

# Privacy Notice

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## CCPA Privacy Notice for California Residents

**Effective Date:** 01/01/2020

**Last Reviewed:** 11/26/2019

### Introduction

This **CCPA Privacy Notice for California Residents** supplements the information contained in the Privacy Notice as set forth above and applies specifically to all visitors, users, customers, consumers, individuals that received requests to provide information to Keane 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.

### Information We Collect

KEANE 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**”). In particular, KEANE has collected the following categories of personal information from its consumers within the last twelve (12) months:

Category	Examples	Collected
A. Identifiers.	A real name, alias, postal address, unique personal identifier, online identifier (such as cookies), Internet Protocol address, email address, account name, Social Security number, driver’s license number, passport number, or other similar identifiers.	YES
B. Personal information categories listed in the California Customer Records statute (Cal. Civ. Code § 1798.80(e)).	A name, signature, Social Security number, (home and/or work) 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,. Some personal information included in this	YES

	category may overlap with other categories.	
C. Protected classification characteristics under California or federal law.	Age (40 years or older), race, color, ancestry, national origin, citizenship, marital status, medical condition, physical or mental disability, sex (including gender, gender identity, gender expression, pregnancy or childbirth and related medical conditions), veteran or military status.	YES
D. Commercial information.	Records of personal property owned.	YES
E. Biometric information.	<b>Genetic, physiological, behavioral, and biological characteristics, or activity patterns used to extract a template or other identifier or identifying information, such as, fingerprints, faceprints, and voiceprints, iris or retina scans, keystroke, gait, or other physical patterns, and sleep, health, or exercise data.</b>	<b>NO</b>
F. Internet or other similar network activity.	IP address, browser type, domain names, access times, referring website addresses, browsing history, search history, information on a consumer's interaction with a website, application, or advertisement.	YES
G. Geolocation data.	<b>Physical location or movements.</b>	<b>NO</b>
H. Sensory data.	Audio information.	YES
I. Professional or employment-related information.	<b>Current or past job history or performance evaluations.</b>	<b>NO</b>
J. Non-public education information (per the Family Educational Rights and Privacy Act (20 U.S.C. Section 1232g, 34 C.F.R. Part 99)).	<b>Education records directly related to a student maintained by an educational institution or party acting on its behalf, such as grades, transcripts, class lists, student schedules, student identification codes, student financial information, or student disciplinary records.</b>	<b>NO</b>
K. Inferences drawn from other personal information.	<b>Profile reflecting a person's preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes.</b>	<b>NO</b>

Personal information does not include:

- Publicly available information from government records.
- Deidentified or aggregated consumer information.
- Information excluded from the CCPA's scope, like:
  - health or medical information covered by the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the California Confidentiality of Medical Information

- Act (CMIA) or clinical trial data;
- personal information covered by certain sector-specific privacy laws, including the Fair Credit Reporting Act (FRCA), the Gramm-Leach-Bliley Act (GLBA) or California Financial Information Privacy Act (FIPA), and the Driver's Privacy Protection Act of 1994.

KEANE obtains the categories of personal information listed above from the following categories of sources:

- Directly from you. For example, from forms or documents that you have provided to us.
- Indirectly from you. For example, through the use of cookies by us; and from third parties with whom you have an existing business relationship, that have engaged us as a service provider to perform services related to your information.
- Directly and indirectly from your activity on our website. For example, from your submissions through our website portal or from your website usage details, which are collected automatically.
- From third parties and/or service providers that interact with us in connection with the services we perform.

