

CALIFORNIA PRIVACY NOTICE

This California Consumer Privacy Act Notice for California Consumers (“**CCPA Privacy Notice**”) supplements the Privacy Policy of HomeTeam Pest Defense (“we,” “us,” and “our”) and applies solely to California consumers. The California Consumer Privacy Act (“**CCPA**”) affords California consumers certain rights over their personal information (subject to certain exceptions). This CCPA Privacy Notice outlines those rights and explains how such rights may be exercised. This CCPA Privacy Notice also summarizes our data collection and sharing practices, as required by the CCPA. Terms used but not defined shall have the meaning ascribed to them in the CCPA. You may download a copy of this CCPA Privacy Notice here: <https://pestdefense.com/california-privacy-notice/>

1. Information is Covered by this CCPA Privacy Notice

This CCPA Privacy Notice relates to our collection, use and disclosure of California consumers’ personal information. “**Personal information**” generally means information that identifies, relates to, describes, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular consumer or household. For a list of the categories of personal information that we collect, please see section 7 (Summary of Collection, Use, and Disclosure of Personal Information) below.

2. How We Collect Personal Information

For a list of the categories of sources from which we may collect personal information, please see Section 7 (Summary of Collection, Use and Disclosure of Personal Information) below.

3. How We Use Personal Information?

We may use your personal information for a variety of business and commercial purposes. “**Business purpose**” generally refers to the use of personal information for our operational purpose. “**Commercial purpose**” refers to when we use personal information to advance our commercial or economic interests including, for example, by encouraging others to purchase our products and services. For a more fulsome explanation of how we may use each category of personal information, please see section 7 (Summary of Collection, Use and Disclosure of Personal Information) below.

4. Who Do We Share Personal Information With?

We may share your personal information with the third parties described below. For a more detailed summary of the categories of third parties we may share your personal information with, please see Section 7 (Summary of Collection, Use and Disclosure of Personal Information) below.

- a) **Service Providers.** We may share your personal information with third parties who work on behalf of, or with, us such as vendors, processors, suppliers, agents and representatives (collectively, “**Service Providers**”). Service Providers assist us with a variety of functions including, but not limited to, sending out marketing communications, assisting with advertising and related analytics, conducting research or surveys, sending regular mail and e-mail, processing credit card payments, and administering contests, surveys or promotions.
- b) **Affiliated Companies.** We may share personal information among and between Rollins, Inc. and its global affiliates and subsidiaries. A list of such companies is available at <https://www.rollins.com/businesses>
- c) **Disclosures Under Special Circumstances.** We may disclose your personal information to third parties: (i) where we have a good faith belief that such disclosure is necessary to meet any

applicable law, regulation, legal process or other legal obligation; (ii) when we believe disclosure is necessary to protect or prevent harm or financial loss; or (iii) to detect, investigate and help prevent security, fraud or technical issues.

d) Corporate Transactions. We may share information, including, without limitation, Personal Information, to any of our affiliates or a third party or successor in the event of any actual or potential reorganization, conversion, merger, sale, joint venture, assignment, transfer or disposition of all or any portion of our ownership interest, business or operations (including, without limitation, in connection with bankruptcy or any similar proceedings), or assets.

5. Do We Sell Personal Information?

We do not sell personal information to third-parties. We also do not share any personal information with third-parties for the third-parties’ marketing purposes.

6. Do We Collect the Personal Information of Children?

We do not knowingly collect or store any personal information from anyone under the age of 16. If we become aware that we have collected or stored personal information from an individual under age 16, we will remove his or her personal information from our files. If you are a parent or guardian and believe we may have inadvertently collected personal information from your child, please notify us immediately by sending an email to privacy@PestDefense.com.

7. Summary of Collection and Disclosure of Personal Information.

The table below summarizes our collection and sharing practices relating to personal information, including with respect to personal information we have collected, used and disclosed in the preceding 12 months.

