

ADDENDUM 2

Notices to Residents of California, Colorado, Connecticut, Virginia & Utah

THE APPOINTMENT GROUP (TAG)

TAG Group Privacy Policy United States Addendum

This TAG Group Privacy Policy United States Addendum (US Addendum) will inform you as to how we handle personal data of United States residents that we receive directly or indirectly through this website or via any other means (such as over the telephone, online portals, TAGgo App, email or text message). This US Addendum compliments and is incorporated into the TAG Privacy Policy. In the event of any conflict between the TAG Privacy Policy and this US Addendum, this US Addendum will control with respect to residents of the US.

1. Notice to Residents of Colorado, Connecticut, Virginia & Utah

We are currently not subject to the Colorado Privacy Act, the Connecticut Personal Data Privacy Act, the Utah Consumer Privacy Act, or the Virginia Consumer Data Protection Act. If we become subject to any of these laws in the future we will update this Privacy Policy accordingly.

2. Notice to Residents of Nevada

We do not transfer personal information for monetary consideration. If you would like to tell us not to sell your information in the future please email us at info.us@tag-group.com with your name, postal address, telephone number and email address with “Nevada do not sell” in the subject line.

3. Notices to Residents of California

Your California Privacy Rights (Shine the Light)

We do not share your personal information with third parties for their direct marketing use unless we have your permission. To withdraw permission previously granted please email us at info.us@tag-group.com. Once we receive your instruction we will cease sharing your information, but this will not affect previously shared information.

California Consumer Privacy Act Notice

The California Consumer Privacy Act as amended by the California Privacy Rights Act (the “CCPA”) provides certain verified California residents the following rights. For purposes of the CCPA personal information means information that identifies, relates to, describes, is capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular California resident or household.

Your CCPA Rights

Information Access Rights. As a California resident you have the right to request that we disclose certain information upon request about our information collection and disclosure practices. You also have the right to request a copy of the specific pieces of personal information we collected about you. You may make Information Access Requests up to twice during a 12 month period. Once we receive and confirm your verifiable request, we will disclose to you:

- Information Collection Practices: the categories of personal information we collected about you, the categories of sources of such information, our business purpose for collecting or sharing such information, and whether the information was disclosed for a business purpose, sold or shared.
- Information Disclosure practices: the categories of personal information sold or shared with the category of third party recipients and the categories of personal information that we disclosed for a business purpose.
- Data Portability: a copy of the specific personal information we have collected about you during the prior 12 months, or at your option, since January 1, 2022. Please note that this disclosure will not include data generated to help ensure security and integrity or as prescribed by regulation. We will endeavor to provide the information in a format that is readily useable, including by mailing you a paper copy or providing an electronic copy.

Information Deletion Rights. California residents have the right at any time to request that we delete any of your personal information that we collected about you and retained, subject to certain exceptions. Once we receive and confirm your verifiable request, we will delete (and direct our service providers to delete) your personal information from our records, unless an exception applies. Please understand that California law permits us to retain certain information and not to delete it under certain circumstances. By way of example, we are not required to comply with a request to delete information if the information is necessary for us to complete a transaction for you or otherwise perform a contract; to detect, protect against, or prosecute security incidents, fraud or illegal activity; to use the information only internally in ways reasonably aligned with your expectations as our customer (such as maintaining sales records), and to comply with legal obligations.

Information Correction Rights. California residents have the right at any time to request that we correct information that we hold which is inaccurate. We will require that you provide information about yourself so that we can verify your identity before we can make any change in the information we hold about you and we will use commercially reasonable efforts to make the requested corrections. In some cases, for instance if you have an account with us, you can update your information by logging into your account.

