



## California Consumer Privacy Act Notice

***Last Updated: December 22, 2023***

This California Consumer Privacy Act Notice (“Notice”) provides additional information to California residents (“you, “consumers”) whose Personal Information is processed by Addus HomeCare or Addus HealthCare, Inc. and its affiliated entities (“Addus”, “we”, “us” or “our”) pursuant to the California Consumer Privacy Act (“CCPA”) and The California Privacy Rights Act of 2020 (“CPRA”), collectively referred to herein as “California Consumer Privacy Laws”. This Notice also addresses the California Shine the Light Law. This Notice only applies to California consumers and supplements the Addus [Privacy Policy]. This Notice does not address the use of information that is subject to the Health Insurance Portability and Accountability Act (“HIPAA”). For information about how Addus handles “protected health information” under HIPAA, please see our [Notice of Privacy Practices](#).

### **Personal Information**

The California Consumer Privacy Laws define personal information as information that identifies, relates to, describes, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular consumer or household (“Personal Information”).

Personal Information does not include:

- (1) De-identified or aggregated information (Addus does not attempt to re-identify any de-identified information it may collect or process);
- (2) information that is lawfully made available from federal, state, or local government records, or information that Addus has a reasonable basis to believe is lawfully made available to the general public by the consumer or from widely distributed media; or information made available by a person to whom the consumer has disclosed the information if the consumer has not restricted the information to a specific audience; and
- (3) information excluded from the California Consumer Privacy Laws, such as health or medical information covered under the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”), medical information governed by the California Confidentiality of Medical Information Act, personal information disclosed pursuant to the Driver’s Privacy Protection Act of 1994 (“DPPA”), financial information covered under the Fair Credit Reporting Act (“FCRA”) or Gramm-Leach Bliley Act (“GLBA”).

***Sensitive Personal Information.*** Sensitive Personal Information (“SPI”) is Personal Information that reveals:

- Social security number, 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;
- Your precise geolocation;



- Your racial or ethnic origin, religious or philosophical believes, or union membership; and
- The contents of your mail, email, or text messages, unless the business is the intended recipient of the communication.

**Personal Information Sale and Sharing under CCPA**

Addus does not “sell” or make available Personal Information for cross-context behavioral advertising (which is called “sharing” under the CCPA) within the meaning of California Consumer Privacy Laws. In some cases, we may customize messages to you based on information that we have about you. We do not, however, sell or use Personal Information about you for targeted advertising on third-party websites.

**Categories of Information We Collect and Disclose**

The following chart provides information about the types of Personal Information we collect, the sources of the information, the purposes for which we use the information, whether the information has been disclosed for a business purpose, and the categories of third parties with whom we have shared this information in the last 12 months.

Type of Personal Information	Categories of Sources	Business or Commercial Purposes for Collection	Disclosed for a Business Purpose?	Third Parties to whom Disclosed for Business Purpose
<p><b>Identifiers</b> This may include but is not limited to: contact information, real name, alias, postal address, email address, online identifier or username, telephone number, social security number, social media usernames, driver’s license number, insurance policy number, or other similar identifiers.</p>	<p>Directly from you; From our Sites as defined in our <a href="#">Terms of Use</a>; Vendors; Data brokers; Social media platforms and networks; Healthcare providers; Referral agencies; and Government agencies</p>	<p>To provide you with services and for internal purposes.</p>	<p>Yes</p>	<p>Internet service providers; Analytics providers; Advertising networks; Healthcare providers; Professional services providers; Government agencies; and Affiliates</p>
<p><b>Health Information</b> This may include but is not limited to: health record information.</p>	<p>Directly from you; Vendors; Data brokers; Healthcare providers; Referral agencies; and Government agencies</p>	<p>To provide you with services, complete transactions, and for internal purposes.</p>	<p>Yes</p>	<p>Internet service providers; Healthcare providers; Professional services providers; Government agencies; and Affiliates</p>

