

I. Personal Information We Collect

We collect 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"). We have collected the following categories of personal information from consumers within the last twelve (12) months:

- **Category A. Identifiers**
 - Examples: Name, postal address, unique personal identifier, online identifier, internet protocol address, email address, Social Security number, driver's license number, passport number, or other similar identifiers.
- **Category B. Internet or Other Electronic Network Activity Information**
 - Examples: Browsing history, search history, and information regarding a consumer's interaction with an internet website, application or advertisement.
- **Category C. Geolocation Data**
 - Examples: Physical location or movements.
- **Category D. Audio, electronic, visual, thermal, olfactory, or similar information**
 - Examples: call recordings, data collected from automated license plate readers

Personal information does not include:

- Publicly available information from government records.
- De-identified or aggregated consumer information.
- Information excluded from the CCPA's scope, such as:
 - 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; and
 - 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.

We obtain the categories of Personal Information listed above from the following categories of sources:

- Directly from our clients or their agents.
- Indirectly from our clients or their agents.
- Directly and indirectly from your activity on our website (www.ensemblehp.com).
- From third parties that interact with us in connection with the services we perform.

II. Use of Personal Information

We may use the Personal Information we collect for one or more of the following purposes:

- To contact representatives of prospective clients through the regular course of marketing/sales activities.
- To allow us to better service you in providing you with information, products or services that you request from us.

- To provide you with email alerts, event/webinar registrations and other notices concerning our products or services, or events or news, that may be of interest to you.
- To send periodic emails regarding your order or other products and services.
- To carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collections.
- To improve our website and present its contents to you.
- For testing, research, analysis and product development.
- As necessary or appropriate to protect the rights, property or safety of us, our clients or others.
- 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.

III. **Selling Personal Information**

- In the last twelve (12) months, we have not sold your Personal Information to a third party.

IV. **Sharing Personal Information**

- In the last twelve (12) months, we have not disclosed your Personal Information to a third party for a business purpose.

V. **Your CCPA Rights**

A. **Description of Rights.** If you are a California resident, you have the following rights:

- **Right to Access.** You may submit a verifiable request for information regarding the: (1) categories of Personal Information collected by us; (2) categories of sources from which we collect Personal Information (3) the business or commercial purpose for collecting the Personal Information; (4) categories of third parties with whom we share Personal Information; and (5) specific pieces of Personal Information we have collected about you during the past twelve months.
- **Right to Request Deletion.** You have the right to request that we delete any of your Personal Information that we collected from you and retained in our databases, subject to certain exceptions. Once we receive and confirm your verifiable consumer request, we will delete your Personal Information from our records.
- **Right to 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.

B. **Exercising Your Rights.** To exercise your access and deletion rights described above, please submit a verifiable consumer request to us using one of the following options:

- By calling us at (844) 429-7466
- By submitting the CCPA Request Form on our website

- C. Verifiable Consumer Request.** Only you or a person registered with the California Secretary of State who you authorize to act on your behalf (an “Authorized Agent”), may make a verifiable consumer request related to your Personal Information. You may only make a verifiable consumer request for access twice within a 12-month period. Requests for access to or deletion of Personal Information are subject to our ability to reasonably verify your identity in light of the information requested and pursuant to relevant CCPA requirements, limitations, and regulations.
- D. Authorized Agent.** To make a request on behalf of an Ensemble consumer, an Authorized Agent must first provide a copy of either (a) a letter signed by the consumer authorizing the agent to submit a CCPA request on his or her behalf, or (b) a valid power of attorney issued pursuant to California Probate Code sections 4000 to 4465. An Authorized Agent must email one of these documents to EnsembleCCPA@ensemblehp.com and include a phone number where the agent may be reached during regular business hours.
- E. Response Timing and Format.** We will attempt to respond to a verifiable consumer request within 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 the email address associated with 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 cover the 12-month period preceding our receipt of a verifiable consumer request. For data portability requests, we will provide your Personal Information in a readily useable format that allows you to transmit the information from one entity to another entity without hindrance.

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