



Automated License Plate Recognition (ALPR) Usage and Privacy Policy

Updated 11/04/2025

General Description

Purpose / Overview:

ABM is dedicated to ensuring the privacy and security of the information entrusted to us by our customers. Certain parking facilities where we provide services may have equipment installed which is designed to read our customers' license plates upon entry, exit or during the time their vehicles are parked at the property. The purpose of this Policy is to tell you, our customer, why this information is collected and what we do with it.

Policy

Policy Detail:

How Does ALPR Work?

An ALPR system works by taking a photo of a license plate and recording the location, date and time of the photo, which is then saved electronically and temporarily stored. The system can be used at any entry, exit, or at other locations within the parking facility. The ALPR only captures the letters and numbers of a license plate and does not connect the name of the owner of the vehicle with the license plate unless specifically authorized or submitted by the owner of the vehicle.

Why Do We Use ALPR?

ABM manages or leases many parking facilities, but we do not own any parking facilities. This means that, in many cases where an ALPR system may be used, we do not own but only operate the ALPR system. The owner of the parking facility may be the one that owns the system.

In cases where we do operate these types of systems, we use the system to make your experience as a customer better by, among other things:

- Expediting your wait time when entering or exiting the parking facility;
- Ensuring that you do not pay an incorrect fee;
- Helping you find your vehicle;
- Preventing the wrong vehicles from parking in restricted parking stalls;
- Providing security, including cooperating with law enforcement when legally required; and
- Obtaining information needed in connection with damage claims.

Do We Share Your License Plate Information?

We do not sell your information to third parties for marketing or any other purposes.

During the normal course of business, there are some parties who may get to see your license plate information as part of their job to keep the system operating, temporarily store your license information or because they own the parking facility at which you parked. We may also provide certain information to law enforcement as part of an investigation or as required by law. Information may also be shared as needed to respond to an emergency. Here are the parties who may get to see your license plate information:

- ABM team members trained to manage the ALPR system
- The vendors who maintain the system and/or store your information
- The owner or manager of the parking facility
- Security personnel
- Law enforcement

Those parties we allow to use the system for the above reasons are given training on how to use the system and are monitored by our employees when they use the system.

How Do We Secure Your License Plate Information?

ABM and the ALPR system vendors use different kinds of safeguards like physical access controls, digital permission controls, and other technological, procedural, and operational security measures to protect your license plate information from being released to or tampered with by unauthorized third parties. In addition, ALPR system vendors regularly check the system in order to ensure the accuracy of the system and confirm that no outside party has accessed the system without permission. Testing is also performed to make sure that information in the system is accurate.

Who Is Responsible For Ensuring ABM Complies With This Policy?

At each location where we use an ALPR system, our local Operations Manager or General Manager is responsible for compliance with this policy.

How Long Is Your License Plate Information Kept?

This may vary depending on the location where you parked and the policy of the parking facility's owner, but ABM will not keep your information collected through the system for more than ninety (90) days, unless required by law.

Limitations

This ALPR Usage and Privacy Policy pertains only to ABM's access to ALPR information; it does not pertain to information collected by ABM in any other manner.

Will There Be Changes To This Policy?

This ALPR Usage and Privacy Policy may be revised from time to time. Any changes to the policy will take effect upon posting and will apply to all ALPR system data regardless of when it was collected, in accordance with applicable law. We will display the "Last Updated" date above so you can check this policy for any recent update.

Questions

For questions or more information regarding the ALPR Usage and Privacy Policy, please contact ABM at: compliance@abm.com.