



PRIVACY POLICY

Last Updated July 19, 2023

INTRODUCTION

Aspen Grove Landscape Group, LLC (“we” or “us” or “our”) respects the privacy of our customers and users (“user” or “you”). We are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website or our services, then you can be assured that it will only be used in accordance with this Privacy Policy. The “website” includes the following URLs: AspenGroveLC.com. We may from time to time include other similar terms that redirect away from the above URL. Please read this privacy policy carefully. If you do not agree with the terms of this privacy policy, please do not access the website. We may change this policy from time to time for any reason. You may see the last time the policy was updated from the Last Updated text in the header. This will serve as the only notification and any changes or modifications will be effective immediately upon posting the updated Privacy Policy on the website.

INFORMATION COLLECTED

We may collect information about you in a variety of ways. The information we may collect on the website includes:

Personal Data That You Provide to Us

Personally identifiable information, such as your name, mailing address, email address, telephone number and employment information in connection with your submitting any resume for consideration of employment. If you are an independent business, we may also collect data relative to your business that could also include personal data. That type of collection is discussed in Company Data. Certain jurisdictions may define other analytical data as personal data, such as the internet address. This is discussed below.

Information We Get From Your Use of Our Services

We use various technologies to collect and store information when you visit our website such as browser type, operating system, location and the last websites visited. This may include using cookies or similar technologies to identify your browser or device. We also use these technologies to collect and store information when you interact with our website.

Business Data

Our website was built to let you know about us and the services we provide. If you are interested in our services, we do collect information for our sales department that includes: Contact information (name, email, phone, address); Organization information (company name, company type); and Project information (services required, estimated start date). If you are an individual, some jurisdictions may consider this personal information, but we will not request any account information related to your inquiry.

Financial Data

We do not collect financial data through our website. Any financial data would only be collected when discussing terms of credit and directly with our sales department. If you see a request for financial data that purports to come from our website, you should consider it unauthorized and we request that you inform us immediately.

INFORMATION USES

We may use information collected about you via the website to:

- Communicate with you about employment opportunities
- Send you our newsletter to let you know of updates to our products and services
- Compile anonymous statistical data and analysis for use internally or with third parties
- Deliver other targeted advertising to you using third-party advertising services
- Increase the efficiency and operation of the website
- Improve the content and terms included in our service descriptions
- Help develop our marketing plans
- Monitor and analyze usage and trends
- Notify you of updates to the website
- Offer new products, services and/or recommendations to you
- Perform other business activities as needed
- Resolve disputes and troubleshoot problems
- Respond to product and customer service requests

DISCLOSURE OF YOUR INFORMATION

We do not share personal information with companies, organizations and individuals unless one of the following circumstances applies:

With Your Consent

We will share personal information with companies, organizations or individuals outside our organization when we have your consent to do so. We require opt-in consent for the sharing of any sensitive personal information.

For External Processing

We provide personal information to our affiliates or other trusted businesses or persons to process it for us, based on our instructions and in compliance with our Privacy Policy and any other appropriate confidentiality and security measures.

For Legal Reasons

We will share personal information with companies, organizations or individuals outside our organization if we have a good-faith belief that access, use, preservation or disclosure of the information is reasonably necessary to:

- Meet any applicable law, regulation, legal process or enforceable governmental request
- Enforce applicable Terms of Service, including investigation of potential violations
- Detect, prevent, or otherwise address fraud, security or technical issues
- Protect against harm to the rights, property or safety of Google, our users or the public as required or permitted by law

We may share non-personally identifiable information publicly and with our partners – like publishers, advertisers or connected sites. For example, we may share information publicly to show trends about the general use of our services.

During Mergers and Acquisitions

If we are involved in a merger, acquisition or asset sale, we will continue to ensure the confidentiality of any personal information and give affected users notice before personal information is transferred or becomes subject to a different privacy policy.

Third-Party Service Providers

We may share your information with third parties that perform services for us or on our behalf, including, data analysis, email delivery, hosting services, customer service and marketing assistance.

Marketing Communications

With your consent, or with an opportunity for you to withdraw consent, we may share your information with third parties for marketing purposes, as permitted by law.

Third-Party Advertisers

We may use third-party advertising companies to serve ads when you visit the website. These companies may use information about your visits to the website and other websites that are contained in web cookies that provide advertisements about goods and services of interest to you.

Affiliates

We may share your information with our affiliates, in which case we will require those affiliates to honor this Privacy Policy. Affiliates include our parent company and any subsidiaries, joint venture partners or other companies that we control or that are under common control with us.

We are not responsible for the actions of third parties with whom you share personal or sensitive data, and we have no authority to manage or control third-party solicitations. If you no longer wish to receive correspondence, emails or other communications from third parties, you are responsible for contacting the third party directly.

TRACKING TECHNOLOGIES

Cookies and Web Beacons

We may use cookies and similar technologies when you access the website. A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added, and the cookie helps analyze web traffic or lets you know when you visit a particular website. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences. We use traffic log cookies to identify which pages are being used. This helps us analyze data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system. Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

We do not associate your names, account numbers, addresses or collect the same through the use of tracking technology. Most browsers are set to accept cookies by default. You can remove or reject cookies but be aware that such action could affect the availability and functionality of the website.

Internet-Based Advertising

Additionally, we may use third-party software to implement email marketing campaigns and manage other interactive marketing initiatives. This third-party software may use cookies or similar tracking technology to help manage and optimize your online experience with us.

Opt-Outs and Preference Signals (Global Privacy Control)

You may use an Opt-Out Preference Signal, such as the Global Privacy Control (GPC), to opt-out of the sale/sharing of your personal information for advertising purposes. We will notify you if we identify a GPC when you browse on our Website. If you are a California resident and do not use a GPC, but wish to opt out from sale/sharing of your information for advertising purposes, please see information about California resident rights below.

