

# Express Employment Professionals Privacy Policy

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<https://www.expresspros.com/Privacy-Policy.aspx>

Effective Date January 1, 2006 (last updated January 1, 2024)

## APPLICABILITY

This Policy describes the information collection and use practices of Express Employment Professionals (Express). This includes information we collect from individuals from our websites and apps. It applies to information we collect from individuals seeking employment with or through us. This includes job seekers using our staffing services. It also applies to Express associates and employees. You can print a copy of this policy by clicking [here](#).

## NOTICE AT COLLECTION

### Categories of Information We Collect

*Contact information.* We collect your name and phone number. We also collect your street address and email address.

*Employment information.* We collect education and employment history from job seekers and applicants. This includes credentials. We collect information about your skills. We collect information about your references and availability. From associates, we may collect drug screening results. We might also collect health and medical information from associates and employees. This includes any work restrictions and accommodations. We also collect social security numbers from associates and employees.

*Financial information.* We collect banking account numbers and tax withholding information. We also collect details about assets and liabilities from potential franchisees and current franchisees.

*Demographic information.* We collect gender and date of birth. We also collect marital status and ethnic information. We collect citizenship and veteran status. We collect location information from website visitors and app users. This may include precise location information if you request to be provided the location of particular jobs or to receive directions to our office branches.

*Performance information.* We collect certain information about job performance.

*Automated data.* We collect logs and session data when you visit our website or use our application. We collect browser and operating system information. We collect what site you came from or what site you visit when you leave us. We collect your IP address. We also collect device identifiers and certain information about devices and users through cookies and other digital technologies as described further below.

### Purposes for Information Use

We use the categories of information for the business and commercial purposes outlined here:

*We use information to respond to your requests.* We use contact information to respond to you. We also use contact information to communicate with you about our policies and terms. We use contact,

demographic, and employment information to process your application. If you submit a franchisee application, we will also use financial information.

*We use information to perform our services.* We use contact information to notify you about new job opportunities. We use contact, employment and automated data to identify new job seekers or clients.

*We use information for marketing purposes.* We use contact, demographic, and automated information to communicate about our services and to provide information about Express. This may be by email, on our app, or by text. It may also be on social media platforms. It also includes information we think you would find interesting. We do not share mobile phone numbers that you provide to us to receive text messages with affiliates, franchisees, or other third parties for purposes of their marketing or promotional efforts.

*We use information to improve our services.* We use automated data to make our website better. We use your contact, demographic, and site usage information to customize your experience with us.

*We use information to protect our company and constituents.* We use contact, demographic, and automated information to protect our company and customers. We use this same information to identify fraud and secure our systems. We use all categories of information for other purposes as permitted by law.

*Sensitive Personal Information.* We do not use or disclose sensitive personal information, as defined by California law, for inferring characteristics or for purposes other than those permitted by law.

### Personal Information Shared for Cross-Context Behavioral Advertising

We do not sell personal information, as defined in the California Consumer Privacy Act. We may disclose certain automated data (described above) for cross-contextual behavioral advertising. Please see our [Notice of Right to Opt-out of Sale/Sharing](#) for more information.

### Retention of Personal Information

We keep these categories of personal information as long as necessary or relevant for the purposes for which they were collected. We also keep information for the period of time required by law.

More Information For more information about our privacy practices, read below for the rest of our privacy policy.

## HOW WE COLLECT INFORMATION

We collect categories of information in the following ways:

*We collect information directly from you.* We collect your contact, financial, demographic, and employment information from you. This could be in person or online. It could also be on our website or our app.

*We collect information passively.* We use tracking tools to collect site usage, device, and demographic information. Tracking tools include browser cookies and web beacons. To learn more about cookies visit the FTC's Online Tracking page at [https://consumer.ftc.gov/articles/how-protect-your-privacy-online#understanding\\_cookies](https://consumer.ftc.gov/articles/how-protect-your-privacy-online#understanding_cookies). We may work with others to gather information on our

platforms and elsewhere. We do this on our websites and in emails that we send to you. We collect information about users over time when you use our websites or app. We have third parties collect personal information this way.

*We collect information about you from third parties.* We collect contact, demographic, employment, and automated data from our business partners. Social media platforms give us information about you.

## **WE COMBINE INFORMATION**

We may combine information we collect through automated methods with information we receive from you offline, and with information we obtain from third parties. We manage any such combined information in accordance with this privacy policy.

## **WHEN WE DISCLOSE INFORMATION TO OTHERS**

We share categories of information as described here:

*We disclose information to our franchisees.* This includes contact, demographic, and employment information.

*We disclose information to vendors who perform services on our behalf.* This includes contact, demographic, and employment information to vendors who provide services for administering employment. For example, benefits providers. We share contact and automated data with vendors who help us deliver marketing and other communications, including cross-context behavioral advertising.

*We disclose information to our clients.* We share contact, demographic, and employment information with clients seeking associates.

*We disclose information if we think we have to in order to comply with the law or to protect ourselves.* We share information we collect about you to respond to a court order or subpoena. We share information in response to a government agency or investigatory body request. We share information we collect when we investigate potential fraud.