Category of Personal Information	Categories of Sources of Information	Business/Commercial Purposes for Collection	Categories of Third Parties with Whom Information Was Shared
<p>Identifiers</p> <p>Examples: real name; alias; postal address; address where service is rendered; telephone numbers; unique personal identifier; online identifier; Internet Protocol Address; email address; account name, social security number, driver’s license number, passport number and other similar identifiers.</p>	<ul style="list-style-type: none"> • Individual Consumer/ Customer; • Property Owners, Landlords, Real Estate Agencies, Property Managers, Caretakers, Social Service Providers; • Service Contracts; • Service Records; 	<ul style="list-style-type: none"> • Complete contracts for our Services as well as any disclosures or other documents required by law. • Provide, develop, maintain, and improving our products and Services (e.g. evaluating the performance of our staff, assessing the quality of our products and Services, and helping us improve our Websites, Apps, and processes). • Process any applications, forms, 	<ul style="list-style-type: none"> • Technology Service Provider for Routing, Scheduling, Customer Service, Service Notifications, Credit Card Processors, and Billing; • IT Service Providers for Customer Satisfaction Surveys/Feedback; • Business Process Outsourcers (BPOs); • Workforce Optimization Application Providers (call recordings and speech analytics); • Application Support Providers; • Debt Collectors; and • Law Firms.

	<ul style="list-style-type: none"> • New Movers Mailing List; and • Mailing campaigns using list services. 	<p>requests, inquiries, or other information submitted to us.</p> <ul style="list-style-type: none"> • Send marketing communications, promotional offers, and periodic customer satisfaction, market research or quality assurance surveys. • Communicate with you. • Administer and process payments. • Create and update your account. • Allow creation of and access to an online customer portal. • Administer and support participation in sweepstakes, events, special offers, special pricing, discounts, and promotions. • Personalize our products, Websites, Apps, and Services, including content, ads and offerings. • Perform research and analytical activities (e.g. identifying trends and the effectiveness of marketing campaigns). • Conduct audits, security and fraud monitoring and prevention. • Protect our legitimate business interests and legal rights. • Manage all aspects of an applicant or employee's employment 	
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		<p>relationship, including, but not limited to the establishment, maintenance, and termination of employment relationships.</p> <ul style="list-style-type: none"> • In connection with legal claims, compliance, regulatory and investigative purposes as necessary (including in connection with law enforcement investigations, legal process, or litigation). 	
<p>Any categories of personal information described in subdivision (e) of Section 1798.80</p> <p>Examples: name, signature, Social Security number, physical characteristics or description, address, telephone number, passport number, driver’s license or state identification card number, insurance policy number, education, employment, employment history, bank account number, credit card number, debit card number, or any other financial information, medical information, or health insurance information.</p>	<ul style="list-style-type: none"> • Individual Consumer/ Customer; • Property Owners, Landlords, Real Estate Agencies, Property Managers, Caretakers, Social Service Providers; and • Service Contracts; Service Records. 	<ul style="list-style-type: none"> • Complete contracts for our Services as well as any disclosures or other documents required by law. • Provide, develop, maintain, and improving our products and Services (e.g. evaluating the performance of our staff, assessing the quality of our products and Services, and helping us improve our Websites, Apps, and processes). • Process any applications, forms, requests, inquiries, or other information submitted to us. • Send marketing communications, promotional offers, and periodic customer satisfaction, market research or quality assurance surveys. 	<ul style="list-style-type: none"> • Credit Card Processor; • Payment Processing Companies; • Technology Service Provider for Routing, Scheduling, Customer Service, Service Notifications, Credit Card Processors, and Billing; • IT Service Providers for Customer Satisfaction Surveys/Feedback; • Business Process Outsourcers (BPOs); • Workforce Optimization Application Providers (call recordings and speech analytics); • Debt Collectors; and • Law Firms.

