

Updated: December 15, 2019

## Categories of Personal Information Disclosed

In the preceding twelve months, we disclosed the personal information categories on this chart for the business purposes indicated. Where we shared the personal information with third parties, as defined in the CCPA, the category of the third party is indicated.

Category	Examples	Business Purpose for Disclosure
Identifiers	Real name, alias, postal address, email address, account name	To service providers and business partners for providing service contract or other products and services, responding to Plan Holder service requests, inquiries or complaints; detecting security incidents, protecting against malicious, deceptive, fraudulent, or illegal activity. Other audit or operational purposes.
Personal information described in California Customer Records statute (Cal. Civ. Code § 1798.80(e))	Name, signature, address, telephone number, service contract (Plan) number, credit card number, debit card number. "Personal information" does not include publicly available information that is lawfully made available to the general public from federal, state, or local government records.	To service providers and business partners for providing service contract or other products and services, responding to Plan Holder service requests, inquiries or complaints; detecting security incidents, protecting against malicious, deceptive, fraudulent, or illegal activity. Other audit or operational purposes.
Characteristics of protected classifications under California or federal law	Age (40 years or older), race, color, ancestry, national origin, citizenship, religions or creed, marital status, medical condition, physical or mental disability, sex (including gender, gender identity, gender expression, pregnancy or childbirth and related medical conditions), sexual orientation, veteran or military status, or genetic information (including familial genetic information).	To service providers in the provision of service.
Commercial Information	Records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies.	Real Estate Professionals
Biometric information	Physiological, genetic, or behavioral characteristics, imagery of the iris, retina, fingerprint, face print, voiceprint, handprint, keystroke patterns, gait	Not collected.



	patterns, other physical patterns involving sleep, health or exercise data.	
Internet or other electronic network activity	Browsing history, search history, information about a consumer's interaction with a website, application, or advertisement.	To provide access to certain online services. To understand the interests of visitors to our online services, to support certain features of our site, for navigation and to display certain features more effectively. Detecting security incidents, protecting against malicious, deceptive, fraudulent, or illegal activity. Other audit or operational purposes.
Geolocation data	Geographic tracking data, physical location and movements	Detecting security incidents, protecting against malicious, deceptive, fraudulent, or illegal activity.
Sensory data	Audio voice recordings.	To telephone system technical partners for training, quality assurance, or telephone system enhancement purposes.
Professional or employment related information	Current or past employment history, performance evaluations, disciplinary records, investigations, awards, earnings, compensation and payroll records, benefit records, employment application, resume, background checks, contracts and agreements or termination records, leave documentation, medical records or workers compensation records.	Of employees, for operational and audit purposes.  Of Plan Holders, for provision of service.
Nonpublic Education information	Education records directly related to a student maintained by an educational institution or party acting on its behalf, such as grades, transcripts, class list, student schedules, student identification codes, student financial information, or student disciplinary records.	Not collected.
Inferences from other personal information to create a profile of a person	A person's preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities and aptitudes.	Of employees for, operational and audit purposes; of Real Estate Professionals for Marketing purposes; of Service Providers for servicer data.