



Privacy Notice to California Residents

Last Updated on: December 27, 2022

This Privacy Notice to California Residents supplements the information contained in the Crest Industries and our family of companies ("Crest" or "We") [Privacy Policy](#) and applies solely to all visitors, users, 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 the California Privacy Rights Act (CPRA). Any terms defined in the CCPA and/or CPRA have the same meaning when used in this Notice. In the event of a conflict between this Notice and any other Crest policy, statement, or notice, this Notice will control as to California consumers and their rights under California law.

Information We Collect and Why

"Personal Information" is information that identifies, relates to, describes, or can reasonably be linked, directly or indirectly, to a specific natural person. It does not include information that is considered anonymous, de-identified, or aggregated by applicable law.

Within the last twelve (12) months, we collected the following categories of personal information from California consumers. The specific categories of Personal Information we collected about you may vary depending on the nature of your interactions with us and may not include all examples listed below.

Category	Examples	Purpose for Collection
1. Identifiers	Name, postal address, email address, internet protocol address, social security number, driver's license number, passport number, and other similar identifiers	• Communicating with you • Providing services • Marketing our services • Responding to inquiries and requests for information • Security • Quality assurance • To comply with our legal obligations
2. Personal information	Name, postal address, telephone number, Social Security number, physical	• Communicating with you

categories listed in the California Customer Records statute (Cal. Civ. Code § 1798.80(e))	characteristics or description, 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 other financial information, medical information, health insurance information <i>Some personal information included in this category may overlap with other categories.</i>	• Providing services • Marketing our services • Responding to inquiries and requests for information • Security • Quality assurance • To comply with our legal obligations
3. 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, gender, gender identity, gender expression, pregnancy or childbirth and related medical conditions, sexual orientation, veteran or military status, genetic information	• Performing services • Employment and recruiting • Diversity initiatives • Quality assurance • To comply with our legal obligations
4. Commercial information	Records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies.	• Performing services • Responding to inquiries and requests for information • Quality assurance • Research and development • Security • To comply with our legal obligations
5. Biometric information	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.	• Security • To comply with our legal obligations
6. Internet or other similar	Browsing history, search history, information on a consumer's interaction	• Communicating with you • Performing services • Marketing our services

network activity	with a website, application, or advertisement.	• Research and development • Quality assurance • Debugging • To comply with our legal obligations
7. Sensory data	Audio, electronic, visual, thermal, olfactory, or similar information.	• Security • To comply with our legal obligations
8. Professional or employment-related information	Current or past job history or performance evaluations.	• Employment and recruiting • Quality assurance • Research and development • Performing services • Marketing our services • To comply with our legal obligations
9. Non-public education information (per the Family Educational Rights and Privacy Act (20 U.S.C. Section 1232g, 34 C.F.R. Part 99))	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.	• Employment and recruiting
10. Inferences drawn from other personal information	Profile reflecting a person's preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes.	• Performing services • Marketing our services • Research and development • Quality assurance • Security

Sources of Personal Information

We may collect your Personal Information directly from you when you provide us information online, through electronic forms, over the phone, or through paper documents; automatically through our website via tracking technologies, from our vendors and services providers, and third party sources, For more detail on the ways we collect Personal Information, see our [Privacy Policy](#).

Disclosures of Personal Information

We do not sell Personal Information. We share Personal Information with our Service Providers for the business purposes listed in the chart above. The categories of Personal Information we share for a business purpose are:

1. Identifiers
2. Personal Records Described in Cal. Civ. Code § 1798.80(e)
3. Protected classification characteristics
4. Commercial Information
5. Internet or other electronic network activity information
6. Professional or employment related information
7. Inferences drawn from other personal information

The categories of persons to which we disclose this information include affiliated and related companies, service providers, professional advisors, public authorities, government bodies, and external auditors. More information on how we share Personal Information can be found in our [Privacy Policy](#).

Your Rights and Choices

The CCPA provides California consumers with specific rights over their Personal Information. This section describes those rights and how to exercise them. Please be advised that when submitting a CCPA request, you may be asked to provide information to verify your identity before action is taken. If an authorized agent is making the request on your behalf, the authorized agent must submit proof to us that he or she has been authorized by you to act on your behalf. For an agent-made request, we will still need to verify your identity directly before we can process the request.

1. Right to Know

If you are a California consumer, you have the right to request that we disclose certain information to you about our collection and use of your personal information over the past 12 months. Specifically, you may request:

- 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 or selling that Personal Information.
- The categories of Personal Information that we disclosed for a business purpose in the past 12 months, and for each category, the categories of third parties to which we disclosed that particular category of Personal Information; and
- The specific pieces of Personal Information we have collected about you.

2. Right to Opt Out of Sale of Personal Information

California consumers have the right to opt out of sale of their Personal Information. However, because we do not sell Personal Information, there is no need to submit a request to opt out to us.

3. Right to Delete

California consumers may request that we delete your Personal Information that we have collected from you and are maintaining. There may be circumstances where we cannot delete your Personal Information or direct service providers to delete your Personal Information from their records. We will deny requests where the Personal Information is required 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, fulfill the terms of a written warranty or product recall conducted in accordance with federal law, or otherwise perform our contract with you.
- Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity, or prosecute those responsible for such activities.
- Debug our Website and other features 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.).
- Engage in public or peer-reviewed scientific, historical, or statistical research in the public interest that adheres to all other applicable ethics and privacy laws, when the information's deletion may likely render impossible or seriously impair the research's achievement, if you previously provided informed consent.
- 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.

4. Right to Correct

Beginning in January 2023, California consumers will also have the right to correct inaccurate Personal Information.

Exercising Your Rights

To submit a CCPA request, please contact us through one of the following options:

- Calling us at 1-833-877-5700
- Emailing us at privacy@crestoperations.com.

You may submit a maximum of two requests within a 12 month period. The request must include: (1) sufficient information that allows us to reasonably verify that you are the person about whom we collected Personal Information or an authorized representative; and (2) describe your request with sufficient detail that allows us to properly understand, evaluate, and respond to the request. 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 the request to verify your identity or authority to make it.

Response

We will confirm receipt of the request within 10 business days. If you do not receive a confirmation within that timeframe, please contact privacy@crestoperations.com.

We try to fully respond to verified requests within 45 days of the request. If we need more time (up to an additional 45 days), we will inform you of the reason and extension period in writing.

If you are an employee, we will deliver our response to your Crest email address. If you are not an employee, we will deliver our response by mail or electronically, at your option. Any disclosures we provide will only cover the 12-month period preceding our receipt of your request. The response we provide will also explain the reasons we cannot comply with a request, if applicable.

We reserve the right to charge a fee to process or respond to your verifiable request if 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.

Other California Privacy Rights

California's "Shine the Light" law (Civil Code Section § 1798.83) permits users of our Website that are California residents to request certain information regarding our disclosure of personal information to third parties for their direct marketing purposes. To make such a request, please send an email to privacy@crestoperations.com or write us at: Attention: Legal, 4725 LA-28, Pineville, LA 71360.

Non-Discrimination

We will not discriminate against you for exercising any of your CCPA rights.