

Attindas Hygiene Partners

Attends Healthcare Products Inc. Privacy Policy

Last Updated: June 20, 2023

This Privacy Policy ("Policy") describes how Attends Healthcare Products Inc. (a part of Attindas Hygiene Partners) as well as our affiliates and subsidiaries (collectively "Attindas" or "we" or "us" or "our") in the United States processes the Personal Information that we collect, receive, maintain, and store about you through our websites, applications, and electronic communications (collectively, the "Platform") and also provided to us by third parties. Please read this Policy carefully.

1. Types of Personal Information Collected

We may collect a range of Personal Information. "Personal Information" is information that uniquely identifies, relates to, describes, or is reasonably capable of being associated with or linked to an individual. When we combine Personal Information with other information (i.e. information that does not, on its own, identify you), we treat the combined information as Personal Information.

The types of Personal Information we collect may include:

- **Identifiers** – This may include your email address, name, account name, physical address, phone number, and device identifiers.
- **Protected class and demographic information** – This may include your age, sex, gender, disability, marital status, veteran status, race, and ethnicity.
- **Commercial information** – This may include information about purchases or quotes, products and services you have shown interest in, and other commercial information.
- **Geolocation Data** – While navigating our Platform your browser may share your location data. Attindas may collect this information based on the settings of your browser, or by inference from other information we collect (for example, your IP address may indicate the general geographic region from which you are connecting to the Internet).
- **Usage Information** – We may also collect usage and device information when you visit our Platform. This may include information about the browser, operating system, and/or device identifier for the device you are using, your navigation activity on the Platform, as well as the websites that you came from and the site you visit when you leave, browsing history, search history, and information about your interactions with and use of our products, services, and social media.
- **Device Information** – This may include information from devices you connect to or use with our Platform, including your mobile device, connected devices, and wired and wireless sensors. The information we receive from these devices may include IP address and similar unique device identifiers.
- **Employment Information** – This may include your job title, employer, income, your employment and work history, your education and employment history, address and contact information, demographic information, and any other information included in your resume or application.
- **Inferences** drawn from the information we collect about you to create a profile about you reflecting your preferences.

When you apply for a job with us, we also collect Personal Information, which may include:

- Your resume or CV, cover letter, previous and/or relevant work experience or other experience, education, transcripts, or other information you provide to us in support of an application and/or the application and recruitment process;
- Information from interviews you may have, if any;

- Details of the type of employment you are looking for, current and/or desired salary and other terms relating to compensation and benefits packages, and job preferences;
- Details of how you heard about the position you are applying for;
- Any sensitive and/or demographic information obtained during the hiring process such as Social Security number, gender, information about your citizenship and/or nationality, medical or health information, and/or your racial or ethnic origin;
- Reference information and/or information received from background checks (as applicable), including information provided by third parties;
- Information relating to any previous applications you may have submitted to Attindas and/or any previous employment history with Attindas; and
- Information about your educational and professional background from publicly available sources that we believe is relevant to your application or a potential future application (e.g., your LinkedIn profile).

To the extent we collect or process personal health information as defined by the Health Insurance Portability and Accountability Act (“HIPAA”), please see our notice of privacy practices available [HERE](#).

2. Method of Personal Information Collection

We may collect Personal Information in a variety of ways.

- **We may collect Personal Information directly from you.** For example, when you register an account on the Platform, make a purchase, submit a job application, or correspond with us through the Platform.
- **We may also collect Personal Information from third parties.** For example, we work with business partners, subcontractors in technical and delivery services, advertising networks, analytics providers, and search information providers, who may provide us with Personal Information.
- **We may also collect Personal Information from you passively through online tracking technologies.** Our Platform uses tracking tools like cookies, device identifiers, and similar technologies such as pixels and web beacons. We do this both on our Platform and in emails that we send to you. Through these tools, we collect Personal Information about users over time when you use our Platform. This collection includes usage and browser information. We may also have third parties collect Personal Information in this way. For more information about the trackers that we use, please see Section 5 of this Policy. Additionally, if you enable location data on your device, this data will be collected passively based on the location settings on your device.

Combining Information

We may combine Personal Information we obtain. We process the information collected through tracking technologies, which may include or be combined with Personal Information, to help operate certain features of the Platform, to enhance your experience through personalization, and to help us better understand the features of the Platform that you and other users are most interested in. For example, we may combine Personal Information that we have collected online with Personal Information that we have collected offline, for instance during calls between you and our support team. We may also combine Personal Information that we have collected across other third party sites or from other third parties with Personal Information we already have. Finally, we combine Personal Information across devices.

