

California Consumer Privacy Act Notice

Effective January 1, 2020

Last Updated January 17, 2020

This California Consumer Privacy Act Notice (“CCPA Notice”) contains information about Follett’s (“Follett,” “we,” “us,” or “our”) personal information processing, and your rights as a California resident under the California Consumer Privacy Act (“CCPA”). This CCPA Notice supplements our [Privacy Statement](#).

We encourage you to read this document in full and contact us if you have any questions.

Collection, Use, And Disclosure of Personal Information

Our [Privacy Statement](#) contains a definition of “personal information.” More specifically, “personal information” is information that identifies, relates to, describes, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with a natural person or household, such as a name, postal address, e-mail address, telephone number, and/or payment information. Other information directly associated with personal information also may be considered to be personal information. Information that is aggregated, de-identified, or anonymized is not considered personal information. Publicly available information that is made available from federal, state, or local government records also is not considered personal information.

Information regarding our collection, use, and disclosure of personal information is available in our [Privacy Statement](#). Our Privacy Statement includes the categories of personal information we collect, how we collect personal information, the purposes for which your personal information is used, and the categories of third parties with whom we share your personal information. We do not sell your personal information to third parties. We use cookies in certain circumstances; for further information on our use of cookies, please review our [Cookie Statement](#).

Your Rights Under The CCPA

The CCPA, California Civil Code Sections 1798.100 *et seq.*, affords certain rights to you if you are a California resident. For example, California residents may have a right, following a verifiable request, to:

(1) access—twice in a 12-month period, free of charge—the categories and/or specific pieces of personal information we have collected about you, the categories of sources from which the personal information is collected, the business purpose for collecting the personal information, and the categories of third parties with whom we share personal information, for the 12-month period prior to the request; and

(2) delete personal information under certain circumstances.

Follett does not discriminate against users or customers on the basis of their exercising any of their rights afforded by the CCPA, which is further in accordance with California residents' rights under that statute.

To request access to your personal information or request that we delete your personal information, you may contact us through any of the following methods:

- Via email at privacy@follett.com (please include "California Privacy Request" in the subject line)
- Via phone at 1-800-222-0858 or 708-884-0230; or
- Via webform accessible [here](#).

Please specify in your request the details of what personal information you would like to access or delete.

To protect your personal information, we will verify your identity using data points you provide to us. Please have this information available so that we can verify your request. If you have a password-protected account with us, we may verify your identity through our existing practices for your account.

You may also authorize an agent to submit a request on your behalf, so long as you provide the authorized agent written permission to request on your behalf, and your authorized agent additionally is able to verify their identity with us. Please have your authorized agent follow the instructions above to make a request, and additionally mail your written declaration authorizing the agent to act on your behalf, certified by a California notary public, to: Privacy team, 3 Westbrook Corporate Center, Suite 200, Westchester, IL, 60154. If your authorized agent has power of attorney pursuant to Probate Code sections 4000 to 4465, it may not be necessary to perform these steps.

Information Security, Integrity, And Retention

We take reasonable precautions, including the use of physical, electronic, and procedural safeguards, to protect your information. It is important that you also take precautions to protect against unauthorized access to your Follett products, account credentials, and computers or other devices. If you feel that the security of your account or personal information has been compromised, please immediately [Contact Us](#). Please be aware that, despite our efforts, no security system is impenetrable. In the event of a security breach, we will promptly notify you and the proper authorities if required by law.

Changes To This CCPA Notice

We may periodically change this CCPA Notice to keep pace with new industry practices and regulatory requirements, among other reasons. We expect most such changes to be minor. Any non-material changes will take effect immediately upon posting of an updated CCPA Notice, and we will indicate the Last Modified date at the top of this document. There may, however, be cases where changes to the CCPA Notice may be more significant. In such

cases, we will provide you with a prominent notice of such changes before they take effect or will directly send you a notification.

Your continued use of our products and services after the effective date of the CCPA Notice means that you accept the revised CCPA Notice. If you do not agree to this CCPA Notice, please refrain from using our products or services and [Contact Us](#) to close any account you may have created.

Contact Us

If you have any questions regarding this CCPA Notice or its implementation, you may contact us via email at privacy@follett.com, via phone at 1-800-222-0858 or 708-884-0230, or by mail, at: Privacy team, 3 Westbrook Corporate Center, Suite 200, Westchester, IL, 60154.