THIRD-PARTY WEBSITES

The Website may contain links to third-party websites that are not affiliated with us. Once you have used these links to leave the website any information you provide to these third parties is not covered by this Privacy Policy, and we cannot guarantee the safety and privacy of your information. Before visiting and providing any information to any third-party websites, you should inform yourself of the privacy policies and practices (if any) of the third party responsible for that website, and should take those steps necessary to, in your discretion, protect the privacy of your information. We are not responsible for the content or privacy and security practices and policies of any third parties, including other sites, services or applications that may be linked to or from website.

SECURITY

We are committed to ensuring that your information is secure. In order to prevent unauthorized access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard



and secure the information we collect online. While we have taken reasonable steps to secure the personal information you provide to us, please be aware that despite our efforts, no security measures are perfect or impenetrable, and no method of data transmission can be guaranteed against any interception or other type of misuse. Any information disclosed online is vulnerable to interception and misuse by unauthorized parties. Therefore, we cannot guarantee complete security if you provide personal information.

CHILDREN

We do not knowingly solicit information from or market to children under the age of 13. If you become aware of any data we have collected from children under age 13, please contact us using the contact information provided below. We also do not knowingly collect information from minors in any jurisdiction.

OPTIONS REGARDING YOUR INFORMATION

We do not maintain an account for your behalf, but we may store the data you provide for the uses shown above. If you do not wish us to have your data or do not wish us to send you emails or communications, then you may opt-out by contacting us using the contact information provided below.

Additionally, you may choose to restrict the collection or use of your personal information whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes.

If you no longer wish to receive correspondence, emails or other communications from third parties, you are responsible for contacting the third party directly.

CALIFORNIA PRIVACY RIGHTS

California Civil Code Section 1798.83, also known as the “Shine The Light” law, permits our users who are California residents to request and obtain from us, once a year and free of charge, information about categories of personal information (if any) we disclosed to third parties for direct marketing purposes and the names and addresses of all third parties with which we shared personal information in the immediately preceding calendar year. If you are a California resident and would like to make such a request, please submit your request in writing to us using the contact information provided below.

If you are under 18 years of age, reside in California, and have a registered account with the Website you have the right to request removal of unwanted data that you publicly post on the Website [or our mobile application]. To request removal of such data, please contact us using the contact information provided below, and include the email address associated with your account and a statement that you reside in California. We will make sure the data is not publicly displayed on the Website [or our mobile application], but please be aware that the data may not be completely or comprehensively removed from our systems.

CCPA Addendum

This part of this policy is intended to comply with applicable data privacy laws and regulations, including the California Consumer Privacy Act (“CCPA”) and California Privacy Rights Act (“CPRA”).

Collection

For information about what we collect, and how this information is processed and shared, please see the INFORMATION COLLECTED, INFORMATION USES, and DISCLOSURE OF YOUR INFORMATION sections above.

Consumer Rights

California residents have the following privacy rights regarding your personal information:

- The right to know and right to access the personal information we have collected about you, including the categories of personal information; the categories of sources from which the personal information is collected; the business or commercial purpose for collecting, selling, or sharing personal information; the categories of third parties to whom the business discloses personal information; and the specific pieces of personal information the business has collected about the consumer;
- The right to delete personal information that we have collected from you, subject to certain exceptions;
- The right to correct inaccurate personal information that we maintain about you;
- The right of portability, or right to have us transfer your personal information to other persons or entities upon your request;
- The right to limit the use of your sensitive information if we decide in the future to use such information for purposes other than the purposes listed above;
- The right to opt out of any sale or sharing of personal information, as those terms are defined by law; and
- The right not to be discriminated or retaliated against for exercising your privacy rights.

You can exercise your privacy rights by submitting a request to us by [clicking here](#), emailing us at: privacy@utilservllc.com or calling us at: 855-483-8543. To protect the security of your personal information, we will require you to provide us with identifying information for you such as personal email address, personal telephone number, employee identification number, and/or other information that we can match with the personal information we have collected about you to verify your identity.

You may use an authorized agent to request access to or deletion of your personal information. We will require your authorized agent to provide us with either (1) a power of attorney authorizing the authorized agent to act on your behalf or (2) your written authorization permitting the authorized agent to request access to your personal information on your behalf. Further, we will require you or your authorized agent to provide us with identifying information to verify your identity. We may also require you to either verify your own identity directly with us or directly confirm with us that you provided the authorized agent permission to submit the request.

Within 10 days of receiving your request to know, we will confirm receipt of your request and provide information about how we will process your request. Generally, we will respond to your request within 45 days. If we need more time to respond, we will provide you with notice and an explanation of the reason we need more time to respond. We may deny your request if we cannot verify your identity or are legally permitted to deny your request. If we deny your request, we will explain the basis for the denial, provide or delete any personal information that is not subject to the denial, and refrain from



using the personal information retained for any purpose other than permitted by the denial. We will maintain a record of your request and our response for 24 months.

Data Retention

We will only retain your personal information for as long as necessary to fulfill the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. To determine the appropriate retention period for personal information, we consider the amount, nature, and sensitivity of the personal information, the potential risk of harm from unauthorized use or disclosure of your personal information, the purposes for which we process your personal information and whether we can achieve those purposes through other means, and the applicable legal requirements. Generally, we retain personal information for the duration of our relationship with you plus any legally required record or data retention period and/or any period of time necessary to exercise our legal rights. Thereafter, we will securely destroy your personal information in accordance with our record retention policies.

In some circumstances, we may anonymize your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you.

CONTACT US

If you have questions or comments about this Privacy Policy, please contact us at:

privacy@utilservllc.com.