

SUBURBAN WASTE SERVICES PRIVACY POLICY

Suburban Waste Services respects your privacy. We strive to use information to provide the best possible service while respecting the confidentiality of information we are entrusted with. This Privacy Policy outlines the types of personal information we may receive or collect when you use our services, as well as some of the methods we use to safeguard your personal information.

1. Collection of personal information

We collect personal information in order to establish your account, to handle billing and to understand your specific needs to serve you better. Personal information is information about you that is personally identifiable, such as your name, address, email address, credit card number or phone number. Suburban Waste Services may use cookies and other technologies to enhance your online experience and to learn about how you use our website and services. A “cookie” is a small file containing a string of characters that uniquely identifies your browser. While most browsers accept cookies by default, you can manually set your browser to refuse all cookies, accept cookies from specific websites, or highlight when a cookie is sent to your browser. Suburban Waste Services servers may also automatically record information when you visit our website, including the URL that directed you to our website, your IP address, browser type and the date and time of your visit.

2. How we use your information

The information Suburban Waste Services collects is used to comprehensively understand your needs and interests and permits Suburban Waste Services to deliver a more consistent and personalized experience. For example, Suburban Waste Services may use your information to:

- assist you in completing a transaction or order;
- communicate with you about products and services;
- provide service and support;
- update you on new services and benefits;
- provide personalized promotional offers;
- select content to be communicated to you; and
- contact you for market research regarding Suburban Waste Services products or services.

Your information may be aggregated with other clients’ information on a purely non-identifiable basis to understand how our products are used to help make them better.

Credit card information is used solely for payment processing and fraud prevention efforts. Credit card information, and other sensitive personal information required to process a credit decision, is not used for any other purposes by us or our financial services providers, and will not be retained any longer than necessary to provide your services, unless you request that we retain your credit card information to streamline your future purchases.

SMS Communications

Suburban Waste Services may use the mobile phone number you provide to send text messages related to your waste and recycling services, including service alerts, route delay notifications, billing reminders, bulk pickup confirmations, and general account updates. By providing your mobile number, you consent to receive such SMS messages from Suburban Waste Services. Message and data rates may apply. Message frequency varies by account activity. Customers may reply **STOP** to opt out at any time or **HELP** for assistance.

3. Policy on sharing your information

Suburban Waste Services will not sell, rent or lease your personal information to others. Suburban Waste Services may share personal information with companies working on our behalf and Suburban Waste Services-owned business entities for the purposes detailed above. In any such cases, however, we require that the companies or entities adhere to privacy standards and

policies at least as restrictive as those Suburban Waste Services has in place.

Circumstances may arise, whether for strategic or other business reasons, in which Suburban Waste Services decides to sell, buy, merge or otherwise reorganize businesses in various countries. Such a transaction may involve the disclosure of personal information to prospective or actual purchasers, or, conversely, the receipt of such personal information from sellers. It is Suburban Waste Services established practice to seek appropriate protection for all personal information in advance of any such transaction.

We may have a good faith belief that access, use, preservation or disclosure of such information is reasonably necessary to: (a) satisfy any applicable law, regulation, legal process or legitimate governmental request, (b) detect, prevent, or otherwise address suspected fraud, security or technical issues, (c) enforce any applicable Terms of Service, including investigation of potential violations thereof, or (d) protect against imminent harm to the rights, property or safety of Suburban Waste Services, its users or the general public as required or permitted by law.

4. Sites covered by this Privacy Policy

The Suburban Waste Services website (www.suburbanwastemn.com) may from time-to-time link to third-party websites for your convenience and to provide easy access to additional useful information. Should you select such a link you will leave the Suburban Waste Services website. Suburban Waste Services does not control those sites nor their privacy practices, which may differ from Suburban Waste Services practices and policies. Any personal data you choose to provide to or that is collected by such third parties is not in any way covered by the Suburban Waste Services Privacy Policy. We recommend that you read over such website's privacy policy before providing any personal information. A link to another website from Suburban Waste Services does not constitute an endorsement or representation about the value, quality or usefulness of anything found on that third-party website.

5. Access to and accuracy of your information

Suburban Waste Services strives to keep your personal information accurate and up-to-date. Towards this goal we utilize various technology, management processes and policies. As part of our overall data accuracy initiative Suburban Waste Services provides you with reasonable access to your personal information so you may review and correct your information if needed. To safeguard your privacy and security, we will verify your identity through various means, such as by requiring a password and user ID, before granting access to your data.

We ask that you update your information as and when it changes so any information used to serve you remains as accurate as possible.

6. Keeping your information secure

Suburban Waste Services values your trust and takes it seriously. To prevent unauthorized access and disclosure, to maintain data accuracy, and to ensure the appropriate use of your information, Suburban Waste Services utilizes industry standard physical, technical and administrative procedures to safeguard any personal information we collect.

7. Changes to this policy

The world of technology changes quickly. If and when there are future changes to our Privacy Policy in response we will post them at suburbanwastemn.com.

8. Contacting us

We value your opinions and suggestions. Please email us with any questions or concerns (at customerservice@suburbanwastemn.com), or alternately you can write to us at the following address:

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