



California Employee Privacy Notice

California Consumer Privacy Act (CCPA) and California’s Privacy Rights Act (CPRA)

As a national company, 24 Hour Home Care (“we”) proudly serve natural persons residing in the State of California. We have prepared this Privacy Notice (“Statement”) for our California consumers (“California Consumers,” “you”), to inform California Consumers of their rights under the California Consumer Privacy Act (CCPA) and California Privacy Rights Act (CPRA) and its implementing regulations.

This Notice conforms with the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines 2.1. These guidelines explain how to make web content more accessible for people with disabilities. For more information, contact us using the information below to receive a copy of this Notice in an alternate format (e.g. printable) or language.

CCPA and CPRA Provide Applicant and Employees with Certain Rights

- Knowledge of information collected
- Deletion of information collected
- Opt-out of information collected
- Correction of information collected
- Go to court
- Limit use of information collected
- Not to be discriminated or retaliated against for exercising rights under the law

Where We Get Your Information From

24 Hour Home Care collects information about you from the following sources: 1) you; 2) prior employers, references, recruiters, job-related social media platforms; 3) third-party sources of demographic information; 4) third-party companies, such as background check companies, drug testing facilities; and 5) claim administrators and investigators. Depending on the Company’s interactions with you, we may or may not collect all the information identified about you.

The Personal and Sensitive Information That We Are Collecting

When we use the term “Personal Information”, 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.

We may have collected and disclosed the below listed statutory categories (as defined by the CCPA and CPRA) of Personal Information from California Consumers and for the following purposes.

Statutory Categories of Personal Information	Description and Examples
A. Identifiers.	A real name, alias, postal address, unique personal identifier, online identifier, Internet

	Protocol address, email address, account name, Social Security number, driver's license number, passport number, or other similar identifiers.
B. Personal information categories listed in the California Customer Records statute (Cal. Civ. Code § 1798.80(e)).	A name, signature, Social Security number, physical characteristics or description, 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, medical information, or health insurance information. Some personal information included in this 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, religion or creed, marital status, medical condition, physical or mental disability, sex (including gender, gender identity, gender expression, pregnancy or childbirth and related medical conditions), sexual orientation, veteran or military status, genetic information (including familial genetic information).
F. Internet or other similar network activity.	Browsing history, search history, information on a consumer's interaction with a website, application, or advertisement.
G. Geolocation data.	Physical location or movements.
I. Professional or employment-related information.	Current or past job history or performance evaluations.
K. Inferences drawn from other personal information.	Profile reflecting a person's preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes.

How Your Personal and Sensitive Personal Information is Used

- To operate, manage, and maintain our business
- For hiring, retention, and employment purposes
- To otherwise accomplish our business purposes and objectives, including, for example:
 - Emergency services
 - Conducting research, analytics, and data analysis
 - Maintaining our facilities and infrastructure
 - Quality and safety assurance measures
 - Conducting risk and security controls and monitoring
 - Protecting confidential and trade secret information
 - Detecting and preventing fraud
 - Performing identity verification



- Performing accounting, audit, and other internal functions, such as internal investigations
- Complying with the law, legal process, and internal policies
 - Maintaining records
 - Claims processing
 - Responding to legal requests for information and subpoenas
 - Exercising and defending legal claims
- Any other purposes authorized by the California Privacy Protection Agency, California, or Federal law.

We may or may not have used Personal and Sensitive Personal Information about you for each of the above purposes.

Sharing of Personal Information

We share your information with the following third-party entities:

- HRIS System
- Benefits Administrator
- Retirement Service
- Legal Counsel
- Consultants
- Staffing Platforms
- *Along with these systems, we may share information with other third parties for business purposes only*

Selling of Personal Information

24 Hour Home Care DOES NOT sell your personal information. The CCPA and CPRA define “sale” as: selling, renting, releasing, disclosing, disseminating, making available, transferring, or otherwise communicating orally, in writing, or by electronic or other means, a consumer’s Personal Information to another business or third party for monetary or valuable consideration.