Opt-Out Rights:

- Do Not Sell My Personal Information. If you are 16 years of age or older, you have the right, at any time, to direct us to not sell your personal information. We do not sell the personal information of consumers we actually know are less than 16 years of age, unless we receive affirmative authorization (the "right to opt-in") from either the consumer who is at least 13 but not yet 16 years of age, or the parent or guardian of a consumer less than 13 years of age. Consumers who opt-in to personal information sales may opt-out of future sales at any time. *We do not sell your personal information.*
- Do Not Share My Personal Information. You have the right to opt out of having your personal information shared with others for cross-context or behavioral advertising purposes. This does not include using your interactions with us or information that you provide to us to select advertisements to show you. *We do not share your personal information with third parties for cross-context or behavioral advertising purposes.*
- *Limit Processing of Sensitive Personal Information.* You have the right to tell us not to process or disclose Sensitive Personal Information for any purpose other than legally permitted purposes and the purposes for which it was originally collected. The following are the CCPA permitted purposes:
 - To perform the services or provide the goods reasonably expected by an average consumer who requests those goods or services.
 - To prevent, detect, and investigate security incidents that compromise the availability, authenticity, integrity, or confidentiality of stored or transmitted personal information.
 - To resist malicious, deceptive, fraudulent, or illegal actions directed at the business and to prosecute those responsible for those actions.
 - To ensure the physical safety of natural persons.
 - For short-term, transient use, including, but not limited to, nonpersonalized advertising shown as part of a consumer's current interaction with the business, provided that the personal information is not disclosed to another third party and is not used to build a profile about the consumer or otherwise alter the consumer's experience outside the current interaction with the business.
 - To perform services on behalf of our business.
 - To verify or maintain the quality or safety of products or services that we own or control, and to improve, upgrade, or enhance such products or services.
 - To collect or process sensitive personal information where such collection or processing is not for the purpose of inferring characteristics about a consumer.

We only process Sensitive Personal Information for legally permitted purposes or the purpose for which we originally collected it.

Exercising your CCPA Rights

Access, Correction and Deletion: In order to make a request for access, correction and deletion rights California residents may contact us by calling us on +1 424 248 2638 or by emailing us at info.us@tag-group.com with “CCPA Request” in the subject line. We will ask you for information that allows us to reasonably verify your identity (that you are the person about whom we collected personal information) and will use that information only for that purpose. We may request that you submit a signed statement under penalty of perjury that you are the individual you claim to be. We will acknowledge receipt of your request within 10 days and will endeavor to respond within forty-five days of receipt of your request, but if we require more time (up to an additional forty-five days) we will notify you of our need for additional time. Any disclosures we provide will only cover the 12-month period preceding receipt of your request, but you may request that expand the 12-month period to cover information collected since January 1, 2022, and we will honor that expanded request unless doing so would involve a disproportionate effort. We cannot respond to your request or provide you with personal information if we cannot verify your identity and confirm that the personal information relates to you.

Opt-Out Rights. We do not sell your personal information for monetary or other valuable consideration. We do not share your personal information with third parties for cross-context behavioral marketing purposes. We do not process or disclose your Sensitive Personal Information for purposes beyond those for which it was originally collected. Because we do not engage in these activities there is no need for you to opt-out.

Using an Authorized Agent. You may submit a request through someone holding a formal Power of Attorney. Otherwise, you may submit a request using an authorized agent only if (1) the person is registered with the Secretary of State to do business in California, (2) you provide the authorized agent with signed written permission to make a request, (3) you verify directly with us that you have authorized the person to make the request on your behalf, (4) you verify your own identity directly with us and (5) your agent provides us with proof that they are so authorized. We will require the agent to submit proof to us that they have been authorized to make requests on your behalf.

Non-Discrimination. We will not discriminate against you as a result of your exercise of any of these rights.

Information Collected, Sources, and Business Purpose for Collection

During the past 12 months we collected the following categories of information

about California residents including employees, customers, vendors and others. Not all information is collected about all individuals. Information is collected directly from the individual, from third parties such as travel partners, staffing partners or references, or by us for security or employee/vendor oversight purposes.

- Identifiers (such as name, alias, postal address, email address, phone number, fax number, account name, Social Security number, driver's license number, passport information, unique personal identifier, IP address)
- Protected Information (name with financial account, medical, health, and health insurance information, user name and password)
- Protected anti-discrimination classification information (race, gender, ethnicity, religion)
- Commercial information (transaction history, products/services purchased, obtained or considered, product preference)
- Electronic network activity (browsing or search history, website interactions, advertisement interactions, activity using company computers, devices and systems)
- Audio, video or similar information (customer service calls, security monitoring)
- Geolocation
- Professional, educational or employment related information
- Sensitive Personal Information (social security, driver's license, state identification card, or passport number, account log-in, financial account, debit card, or credit card number in combination with any required security or access code, password, or credentials allowing access to an account, precise geolocation, consumer's racial or ethnic origin, religious or philosophical beliefs, or union membership, genetic data, biometric information, health, sex life or sexual orientation)
- Inferences from the above (preferences, characteristics, behavior, attitudes, abilities, etc.)

