

EXPRESS EMPLOYMENT PROFESSIONALS PRIVACY POLICY

Effective Date December 31, 2019 (last updated September 17, 2020)

APPLICABILITY

This Policy describes Express Employment Professionals' (Express) information collection and use practices. It applies to information we collect from franchisee applicants and franchisees. It does not apply to information about our employees and associates. You can print a copy of this policy by clicking [here](#).

CATEGORIES OF INFORMATION WE COLLECT

Listed below are details about the categories of information we collect:

Contact information. We collect your name and phone number. We also collect your address and email address.

Employment information. We collect employment or occupation history about you and your spouse. We may also collect information about your skills and credentials.

Financial information. We collect banking account numbers and tax withholding information. We also collect details about assets and liabilities. This also includes results of a credit check. We collect information about your sources of income.

Demographic information. We collect gender and date of birth. We collect zip code. We also collect marital status, ethnic information, and number of dependents. We collect citizenship and veteran status. This also includes information about felony convictions and results of background checks. We collect location information from website visitors. This may include precise location information.

Site usage information. We collect logs and session data when you visit our website. We collect browser and operating system information. We collect what site you came from or what site you visit when you leave us. We collect your IP address. We also collect device identifiers.

BUSINESS PURPOSES FOR INFORMATION USE

We use the categories of information for the business and commercial purposes outlined here:

We use information to respond to your requests. We use contact information to respond to you. We also use contact information to communicate with you about our policies and terms. We use contact, employment, financial, and demographic information to process your application.

We use information to perform our services. We may use contact, employment, and financial information to provide you specific training, opportunities, and resources.

We use information for promotional purposes. We use contact, demographic, and site usage information to communicate information about franchisee opportunities with Express. It also includes information we think you would find interesting. This may be by email. It may also be on social media platforms.

We use information to improve our services. We use site usage information to make our website better. We use your contact, employment, demographic, and site usage information to customize your experience with us.

We use information to protect our company and constituents. We use contact, demographic, financial and site usage information to protect our company. We use this same information to identify fraud and secure our systems. We use all categories of information for other purposes as permitted by law.

HOW WE COLLECT INFORMATION

We collect categories of information in the following ways:

We collect information directly from you. We collect your contact, employment, financial, and demographic information from you. This could be in person. It may also be over the phone, or online.

We collect information passively. We use tracking tools to collect site usage and demographic information. Tracking tools include browser cookies and web beacons. We do this on our websites and in emails that we send to you. We collect information about users over time when you use our websites. We have third parties collect personal information this way. [Learn more about these tools and how you can control them, here.](#)

We collect information about you from third parties. We collect contact, employment, financial, and demographic information from trusted consultants that help us find potential franchisees. We may also collect contact information from referrals.

WE COMBINE INFORMATION

We combine information we collect from you on the website with information we receive from you offline. We combine information that we have collected across other third party sites. We also combine information you provide with information we obtain from third parties.

WHEN WE SHARE INFORMATION WITH OTHERS

We share categories of information as described here:

We share information with vendors who perform services on our behalf. This includes contact, employment, financial, and demographic information to vendors who help us in reviewing your application. This includes credit reporting agencies and background check providers. We share

contact and site usage information with vendors who help us deliver marketing and other communications.

We share information if we think we have to in order to comply with the law or to protect ourselves. We share information we collect about you to respond to a court order or subpoena. We share information in response to a government agency or investigatory body request. We share information we collect when we investigate potential fraud.

We share information with any successor to all or part of our business. If all or part of our business was sold, we may share your information as part of that transaction. If there is a merger or acquisition, we may also share your information. If there is a financing or bankruptcy, we may share your information.

We share information as permitted by law and for other reasons we may describe to you.

YOU HAVE CERTAIN CHOICES

We provide you with options on how we use your information, as described here:

You can opt out of receiving our marketing emails. To stop receiving our promotional emails, follow the “unsubscribe” instructions in any promotional message you get from us. Even if you opt out of getting marketing messages, we will still send you transactional messages. These include responses to your questions or other necessary information about your franchise.

You can control cookies and tracking tools. [To learn how to manage how we and our vendors use cookies and other tracking tools, and to read our Do Not Track Policy, click here.](#)

California residents’ rights. If you reside in California and are not a job applicant, employee or employee of another company interacting with us in your job role (including as an employee of a sole proprietorship, partnership, or other legal entity), you have the right to ask us what information we collect and use. You also have the right to ask what information we disclose and sell. You also have the right to request that we delete information we have collected from you. To exercise your rights contact us at privacyrequest@expresspros.com or 1-888-635-1662. We will verify your request by matching information you provide to us with information we already have about you. We will not discriminate against you because you have exercised any of your rights under the California Consumer Privacy Act. You can designate someone else to make a request by having them execute a notarized power of attorney to act on your behalf.

Sales of information. Under California law we are required to tell “California consumers” certain information. California Consumers are those who are not applicants, employees, employees of another company -including sole proprietorships, partnerships, and other legal entities- interacting with us in their job role. We are required to tell these individuals if we “sell” information as that term is defined by applicable law. Sell means to share personal information with a third party for monetary or other valuable consideration. California Consumers, we do not do this based on our understanding of that term. We do not have actual knowledge that we sell personal information of minors under the age of 16.

WE USE REASONABLE SECURITY MEASURES

The Internet is not 100% secure. We cannot promise that your use of our sites or apps will be completely safe. We encourage you to use caution when using the Internet. This includes not sharing your passwords.

WE STORE INFORMATION IN THE UNITED STATES

We are located in the United States. We maintain our digital properties and businesses for use in the US. Our services and properties are not intended for people who reside elsewhere. If you live outside of the US, you understand and agree that we may transfer your information to the US. Our sites and businesses are subject to US laws, which may not afford the same level of protection as those in your country. By submitting your information, you agree to the processing of it in the US.

THIRD PARTY SITES AND LINKS

If you click on a link to a third party site, you will be taken to websites we do not control. This includes our pages on social media sites. This policy does not apply to the privacy practices of these websites. Read the privacy policy of other websites carefully. We are not responsible for these third party practices.

INFORMATION COLLECTION FROM CHILDREN

Our sites and apps are meant for adults. We do not knowingly collect personally identifiable information from children under 13 without permission from a parent or guardian. If you are a parent or legal guardian and think your child under 13 has given us information, you can email us. You can also write to us at the address listed at the end of this policy. Please mark your inquiries "COPPA Information Request." [Parents, you can learn more about how to protect children's privacy on-line here.](#)

CONTACT US

If you have questions about this Policy, you can email us at Franchising@expresspros.com.

POLICY UPDATES

We may make changes or updates to this Policy. We will notify you of any material changes to this Policy as required by law. All changes will also be posted on our website. Please check our site periodically for updates.