## Use of Personal Information

We may use or disclose the personal information we collect for one or more of the following business purposes:

- To fulfill or meet the reason you or our clients have provided us with the information. For example, to comply with federal or state laws or legitimate business interests to locate you, verify your identity, and reunite you with your unclaimed property; or to enable our clients meet federal or state unclaimed property reporting obligations.
- To carry out our obligations and enforce our rights arising from any contracts we enter, through the use of targeted telephone or mail outreach, email, or via the website portals.
- To help maintain the safety, security, and integrity of our website, products and services, databases and other technology assets, and business.
- To provide, support and develop our website, products, and services.
- To provide you and/or our clients with support and to respond to inquiries, including investigating and addressing concerns, and monitoring and improving our responses.
- As necessary or appropriate to protect your rights, property or safety.
- To respond to law enforcement requests and/or 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.

KEANE 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.

## Sharing Personal Information

KEANE may disclose your personal information to a third party for a business purpose, but does not sell, rent or lease your personal information. When we disclose personal information for a business

purpose, we enter into a contract that describes the purpose and requires the recipient to both keep that personal information confidential and not use it for any purpose except to perform under the terms of the contract.

We share your personal information with the following categories of third parties:

- Service providers.
- Our affiliates.
- Clients who have a legitimate business interest in your information as a result of an existing relationship with your or a deceased individual to whose property you are entitled.
- Internet cookie information recipients.

## Disclosure of Personal Information for a Business Purpose

In the preceding twelve (12) months, KEANE has disclosed the following categories of personal information for a business purpose:

Category A: Identifiers.

Category B: California Customer Records personal information categories.

Category C: Protected classification characteristics under California or federal law.

Category F: Internet or other similar network activity.

We disclose your personal information for a business purpose to the following categories of third parties:

- Our affiliates.
- Service providers.
- Third parties to whom you or your agent authorize us to disclose your personal information in connection with products or services we provide to you.

## Sale of Personal Information

In the preceding twelve (12) months, KEANE has not sold any personal information.

## Your Rights and Choices

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.

## Access to Specific Information and Data Portability Rights

You have the right to request that KEANE 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 Exercising Access, Data Portability and Deletion Rights), 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 that personal information.
- The categories of third parties with whom we shared that personal information.
- The specific pieces of personal information we collected about you (also called a data portability request).

## Deletion Request Rights

You have the right to request that KEANE 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 Exercising Access, Data Portability and Deletion Rights), 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 our service provider(s), or otherwise perform our contract with you or our service provider(s).
- 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.).
- 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.
- Maintain data in archives or back-up tapes until the archive or back-up tapes are next accessed in the regular course of KEANE's conduct.

## 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 [1-800-848-8896](tel:1-800-848-8896)
- Emailing us at [compliance@keaneup.com](mailto:compliance@keaneup.com).

Only you, or someone legally authorized to act on your behalf, may make a verifiable consumer request related to your personal information. You may also make a verifiable consumer request on behalf of your minor child.

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.

We will only use personal information provided in a verifiable consumer request to verify the requestor's identity or authority to make the request.

## Response Timing and Format

We endeavor to respond to a verifiable consumer request within 45 days of its receipt. If we require more time (up to an additional 90 days), we will inform you of the reason and extension period in writing. We will deliver our written response by mail or electronically.

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.

## Personal Information Sales

We do not sell and will not sell the personal information of consumers regardless of age.

## 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 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, KEANE may offer you certain financial incentives permitted by the CCPA that can

in different prices, rates, or quality levels. Any CCPA-permitted financial incentive that K offers will reasonably relate to your personal information's value and contain written term 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.

## Changes to Our Privacy Notice

KEANE reserves the right to amend this 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 website following the posting of changes constitutes your acceptance of such changes.

## Contact Information

If you have any questions or comments about this notice, our Privacy Notice, the ways in which KEANE collects and uses your information described herein, your choices and rights regarding such use, or wish to exercise your rights under California law, please do not hesitate to contact us at:

KEANE  
Attention: Compliance Director  
640 Freedom Business  
Center Suite 600  
King of Prussia, PA  
19406 USA  
Phone: 1-800-848-8896  
Web: [www.keaneup.com](http://www.keaneup.com)  
Email: [compliance@keaneup.com](mailto:compliance@keaneup.com)