



Privacy Policy

Effective: December 1, 2005

At Norm's RV Inc. (Norm's), respecting the privacy and security of your personal information is our top priority. We recognize that our most important asset is our customers' trust and that is why we work diligently to safeguard the confidentiality of your personal information.

Please read this notice carefully. It will provide you with information on how we manage the information you entrust to us and an overview of the policies we use to protect your privacy.

COLLECTION OF INFORMATION

Our main concern when collecting and maintaining customer information is to provide you with the best possible customer service. We obtain nonpublic personal information about you from the following sources:

- From you, on forms, via the Internet, by telephone or other means. Examples of this type of information include your name, address, social security number, employment, credit history and other financial information.
- From transactions with us, our affiliates or with others. For example, account balances, transaction records, and your payment histories.
- From consumer reporting agencies such as a credit bureau report relating to your credit worthiness.
- From outside sources regarding your employment, credit or other relationship with you or by verifying information you provided, such as employment history and credit card balances.

USE AND SHARING OF INFORMATION

The customer information we collect, as described above, may be used for a variety of reasons in the course of our conducting business and/or in compliance with applicable laws and regulations. Our commitment to you is to limit who receives the nonpublic personal information and the type of information shared in accordance with the following guidelines.

INFORMATION SHARING WITHIN NORM'S AND IT'S AFFILIATES

Within Norm's, the primary purposes for which we use your nonpublic personal information are as follows:

- To develop or improve our products and services – We collect and analyze customer information, such as transaction history, in order to find ways to improve our current products and services, or to develop new ways to meet your needs

As part of our efforts to offer you the best products and services, we may contact you with information about new products, services and special promotions. If you would like to be taken off our mailing list or e-mail list, please submit your request to Norm's in person or by telephone.

- To provide you with excellent customer service – Your customer information allows us to respond quickly and efficiently to your inquiries.
- To protect the security of your non-public information with us – We utilize internal controls outlined in our Information Security Plan (available upon request) to prevent unauthorized persons from gaining access to your personal information.

INFORMATION SHARING WITH NONAFFILIATED THIRD PARTIES

For those customers who shared their personal information with Norm's, we will not sell or provide your personal information to any third party for their independent use. We do not share information we collect about you or former customers with third parties except as permitted by law.

Norm's may share all of the information we collect, as described above, with third parties for a variety of purposes, including:

- To companies that provide services for us in the processing or servicing of your transactions. These companies may include DMV registration services, banks, credit unions, or loan brokers. For example, these companies may provide assistance in providing loan services to you or registration services for a vehicle you have purchased. Our contractual agreements with these companies require them to maintain the confidentiality of your information and to use the information only for the specific purpose we have requested.
- To information reporting agencies and credit bureaus to whom we report information about your transactions with us.
- To government, regulatory and other legal authorities, as required by law, or in response to a subpoena or a similar legal process, a fraud investigation, or to auditors conducting an examination of our bank. In all cases, we only provide the specific information required.
- To third parties at your request and with your written consent. An example of this would be when you give someone a power of attorney or other authorization to act on your behalf.

PROTECTING THE SECURITY OF THE INFORMATION WE COLLECT ABOUT YOU

Norm's maintains physical, electronic, and procedural safeguards to help prevent unauthorized access to personal information. We restrict access to your nonpublic personal information to those properly authorized employees and agents who need to know that information. Our employees are trained to fulfill their responsibilities of maintaining customer confidentiality and privacy at all times. If necessary, disciplinary action will be taken to enforce our policies on protecting your personal information.

ACCURACY OF YOUR CUSTOMER INFORMATION

We do our best to maintain accurate and complete information about you and your accounts. If you ever identify information you think is inaccurate or incomplete, please contact any Norm's staff member. We will investigate your concerns and correct any inaccuracies.

FORMER CUSTOMERS

If you become an inactive customer, we will continue to adhere to the privacy policies and practices as described above regarding the collection and sharing of nonpublic personal information.

LINKS TO OTHER SITES

Our web site contains links to other sites. If you use a link to visit the site of another company, we cannot be responsible for the privacy practices of that company or its site.

ABOUT COOKIES

"Cookies" are small text files we place on your computer when you access our web site. We only use cookies to determine how you have navigated to our site, for example, in the case that you are responding to a specific promotional offer. We do not currently record any personal identifiable information in any cookies produced by our site.

CHILDREN'S INFORMATION PRIVACY

Norm's does not seek to obtain information from children or minors.

UPDATES TO OUR PRIVACY POLICY

Norm's will continue to review and monitor our privacy practices and we will modify our privacy policy as necessary. You can always review our current privacy policy by accessing our web site or calling us toll free for a copy.

PRIVACY ISSUES CONTACT INFORMATION

If you have any questions or comments about our privacy policy, you may contact us at:

Norm's RV Inc.
12538 Poway Rd.
Poway, CA 92064
Phone: 800-667-6478,
toll free

The undersigned acknowledges receipt of copy of the Norm's RV Inc. Privacy Policy:

Signature

Date

Signature

Date