



# PACIFIC SERVICE EMPLOYEES AND BENEFITS ASSOCIATION

1390 Willow Pass Road, Suite 240 Concord, CA, 94520

1 (800) 272-7732 or (925) 246-6200

## CALIFORNIA PRIVACY POLICY

Last Updated: January 1, 2022

Pacific Service Employees Association (“PSEA,” “we,” “our,” or “us”) takes your privacy seriously. We want you to know how we collect, use, share, and protect your Personal Information and about the rights of California Consumers under California law.

### **This Privacy Policy addresses the following topics**

- [Scope of this Privacy Policy](#)
- [Our Collection, Use and Disclosure of Personal Information](#)
- [Your California Privacy Rights](#)
- [How to Exercise Your Rights](#)
- [Additional Rights Under California Law](#)
- [Third-Party Links and Services](#)
- [Minors Under 16 Years of Age](#)
- [Changes to This Privacy Policy](#)
- [For More Information](#)

The section of this policy entitled, “Our Collection, Use and Disclosure of Personal Information”, severs as your notice at collection required by California law when we collect personal information about you online.

### **The Scope Of This Privacy Policy**

#### What Is Personal Information?

“Personal Information” means information that identifies, relates to, describes, is capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular California Consumer or household.

#### Whose Personal Information Is Covered By This Policy?

This California Privacy Policy applies to the Personal Information of residents of the State of California in their capacity as consumers (“California Consumers” or “Members”).

#### What Personal Information Does This Privacy Policy Cover?

This Privacy Policy applies to all Personal Information of Members that we collect online through Members’ visits to our website, and (b) use of our services that references this Privacy Policy (collectively, the “Services”).

#### Whose Personal Information Is Not Covered By This Privacy Policy?

For purposes of this Privacy Policy, “Personal Information” does not include the personal information of California residents who are :

- PSEA’s employees, job applicants, directors, officers, or independent contractors (collectively, “HR Individuals”) or the emergency contacts of HR Individuals or the dependents or spouses who receive PSEA benefits by virtue of their relationship to an HR Individual in their capacities as HR Individuals or emergency contacts, dependents, or spouses; or
- Employees or other agents of a business engaged in a transaction with PSEA in their capacities as employees or agents of that business.

**Our Collection, Use And Disclosure Of Personal Information**

This section of the Privacy Policy describes, for the 12 months preceding the date last updated, above, (a) the categories of Personal Information we have collected about you, (b) the sources of that Personal Information, (c) the business and commercial purposes for use, and (d) the categories of third party recipients of your Personal Information. Unless we inform you otherwise, this section also serves as our “notice at collection” by informing you of your Personal Information to be collected in the future and the purposes for its use.

Categories Of Personal Information Collected

In the last 12 months, PSEA collected the following categories of Personal Information about Members.

- **Identifiers**, including: real name, alias, postal address, unique personal identifier, online identifier, Internet Protocol address, email address, home phone number, cell or other phone number, account name (LoginID) and password.
- **Categories described in Cal. Civ. Code § 1798.80(e)** (except those already listed in “Identifiers” above), including: date of birth
- **Commercial information**, including: member registration date, member level, PSEA ID, PG&E ID, and member status
- **Internet or other electronic network activity information**, including: website URL

Sources Of Personal Information and Purposes For Using Personal Information

In the last 12 months, PSEA collected the categories of Personal Information listed above from the following sources and used those categories of Personal Information for the following purposes:

Categories of Personal Information Collected in the Last 12 Months	Sources of that Personal Information	Business Purposes and Commercial Purposes for Collecting that Personal Information
<b>Identifiers</b>	Member himself or herself	<ul style="list-style-type: none"> <li>• Providing member services and benefits, including processing membership applications, and registering members</li> <li>• Maintaining and servicing member accounts</li> </ul>

Categories of Personal Information Collected in the Last 12 Months	Sources of that Personal Information	Business Purposes and Commercial Purposes for Collecting that Personal Information
		<ul style="list-style-type: none"> <li>• Verifying membership status and level, and member information</li> <li>• Facilitating communications, for example, by collecting and organizing contact information, establishing means of communications, and communicating with current and prospective members, including regarding questions and feedback</li> <li>• Communications about special events, promotions and surveys</li> </ul>
<b>Categories described in Cal. Civ. Code § 1798.80(e)</b>	Member himself or herself	<ul style="list-style-type: none"> <li>• Providing member services and benefits</li> <li>• Verifying member information, membership status and level</li> </ul>
<b>Commercial information</b>	Member himself or herself	<ul style="list-style-type: none"> <li>• Providing member services and benefits, including processing membership applications, and registering members</li> <li>• Maintaining and servicing member accounts</li> <li>• Verifying membership status and level, and member information</li> <li>• Facilitating communications, for example, by collecting and organizing contact information, establishing means of communications, and communicating with current and prospective members, including regarding questions and feedback</li> <li>• Communications about special events, promotions and surveys</li> </ul>
<b>Internet or other electronic network activity information</b>	Automated technologies on the website, including Internal member records	<ul style="list-style-type: none"> <li>• To improve member services and membership experience</li> <li>• Auditing related to a current interaction with the consumer and concurrent transactions, including, but not limited to, counting impressions to unique visitors, verifying positioning and quality of impressions, and auditing compliance with the law</li> <li>• Detecting security incidents, protecting against malicious, deceptive, fraudulent, or illegal activity, and prosecuting those responsible for that activity</li> </ul>

Disclosure Of Personal Information To Third Parties

In the last 12 months, PSEA disclosed the following categories of Personal Information about Members to the following categories of third parties for a business or commercial purpose.