Disclosure of Personal Information

During the past 12 months we may have disclosed the following categories of information about California residents for a business purpose to the following categories of third parties. We did not sell or share personal information for cross-context behavioral marketing purposes. Business purposes are listed below:

- Identifiers – shared with service providers such as payment processors, employee benefits service providers, mail houses, marketing partners, legal and accounting providers; travel partners and affiliated companies; may be shared with government regulators or law enforcement on legal request or for legal compliance.

- Protected information – shared with payment processors, employee benefits service providers, travel partners, affiliated companies; may be shared with government regulators or law enforcement on legal request or for legal compliance.
- Commercial information – shared with affiliated companies and travel partners; service providers such as payment processors, mail houses, advertising partners, legal and accounting providers.
- Electronic network activity – shared with security partners, webhosting provider
- Professional, education or employment related information – shared with employee benefits providers and staffing providers, may be shared with government regulators or law enforcement on legal request or for legal compliance.
- Sensitive Personal Information – employee/applicant/vendor sensitive personal information may be shared with benefits providers, staffing providers, legal and accounting providers, government regulators or law enforcement on legal request or for legal compliance.

Business purposes include the following:

- Performing services for you:
 - To administer or otherwise carry out our obligations in relation to any agreement to which we are a party;
 - To assist you in completing a transaction or order;
 - To prepare and process invoices;
 - To respond to queries or requests and to provide services and support;
 - To provide aftersales customer relationship management;
 - To create and manage our customer accounts;
 - To notify you about changes to our services and products;
 - To administer any promotion, contest, survey, or competition;
 - To provide you information regarding our products and services;
 - To offer our products and services to you in a personalized way, for example, we may provide suggestions based on your previous requests to enable you to identify suitable products and services more quickly.
- Advertising customization:
 - For marketing and promotions we believe you may find of interest and to provide you, or allow selected third parties to provide you, with information about products and services that may interest you.
- Auditing relating to transactions, internal research and development:
 - To provide for internal business administration and operations, including troubleshooting, website customization, enhancement or

- development, testing, research, administration and operation of our Sites and data analytics;
- o To create products or services that may meet your needs;
- o To measure performance of marketing initiatives, ads, and websites “powered by” another company on our behalf.
- Security detection, protection and enforcement; functionality debugging, error repair:
 - o As part of our efforts to keep our website safe and secure;
 - o To ensure the security of your account and our business, preventing or detecting fraud, malicious activity or abuses of our websites;
 - o To ensure the physical security of our premises through the monitoring of surveillance images;
 - o To resolve disputes, to protect the rights, safety and interests of ourselves, our users or others, and to comply with our legal obligations.
- Quality control:
 - o To monitor quality control and ensure compliance with our legal obligations, codes and ordinances, policies and procedures;
 - o To develop and improve our products and services, for example, by reviewing visits to the website, demand for specific products and services and user comments.

4. General

Third Party Cookies and Do Not Track Disclosure

We may allow selected third parties to place cookies through our website to provide us with better insights into the use of the website or user demographics or to provide relevant advertising to you. These third parties may collect information about a consumer’s online activities over time and across different websites when he or she uses our website. Except as provided in this US Addendum, we do not use technology that recognizes a ‘do-not-track’ signal from your internet browser. Please read our Cookies Policy to learn more about our use of cookies and similar technologies. For general information about cookies and how they work, please visit www.allaboutcookies.org.

Changes to the US Addendum

We may occasionally modify this US Addendum. All such changes will be reflected on this web page with an updated ‘last modified’ date. The US Addendum in effect at the time you use our website or interact with us governs how we may use your information. Please check back here from time to time to review any changes.

How To Contact Us

If you have additional questions or concerns about this US Addendum, please contact us by email to info.us@tag-group.com or by selecting the Contact Us page on our website.

This US Addendum is effective as of January 1, 2023 and was last modified on January 1, 2023.