3. How We Use Personal Information

We will use your Personal Information to operate the Platform and provide support to our business functions, including to fulfill your purchases and offer our services, respond to your requests and inquiries, respond to reviews or other feedback provided to us, as well as to send you communications. We may also use your Personal Information to communicate with you for transactional purposes and customer support. For example, we might contact you about this

Policy or our Terms of Use. We may also use your information to process your employment application and assess your employment candidacy, as well as communicate with you for hiring purposes.

We may also use your Personal Information to improve our Platform, products, and services, and to meet our contractual requirements. This may include using your Personal Information to customize your experience with us. We may also use your Personal Information for the security and integrity of the Platform and our company, our customers, and other third parties. We may also use your Personal Information to protect against criminal, fraud, and other malicious activity. We may also use your Personal Information to comply with applicable legal or regulatory requirements and our policies, and to protect against claims and other liabilities.

We may also use your Personal Information for marketing purposes. For example, we may send you information about our products, new features on the Platform, new services we offer, and special offers. When legally permitted, this may also include using your Personal Information to serve you ads and to tell you about products or offers available through us, or third parties, that we think you might find interesting. This may also include, to the extent required for benchmarking, data analysis, audits, developing new products, enhancing the Platform, facilitating product, software and applications development, improving the Platform or our services, conducting research, analysis, studies or surveys, identifying usage trends, as well as for other analytics purposes.

Finally, we may use your Personal Information to the extent necessary for any other lawful purposes for which the Personal Information is collected.

4. Sharing Personal Information

We may share your Personal Information in the following circumstances:

- **Within Attindas** – We may share your Personal Information within our family of companies.
- **Service providers** – When we hire a service provider to help operate the Platform or our business, we may give access to Personal Information as necessary to perform the service for Attindas. This may include service providers that operate our Platform, send our communications, run our promotions, or assist with the job application process.
- **Business Partners** – Attindas may share Personal Information with our trusted business partners. For example, we may share your Personal Information with a company when we co-sponsor a promotion or service. These partners may use your Personal Information to, among other things, send you information or contact you about their services and products.
- **Third Parties for Marketing Purposes** – We may share your Personal Information with third parties for their marketing purposes. This may include third parties whose services we believe you may be interested, or who are interested in providing you with services. These third parties may share your Personal Information with others and may use it for their own interest based advertising.
- **Legal obligation or protection from harm** – We may share your Personal Information when we have a good faith belief that access, use, preservation or disclosure of Personal Information is reasonably necessary to (a) satisfy or comply with any requirement of law, regulation, legal process, or enforceable governmental request, (b) enforce or investigate a potential violation of the Terms of Use, (c) detect, prevent, or otherwise respond to fraud, security or technical concerns, (d) support auditing and compliance functions, or (e) protect the rights, property, or safety of Attindas, its users, or the public against harm.
- **Merger or sale** - We may share your Personal Information if Attindas is involved in a merger, acquisition, or any form of transfer or sale of some or all of its business, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding. Personal Information may be transferred along with the business. Where legally required we will give you prior notice and if you have a legal right to do so, an opportunity to object to this transfer.
- **Purposes described to you** – We may share your Personal Information for other purposes, as we describe to you.

5. Cookies and Other Technologies

We collect Personal Information about users over time on the Platform by using several common types of cookies and other tracking technologies including web beacons and pixels. We also have third parties that collect Personal Information in this way on our behalf and for their own purposes. Cookies are small files that download when you access certain websites. For more information about cookies visit: www.allaboutcookies.org/. Web beacons, pixels, and other tracking technologies operate independent of cookies.

To assist us with analyzing our website traffic through cookies and similar technologies, we use analytics services such as Google Analytics. For more information on Google Analytics' processing of your Personal Information, please see "[How Google uses data when you use our partners' Platforms or apps.](#)" You can opt out of Google Analytics by installing [Google's opt-out browser add-on](#) for each web browser you use, but this does not prevent the use of other analytics tools. We may also implement additional add-on services to Google Analytics, such as Demographics and Interest Reporting, and Google Signals.

These cookies may be ones placed by us (first-party) or by a third party. We may use cookies that are session-based or persistent. Session cookies expire when you close your browser or turn off your device. Persistent cookies remain on your device after you close your browser or turn off device. Some of our service providers or plug-ins may use cookies or other methods to gather information regarding your use of the Platform and may combine the information in these cookies with any Personal Information about you that they may have. The use of such tracking information by a third party depends on the privacy notice of that third party.

