

PRIVACY POLICY

I. INTRODUCTION TO WEBSITE PRIVACY POLICY

This privacy policy (this “**Privacy Policy**”) describes how Veolia North America, LLC and our affiliates (“**VNA**”, “**we**”, “**our**” or “**us**”) will collect, use, share and store your Personal Information that we collect in connection with your use of our website at <https://veoliaflintfacts.com/> and any of its subdomains (the “**Website**”).

For purposes of this Privacy Policy, “**Personal Information**” is information relating to an identified or identifiable individual. For purposes of this Privacy Policy, Personal Information does not include de-identified or aggregated information and, to the extent permitted by law, does not include publicly available information that is lawfully made available to the general public or information that is lawfully made available from government records.

II. PERSONAL INFORMATION WE COLLECT

In order to provide you with the benefits of using our Website, we collect certain information from you and your devices. By using the Website or otherwise providing Personal Information to us, you consent to our collection, use, and sharing of the data described in this Privacy Policy.

1. Personal Information that You Provide to Us

We may collect your contact information, such as your name and email address, if you provide them to us when you subscribe for updates through the Website or contact us for more information.

2. Information Collected from Your Browser or Device

We automatically collect your IP address or other unique identifier (“**Device Identifier**”) for the computer, mobile phone, tablet or other device (“**Device**”) you use to access the Website. A Device Identifier is a number that is assigned to your Device when you access a website or its servers, and our computers identify your Device by its Device Identifier. We, and our third-party service providers may use a Device Identifier to, among other things, administer the Website; help diagnose problems with our servers; analyze trends; and track users’ web page movements over time.

In addition, we automatically gather and store certain information about your visit from your browser or Device, such as your browser type, operating system type, length of time on the Website, and how you got to the Website. We may collect this information through the use of server log files and other methods.

3. Information Collected using Tracking Technologies

Certain web browsers may provide an option by which you may request your browser to inform websites you visit that you do not wish your activities to be tracked by cookies or other persistent identifiers, commonly called “Do Not Track Signals”. The Website currently does not respond to Do Not Track Signals.

III. HOW WE USE INFORMATION WE COLLECT

We may use the Personal Information we collect from you for a variety of purposes, such as to:

- Respond to your inquiries, questions and requests;
- Communicate with you about your activities on the Website;
- Operate, improve, maintain, administer and provide the Website;
- Manage our business, including performing accounting, auditing, and other internal functions;

- Send you email updates;
- Comply with applicable laws and regulatory requirements, or as requested by government or regulatory authorities;
- Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity, and prosecute those responsible for that activity;
- Protect and defend the rights or property of VNA; and
- For purposes disclosed at the time you provide your Personal Information or otherwise with your consent.

We may use non-Personal Information, such as de-identified or anonymized Personal Information, for any purpose.

IV. HOW WE SHARE PERSONAL INFORMATION

We may also share your Personal Information as disclosed at the time you provide your information, as set forth in this Privacy Policy and in the following circumstances:

Third Parties Providing Services On Our Behalf: We may share your Personal Information with third parties that perform functions on our behalf, such as service providers and vendors that host or operate our Website.

Business Transfers: In the event that VNA is involved in a merger, acquisition, reorganization, bankruptcy, or sale of assets, your information may be sold or transferred as part of that transaction.

Legal Disclosure: We may transfer and disclose your information to third parties to comply with a legal obligation; when we believe in good faith that the law or a governmental authority requires it; to address fraud, security or technical issues; to respond to an emergency; or otherwise to

protect our rights or property or security of third parties, visitors to our Website or the public.

No Sale of Personal Information: We have not sold your Personal Information to third parties, including during the twelve (12) months prior to the date of this Privacy Policy. We are not selling your Personal Information to any third parties for their own direct marketing purposes.

