

Contractor CCPA Notice

This notice describes the categories of personal information (“PI”) collected by Alorica Inc. (“Company”) and the purposes for which PI may be used. We are providing this notice to you in accordance with California Civil Code Sec. 1978.100(b).

Categories of Personal Information Collected	Purposes Personal Information is Used
<p><u>Identifiers and contact information.</u> This category includes names, addresses, telephone numbers, mobile numbers, email addresses, dates of birth, social security numbers, driver’s license or state identification numbers, bank account information, and other similar contact information and identifiers.</p>	<ul style="list-style-type: none"> • Collect and process contractor applications • Maintaining contractor records and record retention requirements • Communicating with contractors • Processing payment to contractors • Complying with applicable state and federal tax, workplace safety, and related laws • Preventing unauthorized access to or use of the Company’s property, including the Company’s information systems, electronic devices, network, and data • Ensuring contractor productivity and adherence to the Company’s policies • Investigating complaints, grievances, and suspected violations of Company policy or the services agreement
<p><u>Protected classification information.</u> This category includes characteristics of protected classifications under California or federal law.</p>	<ul style="list-style-type: none"> • Complying with applicable state and federal Equal Employment Opportunity laws • Design, implement, and promote the Company’s diversity and inclusion programs
<p><u>Internet or other electronic network activity information.</u> This category includes, without limitation:</p> <ul style="list-style-type: none"> • all activity on the Company’s information systems, such as IP addresses, internet browsing history, search history, intranet activity, email communications, social media postings, stored documents and emails, usernames and passwords • all activity on communications systems including phone calls, call logs, voice mails, text messages, chat logs, app use, mobile browsing and search history, mobile email communications, and other information regarding use of Company-issued devices and certain Company information that is accessed 	<ul style="list-style-type: none"> • Facilitate the efficient and secure use of the Company’s information systems • Ensure compliance with Company information systems policies and procedures • Complying with applicable state and federal laws • Preventing unauthorized access to, use, or disclosure/removal of the Company’s property, records, data, and information • Enhance contractor productivity • Investigate complaints, grievances, and suspected violations of Company policy or the services agreement • Monitor and enhance services Company delivers to its customers

<p>or stored on contractors' personal devices that are used for Company business</p>	
<p><u>Professional information.</u> This category includes without limitation:</p> <ul style="list-style-type: none"> • data submitted with applications including salary history, employment history, recommendations, etc. • background check and criminal history; • work authorization • fitness for duty data and reports • performance and disciplinary records • salary and bonus data • leave of absence information including religious and family obligations, physical and mental health data 	<ul style="list-style-type: none"> • Collect and process applications, including confirming eligibility for employment, background and related checks, and onboarding • Maintaining records and complying with record retention requirements • Communicating with contractors • Complying with applicable state and federal labor, employment, tax, benefits, workers compensation, disability, equal employment opportunity, workplace safety, and related laws • Business management • Preventing unauthorized access to or use of the Company's property, including the Company's information systems, electronic devices, network, and data • Ensuring productivity and adherence to the terms of the service agreement • Recruiting • Investigating complaints, grievances, and suspected violations of Company policy or the services agreement
<p><u>Education information.</u> This category includes education history.</p>	<ul style="list-style-type: none"> • Evaluate an individual's appropriateness to provide services to the Company.
<p><u>Inferences drawn from the PI in the categories above.</u></p>	<p>The Company may survey contractors and use that information to shape processes.</p>

If you have questions about the Company's privacy policies and procedures, you may contact privacynotice@alorica.com.