We may use a variety of cookies:

Type of Cookies	Description
Required	Required cookies are essential for the Platform to function properly and for you to navigate our Platform and use its features, such as accessing secure areas of the Platform and using our services.
Performance	These cookies collect information about how you use the Platform, including which pages you go to most often and if they receive error messages from certain pages. These cookies do not collect information that individually identifies you. All information these cookies collect is aggregated and anonymous. It is only used to improve how the Platform functions and performs.
Functionality	Functionality cookies allow the Platform to remember information you have entered or choices you make (such as your username, language, or your region) and provide enhanced, more personal features. These cookies also enable you to optimize your use of the Platform after logging-in. These cookies can also be used to remember changes you have made to text size, fonts and other parts of web pages that you can customize.
Targeting or Advertising	<p>From time-to-time, we may engage third parties to track and analyze usage and volume statistical information from individuals who visit the Platform. We sometimes use cookies delivered by third parties to track the performance of our advertisements. For example, these cookies remember which browsers have visited the Platform. The information provided to third parties does not include Personal Information, but this information may be re-associated with Personal Information after we receive it.</p> <p>By way of example, as you visit the Platform, advertising cookies may be placed on your computer so that we can understand what you are interested in. Our advertising partners then enable us to</p>

	<p>present you with retargeted advertising on other sites based on your previous interaction with the Platform.</p> <p>We also contract with third-party advertising networks and similar partners that collect IP addresses and other information on our Platform, from emails, and on third-party sites. Ad networks follow your online activities over time by collecting Platform navigational information through automated means, including through the use of cookies. They use this information to provide advertisements about products and services tailored to your interests. You may see these advertisements on other websites. This process also helps us manage and track the effectiveness of our marketing efforts.</p> <p>Third parties, with whom we partner to provide certain features on the Platform or to display advertising based upon your web browsing activity, use Flash cookies to collect and store information. Flash cookies are different from browser cookies because of the amount of, type of, and how data is stored.</p>
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You can control cookies and tracking tools. You can use our cookie preference page to decide which of the above technologies you wish to enable when you use the Platform. In addition, most browsers have additional cookie settings, and your mobile device may allow you to disable transmission of unique identifiers and location data. We do not respond to Do Not Track (“DNT”) signals sent to us by your browser at this time. If you choose to block cookies and other trackers, certain features of the Platform may not work.

6. Your Choices and Rights Relating To Your Personal Information

You have certain choices about how we use your Personal Information. You can opt out of certain marketing. To opt-out of marketing communications, please email us at customerservice@attindas.com or by following the instructions included in the email or text correspondence. Please note that, even if you unsubscribe from certain correspondences, we may still need to contact you with important transactional or administrative information, as permitted by law.

Depending on where you live, you may also have the following rights with respect to your Personal Information:

- Access
- Data portability
- Erasure
- Correction
- Out of the sale or sharing of Personal Information

For a broader description of these rights, please see the applicable sections in the second chart in Section 8.B. of this Privacy Policy. Please note that, depending on where you live, you may not have all the rights listed in Section 8. To exercise any of these rights available to you, see Section 9 below.

7. Children Under the Age of 13

The Platform is meant for adults and we will not knowingly collect Personal Information from any person under the age of 13 without permission from a parent or guardian. In the event that we learn we have collected Personal Information from a child, we will promptly take steps to delete that information. The Platform is not designed to attract the attention of persons under the age of 13. If you are a parent or legal guardian and think your child has given us Personal Information you can email us at customerservice@attindas.com. You can also write to us at the address listed in the “Contact Us” section of this Policy. Please mark your inquiries “COPPA Inquiry.”

8. California Residents

This Section applies to our collection and use of “Personal Information” if you are a resident of California, as required by the California Consumer Privacy Act of 2018 and its implementing regulations, as amended by the California Privacy Rights Act (the “CPRA”). This section describes (1) the categories of Personal Information collected and disclosed by Attindas, subject to CPRA, (2) your privacy rights under CPRA, and (3) how to exercise your rights.

When we use the term “Personal Information” in the context of the CPRA, we mean information that identifies, relates to, describes, is capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular California consumer or household.

A. Categories of Personal Information Collected, Used, and Shared

We have collected the following categories of Personal Information from our consumers within the last 12 months.

Sources of Personal Information. We collect Personal Information from the categories of sources detailed in Section 2 above: (i) directly from you; (ii) data collected automatically through tracking technologies; and (iii) third parties.

Use of Personal Information. We collect Personal Information for the business and commercial purposes detailed in Section 3 above.

Disclosure of Personal Information. The categories of third parties to which we disclose personal information for a business or commercial purpose or to whom we sell or share personal information are summarized in the chart below. We will not collect additional categories of Personal Information or use the Personal Information we collected for materially different, unrelated, or incompatible purposes without providing you notice.

