

**California Consumer Privacy Rights Notice**  
**Effective Date: March 18, 2024**

This Privacy Notice (“Notice”) applies only to customers of our clients and website users who reside in the State of California (“consumers” or “you”). We adopt this Notice to comply with the California Consumer Privacy Act of 2018 (“CCPA”), the California Consumer Privacy Rights Act of 2023 (“CPRA”) and other applicable California privacy laws (“Applicable Privacy Laws”). Terms defined in the CCPA shall have the same meaning when used in this Notice.

**Disclaimer**

We take it upon ourselves to inform you how we collect and process personal information even if Everise is not a “Business” as defined in applicable privacy laws as it does not alone, or jointly with others, determine the purpose and means of the processing of consumers’ personal information. Further, Everise commits to maintain transparency by replying to legitimate requests from California consumers through proper channels and in consonance to Everise data privacy policies.

**Information We Collect and How We Use the Information**

To support your use of this website, your visits to a Everise facility or event, your relationship with Everise, or your use or consideration of our products and services, we may have collected and disclosed, for a business purpose, information from the following categories and for the following purposes, in the past 12 months:

**1. For Data Collection when you visit Everise website, facilities or events**

When you visit [www.weareeverise.com](http://www.weareeverise.com), we will generally collect the following website data that result from your usage of the website: browser type and version, operating system used, website from which you are visiting us (referral URL), date and time of accessing our website, internet protocol (IP) address. This information, including your IP address, will be used to enable your access to our website, to safeguard and maintain the security and functionality of our website and related services. We also collect information about your activities during your visit in order to personalize your website experience, such as recording your preferences and settings, and to collect and use your information on an aggregated and anonymized basis to help us improve and further develop our website, and to improve the products and services of Everise and its affiliates. When you register to visit an Everise facility or event we will generally collect information similar to the information we collect when you visit our website, such as your name, email address, phone number, company and, if applicable, the name of the Everise employee you are visiting in order to confirm your purpose for accessing the facility or event and to enforce Everise’s security, safety and facilities policies. We also use CCTV’s to monitor our facilities for security and safety purposes.

**2. For Marketing and requests for information about Everise and its products and services**

With regard to certain content on the Everise website, and its products and services (such as brochures, cases studies, fact sheets, guides, videos, webinars infographics and other information), we may request certain information pertaining to you before you can access such content. If you send us such a request or otherwise contact us through the Data Subject Request Form we may collect and process the following personal information about you: name, company, job title, email address and phone number, details on

services or products you are interested in, and any further information you choose to provide to us in a “comments” fields, or in an email or similar communication to Everise. We may use this information to correspond with you, to provide you with the requested information or to process an order. Note that this information may also be transferred to the appropriate recipients described in the below section captioned “Disclosure of Personal Information”. You can also consent to receive marketing information. You may choose to opt-out of receiving future e-mail or mailings by following the Everise unsubscribe procedure described below. When you register for a webinar or other event, we may collect information (online or offline) in relation to the event, and during an event, such as participation in sessions and survey results. We combine the personal information we collect to develop aggregate consumer information that provides analysis and business intelligence for conducting our business and for marketing purposes. You can choose to receive information by email or telephone about our products and services, or sign-up for subscriptions.

The information we collect includes personal information defined by the CCPA as:

- **Identifiers** such as name, IP address, email address, and cookies
- **Internet activity information** concerning your interactions with our website.
- **Electronic, visual, or similar information** concerning video monitoring of individuals in our facilities.
- **Professional information** such as your employer’s name and your job title
- **Inferences** reflecting your consumer preferences

We also collect Sensitive Personal Information (SPI) includes personal information that reveals you as defined by Applicable Privacy Laws:

- A consumer’s precise geolocation
- The contents of a consumer’s mail, email and text messages, unless the business is the intended recipient of the communication

Personal information does not include:

- i. Publicly available information from government records;
- ii. Deidentified or aggregated consumer information;
- iii. Information excluded from the applicable privacy law’s scope, like:  
health or medical information covered by the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the California Confidentiality of Medical Information Act (CMIA) or clinical trial data or personal information covered by certain sector-specific privacy laws, including the Fair Credit Reporting Act (FCRA), the Gramm-Leach-Bliley Act (GLBA) or California Financial Information Privacy Act (FIPA), and the Driver’s Privacy Protection Act of 1994.