		<ul style="list-style-type: none"> • Communicate with you. • Administer and process payments. • Create and update your account. • Allow creation of and access to an online customer portal. • Administer and support participation in sweepstakes, events, special offers, special pricing, discounts, and promotions. • Personalize our products, Websites, Apps, and Services, including content, ads and offerings. • Perform research and analytical activities (e.g. identifying trends and the effectiveness of marketing campaigns). • Conduct audits, security and fraud monitoring and prevention. • Protect our legitimate business interests and legal rights. • Manage all aspects of an applicant or employee's employment relationship, including, but not limited to the establishment, maintenance, and termination of employment relationships. • In connection with legal claims, compliance, regulatory 	
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		and investigative purposes as necessary (including in connection with law enforcement investigations, legal process, or litigation).	
<p>Commercial Information</p> <p>Examples: records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies.</p>	<ul style="list-style-type: none"> • Property Owners, Landlords, Real Estate Agencies, Property Managers; • Caretakers, Social Service Providers; and • Service Contracts; Service Records. 	<ul style="list-style-type: none"> • Complete contracts for our Services as well as any disclosures or other documents required by law. • Provide, develop, maintain, and improving our products and Services (e.g. evaluating the performance of our staff, assessing the quality of our products and Services, and helping us improve our Websites, Apps, and processes). • Process any applications, forms, requests, inquiries, or other information submitted to us. • Send marketing communications, promotional offers, and periodic customer satisfaction, market research or quality assurance surveys. • Communicate with you. • Administer and process payments. • Create and update your account. • Allow creation of and access to an online customer portal. • Administer and support participation in 	<ul style="list-style-type: none"> • IT Service Provider for Routing, Scheduling, Customer Service, Service Notifications, Credit Card Processors, and Billing; • Technology Service providers for Customer Satisfaction Surveys and/or Feedback; • Business Process Outsourcers (BPOs); • Workforce Optimization Application Providers (call recordings and speech analytics); and • Application Support Providers.

		<p>sweepstakes, events, special offers, special pricing, discounts, and promotions.</p> <ul style="list-style-type: none"> • Personalize our products, Websites, Apps, and Services, including content, ads and offerings. • Perform research and analytical activities (e.g. identifying trends and the effectiveness of marketing campaigns). • Conduct audits, security and fraud monitoring and prevention. • Protect our legitimate business interests and legal rights. • Manage all aspects of an applicant or employee’s employment relationship, including, but not limited to the establishment, maintenance, and termination of employment relationships. • In connection with legal claims, compliance, regulatory and investigative purposes as necessary (including in connection with law enforcement investigations, legal process, or litigation). 	
Internet or other electronic network activity information	<ul style="list-style-type: none"> • Individual Consumer/ Customer; 	<ul style="list-style-type: none"> • Customize the content or functionality of our Websites. 	<ul style="list-style-type: none"> • Technology Service Provider for Routing, Scheduling, Customer Service, Service

