

Customer Privacy Policy

Introduction

Workhorse Technologies Inc. (“Workhorse”) respects your concerns about privacy. This Privacy Policy explains Workhorse’s policies and procedures regarding information we collect from or about our customers and their use of our products and services. Workhorse intends to provide you with a level of comfort and confidence in how we collect, use, share, and safeguard information that we collect. This Privacy Policy also explains how you can contact us if you have any questions or concerns. By providing information to us or by using our products or services, you agree to the terms and conditions of this Privacy Policy.

Information We May Collect

We collect two types of information related to you or your use of our products. 1) information from or about you or your devices, and 2) information from or about your Workhorse vehicle/aircraft. Depending on the Workhorse products you request, own, or use, not all of these types of information may be applicable to you.

We may collect information from or about you (such as your name, address, phone number, email, payment information) or your devices in a variety of ways including:

- We may collect information from or about you through our websites, software applications, social media pages, email messages, or other digital services (the “Services”).
- We also may receive information about you from other sources, such as public databases, joint marketing partners, and social media platforms.
- We may collect information from or about you offline, such as when you attend a Workhorse event, sign up for a test drive or flight, place an order over the phone, or contact our customer services or sales departments.
- Certain information is collected by most browsers or automatically through your device, such as your computer type (Windows or Macintosh), screen resolution, operating system name and version, device manufacturer and model, language, Internet browser type and version you are using.

When you visit our website, we may use cookies, pixel tags, analytics tools, and other similar technologies to help provide and improve our services, as detailed below.

- Cookies are pieces of information stored directly on the computer that you are using. Cookies allow us to collect information such as browser type, time spent on the pages visited and other web traffic data. We use the information for security purposes, to facilitate online navigation, to display information more effectively, to personalize your experience, and to otherwise analyze user activity.
 - If you do not want information collected through the use of cookies, there is a simple procedure in most browsers that allows you to automatically decline cookies or gives you the choice of declining or accepting the transfer to your computer of a particular cookie(s) from a particular site.
- Pixel tags (also known as web beacons and clear GIFs) may be used to measure the success of our marketing campaigns, and compile statistics about usage and response rates.

- We use website and application analytics services provided by third parties that use cookies and other similar technologies to collect information about website or application use and to report trends, without identifying individual visitors. The third parties that provide us with these services may also collect information about your use of third-party websites.

From your Workhorse vehicle

- To improve our vehicles for you, we may collect certain telematics data regarding the performance, usage, operation, and condition of your Workhorse vehicle, including: vehicle identification number, speed information, odometer readings; battery use management information; battery charging history; electrical system functions; software version information; safety-related data and camera images. We may collect such information either in person or via remote access.
- In order to facilitate the servicing of your Workhorse vehicle, we may collect and process data about the service history of each Workhorse vehicle.

If you no longer wish us to collect Telematics Log Data or any other data from your Workhorse vehicle, please contact us.

How We May Use Information We Collect

We may use information we collect to communicate with you, to provide and improve our products, and for other purposes.

We may use information we collect to communicate with you, such as:

- To respond to your inquiries and fulfill your requests
- To advise you of important safety-related information
- To facilitate social sharing and communications
- To complete and fulfill your purchase, eg. process payments, have your order delivered to you, communicate with you regarding your purchase
- To monitor your Workhorse product's performance, to develop and promote new products
- To analyze and improve safety

We also may use the information we collect for other purposes, such as:

- For our business purposes, such as data analysis; audits; fraud monitoring and prevention; identifying usage trends; determining the effectiveness of promotions; and operating and expanding our business activities.
- Except as described above and below, Workhorse may use or share information that does not personally identify you for any purpose, such as for operational or research purposes, for industry analysis, to improve or modify products, and where legally required.

How We May Share Information We Collect

We may share information we collect with our service providers and business partners, with other third parties you authorize, with other third parties when required by law, and in other circumstances.

We may share information with our service providers and business partners when necessary to perform

services on our or on your behalf such as:

- With our third party service providers and channel partners to provide services such as website hosting, data analysis and storage, payment processing, order fulfillment and product installation, customer service, product maintenance, credit card processing, auditing, marketing, and other similar services.
- With other third party business partners to the extent that they are involved in your purchase or the service of your Workhorse products.
- With other third parties you authorize.
- With other third parties when required by law.

Rights and Choices

As detailed in the sections above, we give you many choices regarding our collection, use, and sharing of information from or about you or your use of our products subject to applicable law, in certain jurisdictions you may also have the rights to request access to and receive information about certain information we maintain about you, update and correct inaccuracies in that information, and have the information blocked or deleted, as appropriate. These rights may be limited in some circumstances by local law.

Security

We seek to use reasonable organizational, technical, and administrative measures to protect information within our organization. Unfortunately, no data transmission or storage system can be guaranteed to be 100% secure. If you have reason to believe that your interaction with us is no longer secure please immediately notify us of the problem by contacting us.

Links

The Privacy Policy does not address, and we are not responsible for, the privacy, information, or other practices of any third parties, including any third party operating any site or service to which the Services link.

Updates to this Policy

We may change this Privacy Policy. Any change to this Privacy Policy will become effective when we post the revised Privacy Policy. By using our products, or otherwise providing information to us following these changes, you accept the revised Privacy Policy.

How to Contact Us

To contact us with a question or comment or to opt out from certain services, please contact us by visiting our Contact page on www.workhorse.com website.

