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The Rural/Metro family of companies values your trust and our relationships with the communities we serve - so we take great care to inform you of our policies and terms governing the access and use of this website, which include this **Terms of Use & General Privacy Policy** and our **Notice of Privacy Practices Regarding Protected Health Information** (collectively referred to herein as "Terms"). Our Terms govern the access and use of this website, provide legal notices of importance and highlight our duties regarding the protection of patient care and treatment information Rural/Metro receives when providing emergency and non-emergency medical transportation and/or fire protection services.

Terms of Use

Rural/Metro Family of Companies. Rural/Metro Corporation, through its subsidiaries and affiliates, provides medical transportation, fire protection and other related services throughout communities in the United States. These subsidiaries and affiliates providing such services are hereinafter referred to as "Rural/Metro" or "Rural/Metro family".

Agreement to Terms of this Website. By accessing and/or using this website, you agree to be bound by our Terms and all Applicable Law as defined herein governing this website and the delivery of services to you by a Rural/Metro family member. If you do not agree to these Terms set forth, then do not use this website.

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Violation of Terms & Indemnity. If you violate the Terms, your permitted use is automatically terminated. You agree to indemnify, hold harmless and defend the Rural/Metro family and affiliates from all loss, liability, damage, or claims including reasonable attorneys' fees arising out of your act(s) or omission(s), any breach of the Terms and/or any unauthorized use of this website.

Legal Proceedings. In the event either party brings any action for any relief, declaratory or otherwise, arising out of this website, our Terms, and/or on account of any breach or default hereof, the prevailing party shall be entitled to receive from the other party attorneys' fees, costs, and expenses.

Public Forum. Our website may make chat rooms, message boards, and/or news groups available to its users. Please remember that the information that is disclosed in these areas becomes public information. You should not disclose your personal information when using these areas. In addition, any conduct or content that is illegal or inappropriate is strictly prohibited from the website. The views, content and opinions expressed in the public Forums are not necessarily represent the views and opinions of the Rural/Metro family.

User Submissions. Generally, any communication which you post to the website is considered to be non-confidential. If particular web pages permit the submission of communications, which will be treated by Rural/Metro as confidential, that fact will be stated in Legal Notices on those pages. By posting communications to the website, you automatically grant Rural/Metro a royalty-free, perpetual, irrevocable nonexclusive license to use, reproduce, modify, publish, edit, translate, distribute, perform, and display the communication alone or as part of other works in any form, media, or technology

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General Privacy

Your Privacy is Important. We use our best efforts to maintain the personal information you give to us in a secure, safe and responsible manner within the Rural/Metro family. **The personal information you provide us is not sold, rented or leased to any third party.**

Personal Information (Not Health Information). When you purchase our subscription services and/or products from us, whether in person, over the phone and/or on-line you provide us with information. Depending upon what information you provide to us and whether, and where, you purchase products and/or services, the information we receive may include your name, mailing, billing and/or shipping address, telephone number, driver's license number, birth date, form of payment, e-mail address, property information, service preferences, what you purchased. (Please see the [Notice of Privacy Practices Regarding Protected Health Information](#)). If you use a credit or debit card or pay by check, the information we receive will include your account number and your form of payment. Rural/Metro uses the information you provide to service your account, to ship an order to you, to provide warranty service on products and/or services you purchased, and to personalize your experience with Rural/Metro. For these purposes, your information may be shared with a third party service provider.

Security of Your Transactions. The Rural/Metro Family has company policies and procedures in place to ensure that information you share with us is handled in a safe,

secure and responsible manner. We use encryption and other types of technology to reasonably protect and safeguard your personal information and services we provide you. **Notice of Privacy Practices Regarding Protected Health Information.**

Surveys. From time to time, we may provide you the opportunity to participate in a survey about our services, products and/or website. Your feedback helps us identify customer needs, levels of satisfaction, and improve and/or develop new services and products for you. These surveys are always voluntary.

Contests, Promotions, Advertisements and Other Opportunities Provided With Select Third Parties. The Rural/Metro family may run contests, sweepstakes, advertisements and other promotional offers with select companies outside of the Rural/Metro family on our website, by e-mail or phone or by direct mail. When you choose to participate in these contests, sweepstakes or promotional offers, you may be asked to give the third parties your personal information. These businesses operate independently from the Rural/Metro family. Any personal information that is given to them is at your option and is not controlled by our Terms. To avoid confusion, we will identify these businesses as independent from the Rural/Metro family. We encourage you to read the privacy policies of these businesses if you should have any concerns about how they will treat your personal information.

Legal Requirements. On rare occasions, we may be required to disclose personal information pursuant to lawful requests, such as subpoenas or court orders, or as required by applicable law. Also, if the ownership of all or a part of a business within the Rural/Metro family were to change, customer information pertinent to that business' operations would likely be transferred to, or licensed for use by, the new owner.

Website Usage, Traffic and Purchasing Patterns. We may track our Internet visitors, related traffic patterns and site usage within our website to identify: who is visiting our site from where, which pages are getting accessed and in what ways, and what trends over time emerge. Also, we may collect information about you that is not personally identifiable such as the type of internet browser or operating system you have, the precise time and date you entered our website, or the domain name of the website from which you linked to our website. This information helps us provide superior customer service and convenient access to our products and services, and improve customer access, website responsiveness and usefulness of the website.

Cookies. Cookies are small pieces of information that may be stored on your computer when you view our website and/or advertisements. A cookie lets us recognize you and provide a more meaningful and personalized experience when you visit our site again.

Changing Your Cookie Setting. Most web browsers are set to accept cookies automatically, but you can change this setting. See your browser's "help topics" to learn how to change the setting. If you decide not to accept cookies, you may not be able to access some portions of our website.

Aggregate Statistics. From time to time we may provide aggregate statistics about our customers, website traffic, product and/or service sales and/or other consumer-related information to carefully selected companies to identify trends and make marketing and other business-related decisions. These aggregate statistics do not include personally identifiable information of any individual customer.

Hyperlinks. We have agreements with third parties that allow you to go to their website from our website. If you link to these websites from our website, you may be asked to give information to them. Please be aware that once you have left our website, the Rural/Metro family is no longer your host, does not control, and is not responsible for, the policies or practices of the third party and its website. We encourage you to check each website's terms of use, legal notices and privacy policies.

Children's Online Privacy Protection Act (COPPA). The Rural/Metro family takes the safety of you and your children very serious. Consequently, this website does not knowingly or intentionally collect information from children under 13 without prior parental consent. If you are under 13 and wish to purchase services from a Rural/Metro website or wish to provide personal information, please ask your parent or your guardian for assistance. Please note: Rural/Metro cannot prohibit minors from visiting our website and must rely on parent(s) or guardian(s) to decide which materials are appropriate for children under 13 to view.

Comments. If you have any questions, comments or concerns about our Terms of Use and/or Privacy Policy, please contact us at one of the following addresses:

Email: feedback@ruralmetro.com

Mailing Address:

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Public Relations & Corporate Communications

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