*We may transfer information to any successor to all or part of our business.* If all or part of our business was sold, we may share your information as part of that transaction. If there is a merger or acquisition, we may also share your information. If there is a financing or bankruptcy, we may share your information.

*We share information as permitted by law and for other reasons we may describe to you.*

## **YOU HAVE CERTAIN CHOICES**

We provide you with options on how we use your information, as described here:

*You can opt out of receiving our marketing emails.* To stop receiving our promotional emails, follow the “unsubscribe” instructions in any promotional message you get from us. Even if you opt out of getting marketing messages, we will still send you transactional messages. These include responses to your questions or other necessary information about your account.

## OUR COOKIE AND AD POLICY

You can control cookies and tracking tools. Your browser may give you the ability to control cookies or other tracking tools. How you do so depends on the type of tool. Certain browsers can be set to reject browser cookies. If you block cookies, certain features on our sites may not work. If you block or reject cookies, not all of the tracking described here will stop.

The Self-Regulatory Program for Online Behavioral Advertising provides consumers with the ability to manage certain choices online here and provides a tool for managing mobile choices here: <https://optout.aboutads.info/?c=2&lang=EN>.

Our Do Not Track Policy: Some browsers have “do not track” features that allow you to tell a website not to track you. These features are not all uniform. We do not currently respond to those signals.

## CALIFORNIA RESIDENTS’ RIGHTS

If you reside in California you have the right to ask us what information we collect and use. You also have the right to ask what information we disclose and sell. You also have the right to request that we delete information we have collected from you. You may request that we fix or update information you have provided to us. To exercise your rights please fill out the following online form [Click here](#) or go to <https://www.expresspros.com/PDRF/>. You can also contact us at [privacyrequest@expresspros.com](mailto:privacyrequest@expresspros.com) or 1-888-635-1662. We will verify your request by matching information you provide to us with information we already have about you. We will not discriminate against you because you have exercised any of your rights under the California Consumer Privacy Act. You can designate someone else to make a request by having them execute a signed letter verifying their right to act on your behalf. In some situations we may not be able to process your request. This may include if a legal exception applies. If you disagree with our decision you can contact us as described at the end of this policy.

*Sales and “sharing” of Information:* Under California law we are required to tell you if we “sell” information as that term is defined by applicable law. Sell means to share personal information with a third party for monetary or other valuable consideration. We do not do this based on our understanding of that term. As noted earlier in this privacy policy, we share certain automated data for cross-context behavioral advertising purposes. We do not have actual knowledge that we sell or share personal information of minors under the age of 16.

*Notice of the Right to Opt-out of Sale/Sharing for Cross-Contextual Behavioral Advertising:* You can opt out of the sharing of your personal information for cross-contextual behavioral advertising. Some browsers allow you to tell websites not to share your information for cross-contextual behavioral advertising. We will respond to these signals in a frictionless manner. If you configure this setting on your browser, certain features on our site may not work and you will receive less targeted advertising. To learn how to configure this setting, visit <https://globalprivacycontrol.org/>.

## WE USE REASONABLE SECURITY MEASURES

The Internet is not 100% secure. We cannot promise that your use of our sites or apps will be completely safe. We encourage you to use caution when using the Internet. This includes not sharing your passwords.

## **WE STORE INFORMATION IN THE UNITED STATES**

We are located in the United States. Our digital properties and businesses for use are maintained in the US. Our services and properties are not intended for people who reside elsewhere. If you live outside of the US, you understand and agree that we may transfer your information to the US. Our sites and businesses are subject to US laws, which may not afford the same level of protection as those in your country. By submitting your information, you agree to the processing of it in the US.

## **THIRD-PARTY SITES AND LINKS**

If you click on a link to a third-party site, you will be taken to websites we do not control. This includes our pages on social media sites. This policy does not apply to the privacy practices of these websites. Read the privacy policy of other websites carefully. We are not responsible for these third-party practices.

## **INFORMATION COLLECTION FROM CHILDREN**

Our sites and apps are meant for adults. We do not knowingly collect personally identifiable information from children under 13 without permission from a parent or guardian. If you are a parent or legal guardian and think your child under 13 has given us information, you can [email us](#). You can also write to us at the address listed at the end of this policy. Please mark your inquiries "COPPA Information Request." Parents, you can learn more about how to protect children's privacy online [www.ftc.gov](http://www.ftc.gov).

## **Contact Us**

If you have questions about this Policy, you can write or call us at:

Express Employment Professionals  
Legal and Compliance Department  
9701 Boardwalk Blvd.  
Oklahoma City, OK 73162  
(405) 840-5000  
Fax: (405) 717-5516

You can email us at [privacyrequest@expresspros.com](mailto:privacyrequest@expresspros.com).

## **Policy Updates**

We may make changes or updates to this Policy. We will notify you of at your email address we have on file of any material changes to this Policy as required by law. All changes will also be posted on our website. Please check our site periodically for updates.

[Website Terms and Conditions](#)