**California Consumer Protection Privacy Notice**

**Effective Date: January 1, 2022**

This Privacy Notice (“Notice”) applies only to customers of our clients and our employees 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”) and other applicable California 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 the CCPA 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 last 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 CCPA 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 “Transferring and Sharing 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
* **Commercial information** related to products or services you purchased or considered purchasing, and your purchasing histories or tendencies
* **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

Personal information does not include:

1. Publicly available information from government records;
2. Deidentified or aggregated consumer information;
3. Information excluded from the CCPA’s scope, like:
4. 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 the CCPA; 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.

**4. For our employees:**

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

1. To enter and carry out our obligations and enforce our rights arising from employment contracts between you and us, including such other agreements entered between you and Everise;
2. To fulfill the agreed purpose for which the information is provided;
3. To provide you with information that you request from us;
4. To provide you with company email communications, event registrations and other notices, that may be of interest to you;
5. To improve our website;
6. To present our website contents to you, for example through online employment training, or for the annual employee performance review process;
7. As necessary or appropriate to protect the rights, property or safety of us, our clients or others;
8. To respond to law enforcement requests and as required by applicable law, court order, or governmental regulations;
9. As described to you when collecting your personal information; and
10. 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.

**Sharing of Personal Information**

We may disclose the above-referenced categories of personal information with our affiliates, vendors and contractors or to a third party for a business purpose only as directed by Everise client in connection with the account you have with that client, to further the services you receive or have received from that client, or—if you are an employee of Everise—pursuant to your employment relationship with Everise. 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.

**Sale of Personal Information**

Everise does not sell any personal information for any purpose whatsoever. However, when you use the Everise website, certain vendors 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 “Opt-Out of the Sale of your Personal Information”. Depending on your choices, during the past twelve months, we may have “sold” information within the following categories defined by the CCPA:

* **Identifiers** like IP address and cookies
* **Internet activity information** relating to your interactions with Concentrix websites
* **Inferences** about your consumer preferences

**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, if you are a former customer of one of Everise’s clients, if you are a current employee, 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. 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 CCPA Request Form resource page. 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.

**4. Response Timing and Format**

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.

**5. 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.

**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 effective as of January 1, 2022.

**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:** [CCPA Request Form](https://info.weareeverise.com/legal-jargon/privacy-policy/ccpa)

**Email:** legal@weareeverise.com

**Postal Address:** EVERISE US Headquarters

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