

## Privacy Notice for California Residents

Effective Date: January 1, 2020

This Privacy Notice for California Residents supplements the information contained in Americold's Privacy Notice and applies solely to all visitors, users, and others 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 any terms defined in the CCPA have the same meaning when used in this notice. It does not apply to personal information we collect from our employees or job applicants.

Our Site collects information that identifies, relates to, describes, references, is capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular consumer or device ("**personal information**").

### **A. We may use or share the personal information we collect for one or more of the following business purposes:**

- To fulfill or meet the reason you provided the information. For example, if you share your name and contact information to request a price quote or ask a question about our products or services, we will use that personal information to respond to your inquiry.
- To provide, support, personalize, and develop our Site, products, and services.
- To create, maintain, customize, and secure your account with us.
- To process your requests and prevent fraud.
- To provide you with support and to respond to your inquiries, including to investigate and address your concerns and monitor and improve our responses.
- To personalize your Site experience and to deliver content and product and service offerings relevant to your interests, and via email.
- To help maintain the safety, security, and integrity of our Site, databases and other technology assets, and business.
- For testing, research, analysis, and product development, including to develop and improve our Site.
- To respond to law enforcement requests and as required by applicable law, court order, or governmental regulations.
- As described to you when collecting your personal information or as otherwise set forth in the CCPA.
- 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 about our Website users is among the assets transferred.

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, including by providing you an update to this California Privacy Notice.

## B. Summary of Collection and Sharing Categories

The table below describes the collection, use, and sharing of personal information collected by us or our service providers within the last twelve (12) months. The first column lists the categories of personal information we or our service providers have collected. The second column lists the categories of sources of that information. The third column lists how that information is used. The fourth column lists the categories of third parties we share it with.

Category of Personal Information Collected	Categories of Sources	Examples of Uses	Categories of Third Parties We Share That Information With
<p><b>Identifiers</b>, such as your real name, postal address, mobile device identifiers, Internet Protocol (IP) address, email address, account name</p>	<p>You, if you choose to provide it to us.</p> <p>You provide your IP address by using our Site. Our service providers collect your IP address automatically.</p>	<p>Responding to your requests for information.</p> <p>We need your IP address to serve pages of the Site to you.</p>	<p>Our website host – HubSpot – and other service providers that manage our sales prospects list.</p> <p>Third parties relating to legal requests, if required by law or if we believe in good faith that it is reasonably necessary.</p> <p>Third parties for sales of transfers of our business or assets</p>
<p><b>Device information and identifiers</b>, such as IP address; browser type and language; operating system; platform type; device type; software and hardware attributes; and unique device, advertising, and app identifiers</p>	<p>You, by using our Site. We and our service providers collect this info automatically.</p>	<p>Providing you a Site experience personalized to your browser and language</p>	<p>Service providers.</p> <p>Third parties relating to legal requests, if required by law or if we believe in good faith that it is reasonably necessary.</p> <p>Third parties for sales of transfers of our business or assets.</p>
<p><b>Internet network and electronic device activity</b>, such as browsing history, search history, and information on your interaction with a search result.</p>	<p>Your, through your device, by using our Site.</p> <p>Analytics providers.</p> <p>Advertising providers.</p>	<p>Personalizing your Site experience.</p> <p>Marketing and advertising our products, specifically, understanding which of our marketing campaigns resulted</p>	<p>Service providers.</p> <p>Third parties relating to legal requests, if required by law or if we believe in good faith that it is reasonably necessary.</p>

	Cookies and tracking technologies.	in your visit to our Site.	Third parties for sales of transfers of our business or assets.
<b>Geolocation data</b> , such as your postal address and your IP address. We infer your general location from your IP address.	You, if you choose to provide it to us.  You provide your IP address through your device, by using our Site.	Responding to your requests for information.  Personalizing your Site experience to your language and national market.	Service providers.  Third parties relating to legal requests, if required by law or if we believe in good faith that it is reasonably necessary.  Third parties for sales of transfers of our business or assets.

