

Privacy Policy

Protecting your private information is our priority. This Statement of Privacy applies to www.amcolsystems.com and AMCOL Systems, Inc. and governs data collection and usage. For the purposes of this Privacy Policy, unless otherwise noted, all references to AMCOL Systems, Inc. include www.amcolsystems.com. By using the AMCOL Systems, Inc. website, you consent to the data practices described in this statement.

Collection of your Personal Information

AMCOL Systems, Inc. may collect personally identifiable information, such as your:

- Name
- E-mail Address
- Phone Number

AMCOL Systems, Inc. encourages you to review the privacy statements of websites you choose to link to from AMCOL Systems, Inc. so that you can understand how those websites collect, use and share your information. AMCOL Systems, Inc. is not responsible for the privacy statements or other content on websites outside of the AMCOL Systems, Inc. website.

Use of your Personal Information

AMCOL Systems, Inc. collects and uses your personal information to operate its website(s) and deliver the services you have requested.

AMCOL Systems, Inc. may also use your personally identifiable information to inform you of other products or services available from AMCOL Systems, Inc. and its affiliates. AMCOL Systems, Inc. may also contact you via surveys to conduct research about your opinion of current services or of potential new services that may be offered.

AMCOL Systems, Inc. does not sell, rent or lease its customer lists to third parties.

AMCOL Systems, Inc. may share data with trusted partners to help perform statistical analysis, send you email or postal mail, provide customer support, or arrange for deliveries. All such third parties are prohibited from using your personal information except to provide these services to AMCOL Systems, Inc., and they are required to maintain the confidentiality of your information.

AMCOL Systems, Inc. may keep track of the websites and pages our users visit within AMCOL Systems, Inc., in order to determine what AMCOL Systems, Inc. services are the most popular. This data is used to deliver customized content and advertising within AMCOL Systems, Inc. to customers whose behavior indicates that they are interested in a particular subject area.

AMCOL Systems, Inc. will disclose your personal information, without notice, only if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on AMCOL Systems, Inc. or the site; (b)

protect and defend the rights or property of AMCOL Systems, Inc.; and, (c) act under exigent circumstances to protect the personal safety of users of AMCOL Systems, Inc., or the public.

Automatically Collected Information

Information about your computer hardware and software may be automatically collected (known as “cookies”) by AMCOL Systems, Inc.. This information can include: your IP address, browser type, domain names, access times and referring website addresses. This information is used for the operation of the service, to maintain quality of the service, and to provide general statistics regarding use of the AMCOL Systems, Inc. website. Please also see our Cookie Policy.

Children Under Thirteen

AMCOL Systems, Inc. does not knowingly collect personally identifiable information from children under the age of thirteen. If you are under the age of thirteen, you must ask your parent or guardian for permission to use this website.

Opt-Out & Unsubscribe

We respect your privacy and give you an opportunity to opt-out of receiving announcements of certain information. Users may opt-out of receiving any or all communications from AMCOL Systems, Inc. by contacting us here:

- Web page: www.amcolsystems.com
- Email: info@amcolsystems.com
- Phone: (800) 849-8500

Changes to this Statement

AMCOL Systems, Inc. will occasionally update this Statement of Privacy to reflect company and customer feedback. AMCOL Systems, Inc. encourages you to periodically review this Statement to be informed of how AMCOL Systems, Inc. is protecting your information.

Contact Information

AMCOL Systems, Inc. welcomes your questions or comments regarding this Statement of Privacy. If you believe that AMCOL Systems, Inc. has not adhered to this Statement, please contact AMCOL Systems, Inc. at:

AMCOL Systems, Inc.
PO Box 21625
Columbia, SC 29221
Email Address: info@amcolsystems.com
Telephone number: (800) 849-8500

Updated as of January 1, 2024

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