Data Retention

24 Hour Home Care retains the information it receives about you for a period of five 5 years, unless a shorter or longer period is required by California or Federal law.

California Consumers’ Privacy Rights

As a California resident, and consumer you may exercise the CCPA and CPRA privacy rights with respect your Personal Information by following the instructions set forth below. Please note that the CCPA and CPRA creates a process for us to follow when evaluating your request, and there are also some exceptions to these rights.

California Privacy Right	Description
Right to Know/Access	You have the right to request that we disclose to you what Personal Information we collect, use, disclose, and sell about you including: <ul style="list-style-type: none"> • The categories of Personal Information we have collected about California Consumers in the preceding 12 months • The categories of sources from which the Personal Information is collected



	<ul style="list-style-type: none">• The business or commercial purpose for collecting or selling Personal Information• The categories of Personal information, if any, that we disclosed for a business purpose or sold to third parties in the preceding 12 months The categories of third parties to whom the information was disclosed or sold
Right to Delete	You have the right to request we delete the Personal Information we collect about you.
Right to Opt-Out of Sale	You have the right to opt-out of the sale of your Personal Information to third parties. You may exercise your right to opt out immediately by emailing compliancereporting@24hrcares.com or by mail at mail inquiries at 200 N. PCH, Suite #300 El Segundo, CA. 90245.
Right to Non-Discrimination	You have the right to not receive discriminatory treatment by us if you exercise any of the rights conferred to you by the CCPA and CPRA.

How to Exercise Your California Consumer Rights

If you are a California Consumer and would like to exercise any of your rights listed above, please send an email to compliancereporting@24hrcares.com or by calling (609) 668-7341.

You may also designate an authorized agent to make a request to exercise your rights on your behalf. In order to do so, you must submit a written request for your authorized agent. Then, your authorized agent can exercise your rights by submitting a written request to compliancereporting@24hrcares.com

While we take measures to ensure that those responsible for receiving and responding to your request are informed of your rights and how to help you exercise those rights, when contacting us to exercise your rights, we ask you to please adhere to the following guidelines:

- ***Tell Us Which Right You Are Exercising:*** Specify which right you want to exercise and the Personal Information to which your request relates (if not to you). If you are acting as an authorized agent on behalf of a California Consumer, please clearly indicate this fact and indicate your authority to act on their behalf.
- ***Help Us Verify Your Identity:*** Provide us with enough information to verify your identity. For example, submit a California driver's license or California identification card. Please note that if we cannot initially verify your identity, we may request additional information to complete the verification process. Any Personal Information you disclose to us for purposes of verifying your identity will solely be used for the purpose of verification.
- ***Direct Our Response Delivery:*** Inform us of the delivery mechanism with which you prefer to receive our response. You may specify, for example, email, mail, or through your account (if you have one with us). *Please note that you don't need to create an account with us in order to make a request to exercise your rights hereunder.*

How We Respond to California Consumers' Requests

In all cases, we will respond to your request within 10 days to confirm receipt of your request and provide you with information about how we will process your request. Then we will respond substantively to your request within 45 days. However, where reasonably necessary, we may extend our response time by an additional 45 days, provided we send you notice of such extension first.



Contacting Us

To exercise one of your CCPA rights, or to contact us with questions and concerns about our privacy policies and practices, please reach us by:

- Sending us an email to: compliancereporting@24hrcares.com
- Mail: 200 N. PCH, Suite #300 El Segundo, CA 90245.

For Inquiries and/or to Submit Requests for Information/Deletion or Correction

- For inquiries about the Company's policy or to submit your requests for information, deletion, or correction, please contact Compliance Reporting Department at compliancereporting@24hrcares.com or mail inquiries at 200 N. PCH, Suite #300 El Segundo, CA. 90245.