We obtain the categories of personal information listed above from the following categories of sources: directly from you; indirectly from you, our clients, or their agents, for example, through information we collect from our clients in the course of providing services to them; and, directly and indirectly from activity on our website, computers, and phones. For example, from submissions through our website portal or website usage details collected automatically.

### **3. For our clients’ customers:**

We may use or disclose the personal information we collect for one or more of the following business purposes:

1. To fulfill or meet the reason for which the information is provided, for example, as part of the services that Everise offers to its clients, when you provide us with personal information as part of a transaction or inquiry, we will use that information to verify identity, retrieve account information, process payment, or respond to your inquiry;
2. To carry out our obligations and enforce our rights arising from any client contracts;
3. For quality assurance and regulatory compliance;
4. As necessary or appropriate to protect the rights, property or safety of us, our clients or others;
5. To respond to legitimate law enforcement requests and as required by applicable law and issuances, lawful court order, or government regulation;
6. As described to you when collecting your personal information or as otherwise set forth in applicable privacy laws; and
7. To evaluate or conduct a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of our assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which personal information held by us is among the assets transferred.

### **Disclosure of Personal Information**

As a business process outsourcing company, Everise provides customer management solution services on an outsourced basis. In this regard, we may disclose the above-referenced categories of personal information with our affiliates and subsidiaries, service providers, contractors, and subcontractors or to other third parties for a business purpose only as directed by the Everise client in connection with the account Everise has with that client, to further the services Everise provides to the customers or members (in the case of healthcare clients) of that client or website users, and guests visiting the sites. When we disclose personal information for a business purpose, we enter into a contract that describes the purpose and requires the recipient to both keep that personal information confidential and not use it for any purpose except performing the contract.

<b>Categories of Recipients of Personal Data</b>	<b>Purpose of Sharing/Disclosure</b>
Service Providers for Business Operations	For implementation of BPO operations-related processing activities including, but not limited to, software and technology solutions for contact center and customer experience solutions, sales management, and solutions to enterprise telephony, call recording, work force management and back-office operations
Service Providers and Partners for Support Function	For implementation of support-related processing activities including, but not limited to, advertising and marketing, hiring and recruitment, background checking, pre-employment requirements, employment benefits, contracts management, physical and cyber security, and maintenance of legal claims

Other Everise group companies	1. To conduct the various aspects of the business operations of Everise; 2. To store personal data in connection with the performance of services of Everise to its clients
Government entities and law enforcement agencies	To comply with a legal obligation

### Sale or Share of Personal Information

Everise does not sell or share any personal information for any purpose whatsoever. However, when you use the Everise website, certain service providers and contractors may be authorized to collect cookies and similar technologies and use this data for their own purposes. This activity may qualify as a “sale” under the CCPA. You can make choices to allow such uses or to prevent such uses by following the procedure outlined in the paragraph below captioned “Do Not Sell or Share Personal Information”. Depending on your choices, during the past twelve months, we may have “sold” or “disclosed for cross contextual behavior advertising purposes (and may have sold or shared during the 12-month period prior to the Last Updated date of this California Notice) the following categories of personal information to the following categories of third parties:

Category of Personal Information Sold or Shared	Category of Third Party Recipient
<ul style="list-style-type: none"> <li>• <b>Identifiers</b> like IP address and cookies</li> </ul>	Service providers (such as advertising networks, analytics providers) and partners (such as social media)
<ul style="list-style-type: none"> <li>• <b>Internet activity information</b> relating to your interactions with websites</li> </ul>	
<ul style="list-style-type: none"> <li>• <b>Inferences</b> about your consumer preferences</li> </ul>	

### Sale or Share of Personal Information of Consumers under 16 Years of Age

Everise does not knowingly sell or share (for cross-context behavioral advertising) the personal information of Consumers under 16 years of age.

