the unsubscribe link, or of marketing texts by replying STOP. We will still send messages about your rentals and account.
- **Access, correction, and deletion:** you can ask us to tell you what personal information we have about you, give you a copy, correct it, or delete it. We may keep information we are required or permitted by law to keep, such as records of rentals, payments, unpaid balances, and claims.
- **State privacy rights:** depending on where you live, including Texas, you may have additional rights under state law, such as the right to confirm whether we process your information, to receive it in a portable format, and to opt out of targeted advertising, the sale of personal information, or certain profiling. You may also appeal a decision we make about your request by replying to our response.

To make a request, email info@unitedrentacarus.com or call 866-999-2018. We will verify your identity before acting on a request, and we will not discriminate against you for using your rights. An authorized agent may make a request for you with your written permission.

9 Children

The Site and our services are meant for adults. You must be at least 18 years old to rent a vehicle from us. We do not knowingly collect personal information from children under 13. If you believe a child has given us information, contact us and we will delete it.

10 Other websites and social media

The Site may link to other websites and services, such as Instagram (@united_rentacar). We are not responsible for their privacy practices, and we encourage you to read their privacy policies.

11 Changes to this policy

We may update this Privacy Policy from time to time. When we do, we will change the effective date at the top. If we make material changes, we will post a notice on the Site. Continuing to use the Site or our services after an update means you accept the updated policy.

12 Contact us

United Rent A Car serves customers from multiple locations. Our corporate headquarters is located at:

1811 Bering Drive, Suite 105
Houston, TX 77057

PHONE	866-999-2018
EMAIL	info@unitedrentacarus.com
WEBSITE	unitedrentacarus.com