



# PRIVACY & SECURITY FAQs

In connection with SiriusXM for Shop Customers Program (the “Program”), SiriusXM has committed to comply with all applicable legal obligations relating to privacy, security, integrity, and confidentiality of customer data received by SiriusXM from Shops. Those commitments are detailed in SiriusXM’s Data Protection Addendum for Shop Customers Program (the “DPA”), available at [www.Siriusxmforshops.com/DataProtectionAddendum.aspx](http://www.Siriusxmforshops.com/DataProtectionAddendum.aspx). Those commitments and frequently asked questions are summarized in this Tip Sheet.\*

## What Shop data does SiriusXM receive?

In connection with the Program, SiriusXM may receive: (i) customer contact information, such as name, email address, phone number, postal address and zip code; (ii) vehicle details, such as vehicle identification number (VIN), make, model and year; and (iii) transaction/event details, such as repair order date and Shop ID. No financial details are received by SiriusXM.

## How does SiriusXM use Shop data?

SiriusXM only uses customer data from Shops to activate trial subscriptions to SiriusXM services in eligible vehicles, create trial subscription accounts for customers, deliver SiriusXM services, and communicate with customers about SiriusXM services. SiriusXM will not use customer data for any other purpose.

## How can customers opt out?

Customers can opt out of SiriusXM’s marketing and/or exercise applicable privacy rights by following the instructions in SiriusXM’s Privacy Policy available at [www.siriusxm.com/privacy-policy](http://www.siriusxm.com/privacy-policy).

## How does SiriusXM protect Shop data?

SiriusXM has implemented security practices and procedures relating to customer data received from Shops that: (i) meet current best industry standards; (ii) comply with applicable data protection laws; and (iii) comply with the ISO 27000, NIST 800-53, and CIS Security Controls. As part of their due diligence, Shops may request a copy of SiriusXM’s information security policies and/or an appropriate security attestation or certificate by contacting [siriusxmforshops@siriusxm.com](mailto:siriusxmforshops@siriusxm.com).\*\*

## Is SiriusXM a Service Provider to Shop?

No. Because SiriusXM may use customer data received from Shops to contact customers directly, including for marketing purposes, SiriusXM is generally not considered a “service provider” under applicable privacy laws. Where required by applicable data protection laws, Shops should not provide SiriusXM with customer data from individuals that have opted-out of sale or sharing with third parties or that have requested their data be deleted (for more information about Data Subject Requests, see Section IV of the DPA).

## Does the DPA include necessary contractual provisions for compliance?

Yes. The DPA includes necessary contractual provisions to satisfy the parties’ compliance with applicable data protection laws in connection with SiriusXM’s role as a non-affiliated third party recipient of Shop’s customer data. SiriusXM will update the DPA from time-to-time as necessary to remain up to date with the latest changes to applicable data protection laws.

**FOR MORE INFORMATION REACH OUT TO: [siriusxmforshops@siriusxm.com](mailto:siriusxmforshops@siriusxm.com)**

\* SiriusXM policies, practices and procedures relating to privacy and security compliance are subject to change from time to time as reasonably appropriate to comply with applicable law, regulation, or legal guidance. Please reach out to the contact listed above for any questions or updates.

\*\* SiriusXM requires a Non-Disclosure Agreement to be in place before sharing such information.

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