### How Long Do We Retain Your Personal Information

We will keep the personal information we collect about you for as long as necessary to carry out the purposes set forth in this Privacy Notice or any other notice provided at the time of data collection, but no longer than as required or permitted under applicable law or internal Everise policy. We dispose of the information we collect in accordance with Everise’s retention policies and procedures.

### Consumer Requests

If you are a California resident, you can make certain requests regarding your personal information, and we will fulfill each request to the extent required by law. If we are unable to comply with your request in whole or in part, we will notify you with reasons for the denial.

As stated in more detail below, you can request that we:

- Provide you with access to a copy of and certain details regarding the personal information we have about you.
- Delete your personal information.
- Stop selling your personal information or disclosing your personal information for cross-context behavioral advertising.
- Correct your inaccurate personal information.
- Limit the use or disclosure of your Sensitive Personal Information.

To exercise any of these rights, please fill out the form on the link: <https://everise.privacy.saymine.io/Everise>.

## **Your Rights and Choices**

Although Everise is not a “Business” as defined in the CCPA, it will attempt to provide responses to legitimate and verified written requests for information pursuant to the CCPA. The CCPA provides consumers (California residents) with specific rights regarding their personal information. This section describes your CCPA rights and explains how to exercise those rights.

### **1. Access to Specific Information and Data Portability Rights**

You have the right to request that we disclose certain information to you about our collection and use of your personal information over the past 12 months. Once we receive and confirm your verifiable consumer request, we will disclose to you:

The categories of personal information we collected about you. The categories of sources for the personal information we collected about you. Our business or commercial purpose for collecting or selling that personal information. The categories of third parties with whom we share that personal information. The specific pieces of personal information we collected about you (also called a data portability request). If we sold or disclosed your personal information for a business purpose, two separate lists disclosing:

- sales, identifying the personal information categories that each category of recipient purchased; and
- disclosures for a business purpose, identifying the personal information categories that each category of recipient obtained.

### **2. Deletion Request Rights**

You have the right to request that we delete any of your personal information that we collected from you and retained, subject to certain exceptions. Once we receive and confirm your verifiable consumer request, we will delete (and direct our service providers to delete) your personal information from our records, unless an exception applies. Please be advised that Everise will generally deny a request to delete information if you are a current customer of one of Everise’s clients, or if you are a former customer of one

of Everise's clients, if Everise must keep the information pursuant to a legal obligation, or to make other internal and lawful uses of that information that are compatible with the context in which you provided it.

### **3. Stop Selling or Sharing My Personal Information**

To the extent that we sell or share your personal information as defined by applicable law, you have the right to opt-out of the sale or share of your personal information by us to third parties at any time. You may choose any of the following options:

1. Click "[Do Not Sell or Share My Personal Information](#)" available in our homepage, or in the email communications you may be receiving from Everise.
2. Directly make your request in the Data Subject Request Form at <https://everise.privacy.saymine.io/Everise>.
3. Email us at [dataprivacy@weareeverise.com](mailto:dataprivacy@weareeverise.com).

We will act upon your request to opt-out within 15 business days from the date that you submit the request without need of verification. All other requests would be acted upon within the period specified in Section 5 below.

We may deny the request if we have a good-faith, reasonable and documented belief that the request is fraudulent. If we deny the request on this basis, we will notify the requesting party and provide an explanation why we believe the request is fraudulent.

### **4. Exercising Access and Deletion Rights**

To exercise the access, data portability, and deletion rights described above, please submit a verifiable consumer request to us by using the Data Subject Request Form available at <https://everise.privacy.saymine.io/Everise>. Only you or a person registered with the California Secretary of State that you authorize to act on your behalf, may make a verifiable consumer request related to your personal information. You may also make a verifiable consumer request on behalf of your minor child. You may only make a verifiable consumer request for access or data portability twice within a 12-month period. The verifiable consumer request must: (i) Provide sufficient information that allows us to reasonably verify you are the person about whom we collected personal information or an authorized representative and (ii) Describe your request with sufficient detail that allows us to properly understand, evaluate, and respond to it. We cannot respond to your request or provide you with personal information if we cannot verify your identity or authority to make the request and confirm the personal information relates to you. Making a verifiable consumer request does not require you to create an account with us. We will only use personal information provided in a verifiable consumer request to verify the requestor's identity or authority to make the request.