Category of Personal Information	Third Parties to whom Personal Information is Disclosed for a Business Purpose	Third Parties to whom Personal Information is Sold or Shared	Retention Period
Identifiers	Service Providers and Business Partners	We do not sell this category of Personal Information. However, we share this category of information with third parties for purposes of cross-context behavioral advertising	7 years from the date of your last interaction with Attindas
Personal information categories listed in the California Consumer Records statute (Cal. Civ. Code § 1798.80(e))	Service Providers and Business Partners	We do not sell or share this category of Personal Information. However, we share this category of information with third parties for purposes of cross-context behavioral advertising	7 years from the date of your last interaction with Attindas
Protected classification characteristics under California or federal law.	Service Providers	We do not sell or share this category of Personal Information	7 years from the date of your last interaction with Attindas

Commercial information	Service Providers	We do not sell or share this category of Personal Information	7 years from the date of your last interaction with Attindas
Internet or other similar network activity	Service Providers and Business Partners	We do not sell this category of Personal Information. However, we share this category of information with third parties for purposes of cross-context behavioral advertising	Varies depending on the type of the cookie collecting this category of Personal Information, but no more than 1 year.
Professional or employment-related information	Service Providers	We do not sell or share this category of Personal Information	7 years after termination
Inferences drawn from other personal information.	Service Providers	We do not sell or share this category of Personal Information	7 years from the date of your last interaction with Attindas

B. Your California Privacy Rights

Subject to certain exceptions, if you are a resident of California, you may have the following rights:

Privacy Right	Description
Notice	The right to be notified of what categories of Personal Information will be collected at or before the point of collection and the purposes for which they will be used and shared.
Access	The right to request the categories of Personal Information that we collected in the previous twelve (12) months, the categories of sources from which the Personal Information was collected, the specific pieces of Personal Information we have collected about you, and the business purposes for which such Personal Information is collected and shared. You may also have the right to request the categories of Personal Information which were disclosed for business purposes, and the categories of third parties in the twelve (12) months preceding your request for your Personal Information.
Data Portability	The right to receive the Personal Information you have previously provided to us.
Erase	The right to have your Personal Information deleted. However, please be aware that we may not fulfill your request for deletion if we (or our service provider(s)) are required or permitted to retain your Personal Information for one or more of the following categories of purposes: (1) to complete a transaction for which the Personal Information was collected, provide a good or service requested by you, or complete a contract between us and you; (2) to ensure our website integrity, security, and functionality; (3) to comply with applicable law or a legal obligation, or exercise rights under the law (including free speech rights); (4) to otherwise use your Personal Information internally, in a lawful manner that is compatible with the context in which you provided the information.
Correction	You have the right to request that we correct any incorrect personal information that we collect or retain about you, subject to certain exceptions. Once we receive and confirm your verifiable consumer request (see below), we will correct (and direct any of our service providers that hold your data on our behalf to correct) your personal information from our records, unless an exception

	applies. We may deny your correction request if (a) we believe the personal information we maintain about you is accurate; (b) correcting the information would be impossible or involve disproportionate; or (c) if the request conflicts with our legal obligations.
To Opt Out of Sales or Sharing of Personal Information	You have the right to opt-out of the sale and sharing of your Personal Information by clicking the “Do Not Sell or Share My Personal Information” link on the footer of our website. When you opt-out of sales, we will stop selling your Personal Information to third parties. When you opt out of sharing, we will not share your Personal Information with third parties for purposes of cross-context behavioral advertising.

Only you, or a person registered with the California Secretary of State that you authorize to act on your behalf, may make a request related to your Personal Information. You may also make a request on behalf of your minor child.

You may only make a request for access or data portability twice within a 12-month period. The request must:

- Provide sufficient information that allows us to reasonably verify you are the person about whom we collected personal information or an authorized representative.
- Describe your request with sufficient detail that allows us to properly understand, evaluate, and respond to it.

C. Other California Privacy Rights

California Civil Code Section 1798.83 permits visitors to our site who are California residents and who have an existing business relationship with us to request certain information regarding our disclosure of personal information to third parties for the third parties’ direct marketing purposes, if any. To make such a request, please send an email with the subject heading “California Privacy Rights” to us at dpc.dataprivacy@attindas.com, or you may write to us at the address below.

In your request, please attest to the fact that you are a California resident and provide a current California address for our response. Please be aware that not all information sharing is covered by these California privacy rights requirements and only information on covered sharing will be included in our response. This request may be made no more than once per calendar year.

