

Express Employment Professionals Privacy Policy

Effective Date December 31, 2019 (last updated December 31, 2022)

APPLICABILITY

This Policy describes the information collection and use practices of Express Employment Professionals (Express). 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](#).

NOTICE AT COLLECTION

Categories of Information We Collect

The type of personal information we collect depends on your relationship with us. California law requires us to tell you if we share information for cross-contextual behavioral advertising. Described below by category is the information we may collect and if we share it for cross-contextual behavioral advertising. To learn how to modify your cross-contextual advertising preferences view our [Notice of Right to Opt-out of Sale/Sharing](#). Listed below are details about the categories of information we collect:

Contact information. We collect your name and phone number. We also collect your street address and email address. In some cases, we may share this information for the purpose noted above.

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 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. In some cases, we may share this information for the purpose noted above.

Site usage information. We collect logs and session data when you visit our website or use our application. 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. In some cases, we may share this information for the purpose noted above.

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We do not use or disclose sensitive personal information, as defined by California law, for inferring characteristics or for purposes other than those permitted by law. We keep these categories of personal information as long as necessary or relevant for the purposes for which it was collected. We also keep information as required by law.

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, demographic, and site usage information to customize your experience with us.

We use information to protect our company and constituents. We use contact, demographic, and site usage information to protect our company and customers. 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.

More Information

For more information about our privacy practices, read below for the rest of our privacy policy.

HOW WE COLLECT INFORMATION

We collect categories of information in the following ways:

We collect information directly from you. We collect your contact, financial, demographic, and employment information from you. This could be in person or online. It could also be on our website or our app.

We collect information passively. We use tracking tools to collect site usage and demographic information. Tracking tools include browser cookies and web beacons. To learn more about cookies visit the FTC's Online Tracking page at

https://consumer.ftc.gov/articles/how-protect-your-privacy-online#understanding_cookies. We may work with others to gather information on our

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platforms and elsewhere. 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 or app. We have third parties collect personal information this way.

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. Social media platforms give us information about you. We purchase contact information from third parties.

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 DISCLOSE INFORMATION TO OTHERS

We share categories of information as described here:

We disclose information to 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 disclose information to our clients. We share contact, demographic, and employment information with clients seeking associates.

We may share information for cross-contextual behavioral advertising. We may share information with third parties in order to provide cross-contextual behavioral advertising. In the Notice at Collection (above) we outlined which categories of information are shared for cross-contextual behavioral advertising.

We disclose information if we think we have to in order to comply with the law or to protect ourselves. We share all categories of 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 may transfer information to any successor to all or part of our business. If all or part of our business was sold, we may share all categories of 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.

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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.

OUR COOKIE AND AD POLICY

You can control cookies and tracking tools. Your browser may give you the ability to control cookies or other tracking tools. How you do so depends on the type of tool. Certain browsers can be set to reject browser cookies. If you block cookies, certain features on our sites may not work. If you block or reject cookies, not all of the tracking described here will stop.

Cross-contextual behavioral advertising. To opt out of cross-contextual behavioral advertising, read our Notice of the Right to Opt-Out of Sale/Sharing, below. Additionally, the Self-Regulatory Program for Online Behavioral Advertising provides consumers with the ability to manage certain choices online here and provides a tool for managing mobile choices here: <https://optout.aboutads.info/?c=2&lang=EN>.

Our Do Not Track Policy: Some browsers have “do not track” features that allow you to tell a website not to track you. These features are not all uniform. We do not currently respond to those signals.

Options you make are browser and device specific.

CALIFORNIA RESIDENTS’ RIGHTS

If you reside in California, 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. You may request that we fix or update information you have provided to us. To exercise your rights please fill out the following online form: Click [here](#) or go to <https://www.expresspros.com/PDRF/>. You can also 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 signed letter verifying their right to act on your behalf. In some situations we may not be able to process your request. This may include if a legal exception applies. If you disagree with our decision you can contact us as described at the end of this policy.

Sales and “sharing” 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.

Notice of the Right to Opt-out of Sale/Sharing for Cross-Contextual Behavioral Advertising: You can opt out of the sharing of your personal information for cross-contextual behavioral advertising by [***]. Some browsers allow you to tell websites not to share your information for cross-contextual behavioral advertising. We will respond to these signals in a frictionless manner. If you configure this setting on your browser, certain features on our site may not work and you will receive less targeted advertising. To learn how to configure this setting, visit <https://globalprivacycontrol.org/>.

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. Our digital properties and businesses for use are maintained 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 online at

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<https://www.ftc.gov/news-events/topics/protecting-consumer-privacy-security/kids-privacy-coppa> .

CONTACT US

If you have questions about this Policy, you can write or call us at:

Express Employment Professionals
Franchising Department
9701 Boardwalk Blvd.
Oklahoma City, OK 73162
(405) 840-5000

You can email us at franchising@expresspros.com.

POLICY UPDATES

We may make changes or updates to this Policy. We will notify you at your email address we have on file 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.