### C. Americold Does Not Sell Your Personal Information.

In the preceding twelve (12) months, we have not sold personal information.

### D. Your Rights and Choices under 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 (see D-3 below), 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 (see D-3 below), we will delete (and direct our service providers to delete) your personal information from our records, unless an exception applies.

We may deny your deletion request if retaining the information is necessary for us or our service provider(s) to:

- Complete the transaction for which we collected the personal information, provide a good or service that you requested, take actions reasonably anticipated within the context of our ongoing business relationship with you, or otherwise perform our contract with you.
- Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity, or prosecute those responsible for such activities.
- Debug products to identify and repair errors that impair existing intended functionality.
- Exercise free speech, ensure the right of another consumer to exercise their free speech rights, or exercise another right provided for by law.
- Comply with the California Electronic Communications Privacy Act (Cal. Penal Code § 1546 et. seq.).
- Engage in public or peer-reviewed scientific, historical, or statistical research in the public interest that adheres to all other applicable ethics and privacy laws, when the information's deletion may likely render impossible or seriously impair the research's achievement, if you previously provided informed consent.
- Enable solely internal uses that are reasonably aligned with consumer expectations based on your relationship with us.
- Comply with a legal obligation.
- Make other internal and lawful uses of that information that are compatible with the context in which you provided it.

## **3. Exercising Access, Data Portability, and Deletion Rights**

To exercise the access, data portability, and deletion rights described above, please submit a verifiable consumer request to us by either:

- Calling us at 678-459-1946 or 833-879-9936 (toll-free)
- Emailing us at [privacy@americold.com](mailto:privacy@americold.com)

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 only make a verifiable consumer request for access or data portability twice within a 12-month period. The verifiable consumer 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.

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. However, we do consider requests made through a password protected account sufficiently verified when the request relates to personal information associated with that specific account.

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 try to respond to a verifiable consumer request within forty-five (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.

If you have an account with us, we will deliver our written response to that account. If you do not have an account with us, we will deliver our written response by mail or electronically, at your option.

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. Non-Discrimination**

We will not discriminate against you for exercising any of your CCPA rights. Unless permitted by the CCPA, we will not:

- Deny you goods or services.
- Charge you different prices or rates for goods or services, including through granting discounts or other benefits, or imposing penalties.
- Provide you a different level or quality of goods or services.
- Suggest that you may receive a different price or rate for goods or services or a different level or quality of goods or services.

However, we may offer you certain financial incentives permitted by the CCPA that can result in different prices, rates, or quality levels. Any CCPA-permitted financial incentive we offer will

reasonably relate to your personal information's value and contain written terms that describe the program's material aspects. Participation in a financial incentive program requires your prior opt in consent, which you may revoke at any time.

#### **E. Other California Privacy Rights**

California's "Shine the Light" law (Civil Code Section § 1798.83) permits users of our Site that are California residents to request certain information regarding our disclosure of personal information to third parties for their direct marketing purposes. To make such a request, please send an email to [privacy@americold.com](mailto:privacy@americold.com) or write us at: the address below under Contact Information.

#### **F. Changes**

Americold reserves the right to amend this California Privacy Notice at our discretion and at any time. When we make changes to this privacy notice, we will post the updated notice on the Website and update the notice's effective date. **Your continued use of our Site following the posting of changes constitutes your acceptance of such changes.**

#### **G. Contact Information**

If you have any questions or comments about this notice, the ways in which we collect and use your information, your choices and rights regarding such use, or wish to exercise your rights under California law, please contact us at:

**Postal Address:** Americold, 10 Glenlake Parkway South Tower, Suite 600, Atlanta, Georgia 30328

**Email:** [privacy@americold.com](mailto:privacy@americold.com)

**Phone:** 678-459-1946 or 833-879-9936 (toll-free)