



COLLISION INDUSTRY CONFERENCE

Collision Industry Data Protection and Sharing “Golden Rules”

The CIC Data Access, Privacy & Security Committee is an industry volunteer group whose mission it is to identify, present on and discuss topics surrounding data access, exchange and protection; and the ways in which these topics impact businesses operating within the collision repair industry.

The “Golden Rules” include the following practices:

1. Only use end-users’ data for the service(s) they intended for it to be used; never collect or use their data against them, or for business purposes other than those expressly intended and permitted.
2. Always provide the end-user clarity, transparency, and continuing education on the data you collect, the business purposes for which it is being used.
3. Never misappropriate end users’ data, or knowingly allow any third parties to covertly, dishonestly or unfairly access or take data generated by the end-user, for their own use.
4. Give end-users the choice to determine what data is and isn’t shared, and the opportunity to opt-out of data collection outside of the primary intended purpose.
5. Provide end-users with a clearly published, straightforward process to inquire about data that has been acquired from their business and the immediate chain of custody that data has encountered.

From time-to-time, CIC has developed Work Products when needed, such as to develop best practices or resolutions and booklets in order to improve inter-industry communication and find solutions to complex issues that are challenging the industry. These documents are made available online, at <https://www.ciclink.com/work-products/>.

DISCLAIMER: The Collision Industry Conference (CIC) expressly disclaims any warranties or guarantees, expressed or implied, and shall not be liable for damages of any kind, in connection with the material, information, or procedures set forth in this document or for reliance on the contents of the document. In issuing this information, the Collision Industry Conference (CIC) is not engaged in rendering legal, repair, or other professional services. If such services are required, the services of a competent professional should be sought.