Type of Personal Information	Categories of Sources	Business or Commercial Purposes for Collection	Disclosed for a Business Purpose?	Third Parties to whom Disclosed for Business Purpose
<p><b>Internet and Electronic Network Activity Information</b> This may include but is not limited to: browsing history, search history, and information regarding your interaction with our website or advertisements.</p>	<p>From our Sites as defined in our <a href="#">Terms of Use</a>; Vendors; and Social Media Platforms and Networks</p>	<p>To provide you with services and for internal marketing analytics.</p>	<p>Yes</p>	<p>Internet service providers; Analytics providers; Professional services providers; Government agencies; and Affiliates</p>
<p><b>Protected Characteristics</b> This may include but is not limited to: sex, race, ethnicity, military/veteran status, marital status, religion, and disability.</p>	<p>Directly from you; vendors; Data brokers; Social media platforms and networks; Healthcare providers; Referral agencies; and Government agencies</p>	<p>To provide you with services, complete transactions, and for internal purposes.</p>	<p>Yes</p>	<p>Analytics providers; Healthcare providers; Professional services providers; Government agencies; and Affiliates</p>
<p><b>Location Data</b> This may include but is not limited to: device location, movements, or travel patterns.</p>	<p>From our Sites as defined in our <a href="#">Terms of Use</a>.</p>	<p>To provide you with services and for internal purposes.</p>	<p>Yes</p>	<p>Internet service providers; Analytics providers; Advertising networks;</p>
<p><b>Commercial Information</b> This may include but is not limited to: transaction information, records of service history, and service tendencies.</p>	<p>Directly from the consumer; Website cookies; Vendors; Data brokers; Social media platforms and networks; Healthcare providers; Referral agencies; and Government agencies</p>	<p>To provide you with services and for internal purposes such as analytics.</p>	<p>Yes</p>	<p>Internet service providers; Analytics providers; Advertising networks; Healthcare providers; Professional services providers; Government agencies; and Affiliates</p>
<p><b>Audio, Electronic, or Visual Information</b> This may include but is not limited to: audio recordings,</p>	<p>Directly from you; directly from our facilities; Vendors;</p>	<p>To provide you with services, complete transactions, for internal, for</p>	<p>Yes</p>	<p>Healthcare providers; Professional services providers;</p>



Type of Personal Information	Categories of Sources	Business or Commercial Purposes for Collection	Disclosed for a Business Purpose?	Third Parties to whom Disclosed for Business Purpose
closed circuit TV, video recording in communications, and other electronic communications.	Social media platforms and networks; Healthcare providers; Referral agencies, and Government agencies	internal marketing analytics, and to defend and/or pursue legal rights of Addus or others as may be applicable.		Government agencies; and Affiliates
<b>Inferences from Personal Information Collected</b> This may include but is not limited to: creating consumer profiles reflecting preferences and predispositions.	The original sources are the above enumerated sources of the underlying data that is compiled	To provide you with services, for advertising and for internal reporting and analytics purposes.	Yes	Analytics providers; Advertising networks; and Affiliates
<b>Education Information</b> This may include but is not limited to education history, professional qualifications, work history and prior employer information.	Directly from the consumer; Vendors; Data brokers; Healthcare providers; Referral agencies; and Government agencies	To provide you with services, complete transactions, and for internal purposes.	Yes	Professional services providers; Government agencies; and Affiliates
<b>Sensitive Personal Information</b> This may include: Social security number, 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; precise geolocation; racial or ethnic origin, religious or philosophical beliefs, or union membership, or contents of mail, email, or text messages where Addus is not the intended recipient.	Directly from the consumer; Vendors, Healthcare providers; Referral agencies; and Government agencies	To provide you with services, complete transactions, and for internal purposes.	Yes	Professional services providers; Government agencies; and Affiliates



Type of Personal Information	Categories of Sources	Business or Commercial Purposes for Collection	Disclosed for a Business Purpose?	Third Parties to whom Disclosed for Business Purpose

**Retention of Personal Information**

Addus will retain the information gathered in the above table as long as it is reasonably necessary for each disclosed purpose unless longer retention period is required to comply with our legal, accounting, or reporting obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes and enforce our legal agreements and policies. Please see our [Privacy Policy] for more information about our information collection practices.

**Your California Consumer Privacy Law Rights**

You may have certain rights with respect to Personal Information that we have collected and used under certain circumstances, including the below. However, these rights are not absolute, and in certain cases we may decline your request as permitted by law.