<p>Examples: browsing history; search history; and information regarding a consumer's interaction with an Internet Web site, application, or advertisement.</p>	<ul style="list-style-type: none"> • Third-party Lead Aggregators; • SEO and SEM Agencies; and • Mobile Service Providers. 	<ul style="list-style-type: none"> • Customize the online ads, special promotions, e-mails, and other marketing information we provide to you. • Analyze our data. • Conduct audits, security and fraud monitoring and prevention. • Assist us with enhancing, improving or modifying our Services. • Diagnose server problems. • Administer our Services online. • Identify usage trends. • Determine the effectiveness of advertising or marketing campaigns. • Ensure the security of our Websites and systems. • In connection with legal claims, compliance, regulatory and investigative purposes as necessary (including in connection with law enforcement investigations, legal process, or litigation). • In circumstances in which we believe our Services, Apps, and/or Website are being or have been used in violation of our Terms of Use, applicable law or otherwise in the commission of a crime. 	<p>Notifications, Credit Card Processors, and Billing;</p> <ul style="list-style-type: none"> • IT Service Providers for Customer Satisfaction Surveys and/or Feedback; • Business Process Outsourcers (BPOs); • Workforce Optimization Application Providers (call recordings and speech analytics); and • Application Support Providers.
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<p>Geolocation data</p> <p>Examples: geographic location (latitude and longitude) of an Internet-connected device such as a cell phone, tablet or computer or any other device connected to the internet and used to visit our Websites or use our Software.</p>	<ul style="list-style-type: none"> • Collection Technology; • Individual Consumer/ Customer; • Third-party Lead Aggregators; • SEO and SEM Agencies; and • Mobile Service Providers. 	<ul style="list-style-type: none"> • Customize the content or functionality of our Websites. • Customize the online ads, special promotions, e-mails, and other marketing information we provide to you. • Analyze our data. • Conduct audits, security and fraud monitoring and prevention. • Assist us with enhancing, improving or modifying our Services. • Diagnose server problems. • Administer our Services online. • Identify usage trends. • Determine the effectiveness of advertising or marketing campaigns. • Ensure the security of our Websites and systems. • Protect the rights and/or property of us or a third party. • In connection with legal claims, compliance, regulatory and investigative purposes as necessary (including in connection with law enforcement investigations, legal process, or litigation). • In circumstances in which we believe our Services, Apps, and/or Website are being or 	<ul style="list-style-type: none"> • Application Support Providers; and • Technology Service Provider for Routing, Scheduling, Customer Service, Service Notifications.
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		have been used in violation of our Terms of Use, applicable law or otherwise in the commission of a crime.	
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8. Your CCPA Rights: Subject to certain exceptions, the CCPA affords you the following rights:

a) Right to Know/Access Personal Information Collected, Disclosed, or Sold.

You have the right to request that we disclose the following information for the 12-month period preceding your request:

- (1) The categories of personal information that we have collected about that consumer;
- (2) The categories of sources from which the personal information was collected;
- (3) The business or commercial purpose for collecting or selling the personal information;
- (4) The categories of third parties with whom we share the personal information; and/or
- (5) The specific pieces of personal information we have collected about that consumer.

b) Right to Request Deletion of Personal Information

You have the right to request that we delete any personal information about the consumer that we have collected or that we maintain.

c) Right to Not Be Discriminated Against

You have the right not to receive discriminatory treatment from us for the exercise of the privacy rights conferred by CCPA and listed in this CCPA Privacy Notice.

9. How to Exercise Your CCPA Rights

a) Submitting a Request to Know or Request to Delete. You may submit a Request to Know or a Request to Delete by calling us at 866-491-1782 or by using this interactive webform <https://privacyportal-cdn.onetrust.com/dsarwebform/8be06592-31bf-480c-a98a-1b8671cdd8b7/16adfe3d-1c79-4ea0-965e-fed696a7d6af.html>. PLEASE NOTE THAT SUCH REQUESTS CAN ONLY BE MADE VIA THESE METHODS; CONSUMERS WHO MAKE REQUESTS TO BRANCHES OR TECHNICIANS WILL BE REDIRECTED TO SUBMIT A NEW REQUEST USING ONE OF THESE APPROVED METHODS.

b) Verification Methods. Once you submit a request, we will verify that you are the consumer to which the request pertains by matching your **name, email address, physical address, telephone number, and/or last date of service** with information we maintain. Depending on the type of request you submit, we will attempt to match either two or three of these data points you provided. If we are unable to verify your request with the data points you provided, we may reach out to you for additional information to verify your request.

10. How to Authorize an Agent to Exercise Your Rights

You have the right to designate an authorized agent to exercise your CCPA rights. To designate an authorized agent, you must either provide the agent with an executed power of attorney or provide the authorized agent with written permission, signed by you, to exercise your CCPA rights. The agent must also be registered with the California Secretary of State.

11. Individuals with Disabilities

If you have a disability and need access to our CCPA Privacy Notice in a different format, please contact us at privacy@PestDefense.com.

12. Contact Information

If you have any questions or concerns about our privacy policies and practices, please contact us at via email at privacy@PestDefense.com.

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