<b>Category of Personal Information</b>	<b>Categories of Third Parties with Whom We Disclose Categories of Personal Information for a Business Purpose in the Last 12 Months</b>	<b>Whether PSEA Sold That Personal Information</b>
<b>Identifiers</b>	<ul style="list-style-type: none"><li>• Member benefits and services providers</li><li>• Government agencies, law enforcement, and other parties as required by law, including in litigation.</li></ul>	<ul style="list-style-type: none"><li>• <b>No</b></li></ul>
<b>Categories described in Cal. Civ. Code § 1798.80(e)</b>		<ul style="list-style-type: none"><li>• <b>No</b></li></ul>
<b>Commercial Information</b>		<ul style="list-style-type: none"><li>• <b>No</b></li></ul>
<b>Internet or Other Electronic Network Activity Information</b>		<ul style="list-style-type: none"><li>• <b>No</b></li></ul>

No Sale Of Personal Information

PSEA does not and will not sell Members' Personal Information.

**YOUR CALIFORNIA PRIVACY RIGHTS**

a) Right to Know

As California consumers, Members have the right to submit a verifiable request to know:

- The categories and specific pieces of Personal Information that PSEA has collected about them;
- The categories of sources from which PSEA collected the Personal Information;
- The categories of Personal Information that PSEA sold or disclosed to a third party (other than a service provider) for a business purpose and the categories of recipients of that information; and
- The business or commercial purposes for PSEA's collection, disclosure, or sale of the Personal Information.

b) Right To Delete

- Members have the right to submit a verifiable request for deletion of their Personal Information that PSEA has collected from the Member.
- c) Right to Opt Out of Sale of Personal Information
- Members have a right to opt-out of the sale of the Personal Information. However, as stated above, PSEA does not and will not sell Personal Information.

## **HOW TO EXERCISE YOUR RIGHTS**

### a) Making Requests

PSEA will respond to requests in accordance with applicable law if it can verify the identity of the individual submitting the request. Members can exercise their rights in the following ways:

- a) Email your request to: [contact@psea.info](mailto:contact@psea.info)
- b) Contact by telephone: **925-246-6200**

### b) Requests By Authorized Agents

You can have an authorized agent submit a CCPA request to us on your behalf by (a) providing us with a written authorization signed by you that designates the agent as your authorized agent for purposes of a CCPA request; (b) verifying your identity directly with us; and (c) directly confirming with us that the agent is authorized to submit the request.

### c) How We Will Verify Your Requests

To prevent anyone other than you, or your authorized agent, from exercising the right to know or the right to delete with respect to your personal information, we follow procedures to verify your, or your agent's, identity. This process seeks to confirm that the person making a request is the person about whom we have collected personal information or that person's authorized agent. The verification process involves matching data points that you provide with your request against information about you we already have in our records and that we have determined to be reliable for purposes of verifying your identity. We will use information you provide in your completed request form to verify your identity, and we may request additional information if necessary to complete the verification process.

## **ADDITIONAL RIGHTS UNDER CALIFORNIA LAW**

### a) PSEA's Non-Discrimination Policy

Members have the right not to be subject to discriminatory treatment by PSEA for exercising their privacy rights under California Consumer Privacy Act, and PSEA will not discriminate on that basis. However, PSEA may charge a Member a different price or rate or provide a different level or quality of goods or services if the difference is reasonably related to the value provided to the Member by the Member's Personal Information. If PSEA does so, it will provide Members with any legally required notice.

### b) Your Right to Information About Disclosures of Personal Information for Direct Marketing Purposes

Under California law, Members can request information from us whether we have disclosed Personal Information to any third parties for the third parties' direct marketing purposes. We will not sell your Personal Information to, or share it with, third-party companies for their direct marketing purposes without your consent. Members desiring to request further information about our compliance with these laws or who have questions or concerns about our privacy practices and policies are welcome to contact us using the contact information below.

### c) Your 'Do Not Track' Browser Setting

The site does not collect personally identifiable information about your online activities over time and across third-party websites or online services. We do not currently respond to web browser "do not track" (DNT) signals or other mechanisms that indicate your preference for not having information collected over time and across different web sites following your visit to one of our sites. DNT is a preference you can set in your browser's settings to let the websites you visit, including the site, know that you do not want the sites collecting your personally identifiable information. If we do so in the future, we will describe how we do so in this Privacy Policy. You can also visit <https://allaboutdnt.com/> to learn more.

## **THIRD-PARTY LINKS AND SERVICES**

We provide links to third party websites operated by organizations not affiliated with PSEA. We do not disclose your Personal Information to organizations operating such linked third-party websites. We do not review or endorse, and are not responsible for, the privacy practices of these organizations. We encourage you to read the privacy policy of each and every website that you visit. This Privacy Policy applies solely to information collected by PSEA through the Services.

## **MINORS UNDER 16 YEARS OF AGE**

We respect the privacy of children. Our Services are not designed to attract an audience younger than sixteen (16), and we do not knowingly collect Personal Information from children under sixteen (16). If you are under the age of sixteen (16), you are not permitted to use our Services and should not send any information about yourself to us through the Services. Please contact us using the contact details below if you believe we may have collected information from your child under the age of sixteen (16), and we will work to delete it.

## **CHANGES TO THIS PRIVACY POLICY**

If we change this Privacy Policy, we will post those changes on this page and update this Privacy Policy modification date above. If we materially change this Privacy Policy in a way that affects how we use or disclose your personal data, we will provide a prominent notice of such changes and the effective date of the changes before making them.

## **FOR MORE INFORMATION**

For questions or concerns about PSEA's privacy policies and practices, please contact us at

Pacific Service Employees Association  
1390 Willow Pass Road Suite #240  
Concord, CA 94520  
Phone: (925) 246-6200  
Fax: (925) 246-6230  
Email: [J3Wz@pge.com](mailto:J3Wz@pge.com)