**Information.** You can request that we provide you the following information regarding our use of your Personal Information:

- The categories of your Personal Information that we have collected
- The purposes for which we have collected or used such Personal Information
- The categories of sources for the Personal Information we have collected about you
- The categories of third parties with whom we have disclosed your Personal Information
- If we have disclosed your Personal Information for a business purpose, a list identifying the Personal Information categories that each category of recipient obtained
- If we have sold your Personal Information, a list identifying the Personal Information categories that each category of recipient purchased

**Access.** You can request that we provide you a copy of your Personal Information that we have collected in the past 12 months.

**Correction.** You can request that we correct any inaccuracies in your Personal Information. Addus will use commercially reasonable efforts to correct the identified inaccurate information upon receiving a verifiable request.

**Deletion.** You can request that we delete your Personal Information collected in the past 12 months when we no longer need such data in connection with our Services (subject to certain exceptions that may apply under applicable law).

**Opt Out of Sale or Sharing.** Under California Consumer Privacy Law, you have the right to opt out of the sale or the disclosing of your Personal Information for purposes of cross-context behavioral



advertising (“sharing”). For clarity, however, Addus does not “sell” or “share” Personal Information for purposes of California Consumer Privacy Law.

**Limit Use of Sensitive Personal Information.** You have the right to limit the use and disclosure of your SPI information obtained by Addus. You can make a request to limit the use or disclosure of your SPI information by contacting us or [clicking here](#).

**Right to Non-Discrimination.** If you choose to exercise your privacy rights under the California Consumer Privacy Laws we will not charge you different prices or provide different quality of services unless those differences are related to your Personal Information or otherwise permitted by law.

If you are a California resident where one or more of these rights are granted to you under applicable law, and you wish to exercise any such rights listed above, you may exercise your privacy rights by visiting [Data Rights Request](#) or by calling this toll-free number **888.233.8746**.

Only you, or an agent legally authorized to act on your behalf, may make a verifiable consumer request related to your Personal Information (“California Consumer Request”). Please understand that we are required to verify your California Consumer Request and may require you to provide some information to enable us to carry out such verification. We will deny requests from agents that do not submit proof of legal authorization to act on your behalf. To verify that an agent has legal authority to act for you, we may require a copy of a power of attorney or require that you provide the agent with written permission and verify your own identity with us. We cannot respond to your California Consumer Request or provide you with Personal Information if we cannot verify your identity or authority to make the California Consumer Request and confirm the Personal Information relates to you.

When you, or someone legally authorized to act on your behalf, make a California Consumer Request, you can expect the following:

We will verify your identity. You will need to provide us with certain information so that we can verify that you are who you say you are. Which information is required may depend on the type and sensitivity of information subject to the California Consumer Request.

We will respond to your California Consumer Request within the legally required amount of time. If necessary, we may need additional time to respond where allowed by law, but we will reply either way within the legally required period and, if we need an extension, we will explain why.

In certain cases, a California Consumer Request may be denied. For example, if we cannot verify your identity or if providing you information could create an unreasonable risk to someone’s security (for example, we do not want very sensitive information disclosed inappropriately). If we deny your California Consumer Request, we will explain why we denied it.

Making a California Consumer Request does not require you to create an account with us. We will only use Personal Information provided in a California Consumer Request to verify the requestor’s identity or authority to make the California Consumer Request.

Only California residents can make a California Consumer Request. A California resident is a person who currently lives in California, or is domiciled in California but is outside of the state for a temporary or



transitory purpose. If you are not a resident of California, you can view our [Privacy Policy] to learn more about our privacy practices.

### **California Shine the Light Law**

If you reside in California, you have the right to ask us one time each year if we have shared Personal Information with third parties for their direct marketing purposes and the identities of any such third parties ("Shine the Light Request"). Only California residents can make a Shine the Light Request. A California resident is a person who currently lives in California, or is domiciled in California but is outside of the state for a temporary or transitory purpose. To make a Shine the Light Request, please send us an email, or write to us at the address listed below in "Contact Us". Indicate in your communication that you are a California resident making a "Shine the Light" inquiry.

### **Contact Us**

#### **Addus HomeCare**

**Attn:** Addus Privacy Officer  
6303 Cowboys Way, Suite 600  
Frisco, TX 75034

**Email:** [info1@addus.com](mailto:info1@addus.com)

**Phone:** 888.233.8746