

Privacy Policy for California Consumers

A consumer has the right under the California Consumer Privacy Act to request that a business disclose the following information:

- a) The categories of personal information we collect;
- b) The categories of sources from which the personal information is collected;
- c) The purpose for collecting the personal information;
- d) The categories of third parties with whom the business shares personal information; and,
- e) The specific pieces of personal information we have collected, disclosed or sold.

Requests can be made to AMCOL Systems, Inc. at 1-800-849-8500 or via mail to P.O. Box 21625, Columbia, SC 29221. Requests should contain multiple verifiable personal information data points, such as, the consumer's full name, address, telephone number, account number(s) with our company, date of birth, and last four (4) digits of SSN. We will compare information that you provided with information that we have on file to confirm your identity. If we cannot verify your identity, we will notify you.

Our company typically collects the following categories of personal information about a consumer for medical debt collection purposes only:

- a) Health insurance information, which we obtain from the original creditor or the consumer;
- b) Personal identifying information, like name, address and account number, as well as other identifying information, which we obtain from the original creditor, credit reports, and the consumer;
- c) Characteristics such as age, gender, etc., which we obtain from the original creditor and credit reports
- d) Internet activity regarding online payments, which we collect from the consumer when making payments via our website's payment portal;
- e) Recordings, which are made when the consumer has a telephone conversation with us; and,
- f) Professional and employment related information, which we obtain from the original creditor or the consumer.

We do not and will not sell any personal information, including personal information belonging to minors.

We may share personal information with service providers and other third party vendors we use to help run our business, credit reporting agencies, the original creditor, and government agencies and others as required by law and regulations.

Consumers have the right to request deletion of their information, subject to various exceptions. The information that AMCOL Systems, Inc. has generally falls within an exception and does not have to be deleted upon a consumer's request. Requests can be made to AMCOL Systems, Inc. at 1-800-849-8500 or via mail to P.O. Box 21625, Columbia, SC 29221. Requests should contain multiple verifiable personal information data points, such as, the consumer's full name, address, telephone number, account number(s) with our company, date of birth, and last four (4) digits of SSN. We will compare information that you provided with information that we have on file to confirm your identity. If we cannot verify your identity, we will notify you.

AMCOL Systems shall respond to consumer disclosure or deletion requests within 45 days of receipt in our office. If we require more time (up to an additional 45 days for a total of 90 days from the date we received your request), we will inform you of the reason and extension period in writing. Any disclosures that we provide will only cover the 12-month period preceding our receipt of a verifiable consumer request.

A consumer may make a verifiable consumer request twice within a 12-month period. A consumer can designate an authorized agent to make a request under the California Consumer Privacy Act. The consumer must provide a written or verbal authorization or a power of attorney.

A consumer has a right not to receive discriminatory treatment from us for the exercise of the privacy rights conferred by the California Consumer Privacy Act.

Last Updated: June 26,2020