V. YOUR RIGHTS

You may be entitled to certain rights relating to your Personal Information. For example, you may be able to:

- Request, once per calendar year, certain information regarding our disclosure of your Personal Information to third parties for their own direct marketing purposes.
- Request, twice per calendar year, to know (i) the specific pieces of Personal Information we have collected about you; (ii) the categories of Personal Information we have collected about you; (iii) the categories of sources from which we collected your Personal Information, (iv) our business purpose for collecting your Personal Information; and (v) the categories of third parties with whom we shared your Personal Information.
- Request to delete the Personal Information we have collected about you. We may deny your request under certain circumstances, such as if we need to comply with a legal obligation.
- Request to correct the Personal Information we have collected about you, if you believe that the Personal Information we have collected about you is inaccurate.

We will not discriminate against you for exercising any of these rights. If you wish to make a request or to learn more, please reach out to us using the information provided in the “Contact Us” section below.

VI. OPTING-OUT OF COMMUNICATIONS

At any time, you may choose not to receive marketing and promotional communications from us by (i) selecting the unsubscribe link in the communication that we send you or (ii) contacting us using the information provided in the “Contact Us” section below. Please note that even if you opt-out of receiving the foregoing emails, we may still send you a response when you contact us for other reasons related to your use of the Website.

VII. CHILDREN

The Website is not directed to children under the age of 13. VNA does not knowingly collect, use or disclose Personal Information from anyone under 13 years of age. If we learn that we have collected Personal Information from a child under 13 years, we will use commercially reasonable efforts to delete that information. If you believe that we might have any such information, please contact us using the information provided in the “Contact Us” section below.

VIII. SECURITY OF YOUR PERSONAL INFORMATION

We use reasonable security measures to protect the Personal Information that we collect and process. Our security controls are designed to maintain the confidentiality, integrity and availability of your Personal Information and to protect against reasonably anticipated threats. If you believe that your data is no longer secure, please contact us using the information provided in the “Contact Us” section below.

IX. RETENTION OF YOUR PERSONAL INFORMATION

We will retain your Personal Information for such periods of times required or permitted by law or subject to our retention policies as may

be in place from time to time. We consider the following in determining such retention periods: the time required to retain Personal Information to fulfill business purposes; maintaining corresponding business records; improving the performance and quality of the Website; handling your inquiries; whether we reasonably believe this data will be needed for the handling of any litigation; and whether legal and contractual obligations pose any requirements for data retention.

X. OTHER SITES

The Website may include links to other websites that we do not own or operate. We do not control, recommend or endorse and are not responsible for these websites or their content, products, services or privacy policies or practices. These other websites may send their own cookies to your Device, they may independently collect data or solicit Personal Information and may or may not have their own published privacy policies. Because VNA has no control over the privacy practices or content of these linked websites, we recommend that you carefully review the privacy policy of each website you visit.

XI. TRANSFERS OF INFORMATION

This Website is not directed at users outside of the United States. Our use of your information may involve the transmission of data on an international basis. If you are located in the European Union, Canada or elsewhere outside of the United States, please be aware that information we collect may be transferred to and processed in the United States. By using the Website, or providing us with any Personal Information, you (a) acknowledge that the Website is subject to the laws of the United States, (b) agree to the collection, processing, maintenance and transfer of such information in and to the United States and other applicable territories in which the privacy laws may not be as comprehensive as or equivalent to

those in the country where you reside and/or are a citizen, and (c) waive any claims that may arise under those laws.

XII. PRIVACY POLICY UPDATES

From time to time, we may update this Privacy Policy. If we do, we will note near the top of this page the date that any changes are made and/or when they become effective. By using the Website or by continuing to provide Personal Information to us after these changes are made, you acknowledge and agree to the revised version of the Privacy Policy.

XIII. CONTACT US

If you have any questions regarding this Privacy Policy or our privacy practices, please contact us at:

53 State Street
14th Floor, Boston, MA 02109
Ph: (617) 849-6600
na.data.protection@veolia.com