9. How to Exercise Your Individual Privacy Rights.

You have a right not to receive discriminatory treatment by any business when you exercise the rights listed in this Privacy Policy, which means we will not deny goods or services to you, provide different prices or rates for goods or services to you, or provide a different level or quality of good or services to you. The Policy is available to consumers with disabilities. To access this Policy in an alternative downloadable format, please click here.

To exercise your privacy rights listed above, please submit a request to us by one of the following methods:

- E-mail to dpc.dataprivacy@attindas.com
- Call us toll-free at: (800) 428-8363
- Submit a request through our web form

Verification: We must verify your identity before fulfilling your requests. If we cannot initially verify your identity, we may request additional information to complete the verification process. We will only use Personal Information provided in a request to verify the requestor’s identity. If you are an authorized agent making a request on behalf of a California

consumer, we will also need to verify your identity, which may require proof of your written authorization or evidence of a power of attorney.

Please note that you do not need to create an account with us in order to make a request to exercise your rights hereunder.

10. How We Respond to Your Requests

In all cases, we will respond to your request within the time period required by applicable law. If we require more time, we will inform you of the reason and extension period in writing.

We will provide our written response to you by mail or electronically, at your option. If the information is provided to you electronically, we will provide you the information in a portable format and, to the extent technically feasible, in a machine readable, readily useable format that allows you to freely transmit this information without hindrance.

We cannot respond to your request or provide you with Personal Information if we cannot verify your identity and confirm the Personal Information relates to you.

We may deny certain requests, or only fulfill some in part, as permitted or required by law. For example, if you request to delete Personal Information, we may retain Personal Information that we need to retain for legal purposes

Appeals: If you are not satisfied with the resolution of your request and would like to submit an appeal, please email us at dpc.dataprivacy@attindas.com.

11. Information for Individuals in Europe and International Use of the Platform

We store Personal Information both inside and outside the United States. If you live outside of the United States, be advised that we may transfer your Personal Information to, and store it in, the United States. United States law may not provide the same protections as the laws in your country. Information transferred from the EU or UK will be subject to the appropriate safeguards pursuant to GDPR and other applicable law.

If you are in the European Economic Area (European Union, Norway, Iceland and Liechtenstein), the United Kingdom or Switzerland and are interested in Attindas products, services or job offers we kindly ask you to visit our websites in Europe at the following links:

Country	website	Country	website
United Kingdom	www.attends.co.uk www.attendslifestylesco.uk	Austria	www.attends.at
Sweden	www.attends.se	Switzerland	www.attends.ch
Germany	www.attends.de www.attendspflegepaket.de www.attendsdirekt.de	Netherlands	www.attends.nl

Spain	www.indas.com www.indasec.com www.chelino.com www.convertia.com	Belgium	www.attends.be
Norway	www.attends.no	Finland	www.attends.fi
France	www.attends.fr	Czech Republic	www.attends.cz

For information on how Attindas processes personal information of individuals in Europe, please review our privacy policy for Europe, which is available here (English version): <https://www.attends.co.uk/privacy-policy> and in the privacy policy section of the above websites.

12. Storage, Security and Retention of Information

Attindas has taken commercially reasonable steps to protect the Personal Information users share with us, including, but not limited to, setup of processes, equipment and software to avoid unauthorized access or disclosure of it. No transmission of information via the Internet can be entirely secure, however, so please always use caution when submitting Personal Information. We cannot guarantee the security of Personal Information during its transmission or its storage on our systems. Further, while we attempt to ensure the integrity and security of Personal Information, we cannot guarantee that our security measures will prevent third parties such as hackers from illegally obtaining access to Personal Information. We will retain your Personal Information in compliance with the uses described in this Policy, as well as to comply with our legal, financial reporting, or compliance obligations.

13. Links to Third Parties and their Websites

Our Platform may include third party content and links to third party websites and services that collect Personal Information. We do not control these third parties and this Policy does not apply to their privacy practices. We are not responsible for the practices of these third parties or how they use Personal Information you provide to them. Please read the third parties' privacy policies carefully.

14. Contacting Attindas

If you have any questions about this Policy, or the privacy practices of Attindas, please email us at dpc.dataprivacy@attindas.com or write to us at: Attindas Legal Department/Paralegal at 8020 Arco Corporate Drive, Raleigh, North Carolina, US, 27167.

15. Updates

Please note that this Policy may be amended from time to time. Unless otherwise indicated, any changes to this Policy will apply immediately upon posting to the Platform so please check our site periodically for updates. You can see when this Policy was last updated by reviewing the "Last Updated" legend at the top of this page. We will provide notice of material changes by updating the Policy here, and communicating with you in the manner and format in which we typically communicate with you in our regular course of business, as required by applicable law.