### **5. Verification, Response Timing, and Format**

Upon receiving your request, we will need to verify your identity to determine you are the same person about whom we have the information in our system. These verification efforts require us to ask you to

provide information so that we can match it with information you have previously provided us. To the extent possible, we will avoid requesting additional information from you for the purposes of verification.

In exercising your request, we may ask you the following information: name, address, phone number, email address, relationship with Everise, and a copy of a valid proof of identity (if you are employees of Everise and have provided the same previously). We may request additional information necessary to verify your identity within a reasonable or reasonably high degree of certainty by verifying at least two to three pieces of personal information previously provided to us and which we have determined to be reliable for the purpose of verifying identities. In addition, you may be required to submit a signed declaration under penalty of perjury stating that you are the individual whose personal information is being requested.

We may also use other verification methods as the circumstances dictate. We may also reject requests that are unreasonably repetitive, excessive or manifestly unfounded.

For all requests other than the right to opt-out of the selling or sharing of personal information, we endeavor to respond to a verifiable consumer request within 45 days of its receipt. If we require more time (up to 90 days), we will inform you of the reason and extension period in writing. We will deliver our written response by mail or electronically determined by the method of submitting the verifiable consumer request. Any disclosures we provide will only cover the 12-month period preceding the verifiable consumer request's receipt. The response we provide will also explain the reasons we cannot comply with a request, if applicable. For data portability requests, we will select a format to provide your personal information that is readily useable and should allow you to transmit the information from one entity to another entity without hindrance. We do not charge a fee to process or respond to your verifiable consumer request unless it is excessive, repetitive, or manifestly unfounded. If we determine that the request warrants a fee, we will tell you why we made that decision and provide you with a cost estimate before completing your request.

## **6. Discrimination**

The California Consumer Privacy Act prohibits us from discriminating against you in any way should you exercise any of the rights set forth above.

## **7. Correction of Inaccurate Information**

You have the right to request Everise to correct any inaccurate personal information about you, taking into account the nature of the personal information and the purposes of the processing of the personal information.

To exercise the correction of inaccurate information rights, consumer may submit a verifiable consumer request to us by using the Data Subject Request Form resource page. We may reach out to you and request for any additional information to verify any relevant information before we process your request.

## **8. Limit Use and Disclosure of Sensitive Personal Information**

If we collect any sensitive personal information about you, you have the right, at any time, to direct us to limit its use to that which is only necessary to perform the services or provide the goods reasonably

expected by an average consumer who requests those goods or services, to perform the services we provide.

If we use or disclose a consumer's sensitive personal information for purposes other than those specified herein we shall provide a notice to consumers, that such information may be used, or disclosed to a service provider or contractor, for additional, specified purposes and that consumers have the right to limit the use or disclosure of their sensitive personal information.

If you do not want us to use or disclose your sensitive personal information for any other purpose, we shall not do so unless you subsequently provide consent for the use or disclosure of your sensitive personal information for additional purposes.

A service provider or contractor that assists Everise in performing any data processing may not use the sensitive personal information after it has received instructions from Everise and to the extent it has actual knowledge that the personal information is sensitive personal information for any other purpose. A service provider or contractor is only required to limit its use of sensitive personal information received pursuant to a written contract with Everise in response to Everise instructions and only with respect to its relationship with Everise.

### **Changes to Our Privacy Notice**

We reserve the right to amend this privacy notice at our discretion and at any time. Kindly visit our privacy policy page for updates.

This policy is updated as of March 18, 2024.

### **Contact Information**

If you have any questions or comments about this notice, our Privacy Statement, or the ways in which we collect and use your personal information please do not hesitate to contact us at:

**Website:** [Data Subject Request Form](#)

**Email:** [dataprivacy@weareeverise.com](mailto:dataprivacy@weareeverise.com)/[Legal@weareeverise.com](mailto:Legal@weareeverise.com)

**Postal Address:** Everise, Inc.

600 N. Pine Island Road, Suite 320 Plantation, FL 33324, USA