

# **Privacy Policy**

Effective as of September 22, 2025.

**California Notice at Collection/State Law Privacy Rights**: See the State law privacy rights section below for important information about your rights under applicable state privacy laws.

Mission Produce, Inc. and our subsidiaries and affiliates ("Mission Produce," "we", "us" or "our") is a global leader in the produce industry. This Privacy Policy describes how Mission Produce processes personal information that we collect through our digital or online properties or services that link to this Privacy Policy (including as applicable, our website, mobile application, and social media pages) as well as our marketing activities and other activities described in this Privacy Policy (collectively, the "Service")). Mission Produce may provide additional or supplemental privacy policies to individuals for specific products or services that we offer at the time we collect personal information. For example, job applicants can find our Global Job Applicant Privacy Policy here.

Our websites, products and services are designed for produce growers, distributors, and other enterprise customers and their representatives. We do not offer products or services for use by individuals for their personal, family or household purposes. Accordingly, we treat all personal information we collect as pertaining to individuals in their capacities as representatives of the relevant enterprise and not their individual capacities.

**NOTICE TO USERS OUTSIDE OF THE UNITED STATES:** Please see the Notice to Users Outside of the United States section for additional information for individuals located outside of the United States, including in the European Economic Area or United Kingdom (which we refer to as "**Europe**", and "**European**" should be understood accordingly) below.

You can download a printable copy of this Privacy Policy here.

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### Personal information we collect

Information you provide to us. Personal information you may provide to us through the Service or otherwise includes:

- Contact data, such as your first and last name, email address, address, and phone and fax number
- Professional or employment-related information, professional title and company name.
- **Demographic data**, such as your city, state, country of residence, and postal code.
- **Communications data** based on our exchanges with you, including when you contact us through the Service, social media, or otherwise.
- Marketing data, such as your preferences for receiving our marketing communications and details about your engagement with them.
- User-generated content data, such as comments, questions, messages, and other content or information that you generate, transmit, or otherwise make available on the Service, as well as associated metadata. Metadata includes information on how, when, where and by whom a piece of content was collected and how that content has been formatted or edited. Metadata also includes information that users can add or can have added to their content, such as keywords, geographical or location information, and other similar data.
- Other data not specifically listed here, which we will use as described in this Privacy Policy or as otherwise disclosed at the time of collection.

Third-party sources. We may combine personal information we receive from you with personal information falling within one of the categories identified above that we obtain from other sources, such as:

- **Public sources,** such as government agencies, public records, social media platforms, and other publicly available sources.
- **Data providers,** such as information services and data licensors.
- **Partners**, such marketing partners and event co-sponsors.
- Customers
- Service providers that provide services on our behalf or help us operate the Service or our business.
- Business transaction partners, such as those with whom we may be engaged in an actual or prospective business transaction. For example, we may receive your personal information from an entity we acquire or are acquired by, a successor, or assignee or any party involved in a business transaction such as a merger,

acquisition, sale of assets, or similar transaction, and/or in the context of an insolvency, bankruptcy, or receivership.

**Automatic data collection.** We, our service providers, and our business partners may automatically log information about you, your computer or mobile device, and your interaction over time with the Service, our communications and other online services, such as:

- **Device data**, such as your computer or mobile device's operating system type and version, manufacturer and model, browser type, screen resolution, RAM and disk size, CPU usage, device type (e.g., phone, tablet), IP address, unique identifiers (including identifiers used for advertising purposes), language settings, mobile device carrier, radio/network information (e.g., Wi-Fi, LTE, 3G), and general location information such as city, state or geographic area.
- Online activity data, such as pages or screens you viewed, how long you spent on a page or screen, the website you visited before browsing to the Service, navigation paths between pages or screens, information about your activity on a page or screen, access times and duration of access, and whether you have opened our emails or clicked links within them.
- Communication interaction data such as your interactions with our email, text or other communications (e.g., whether you open and/or forward emails) we may do this through use of pixel tags (which are also known as clear GIFs), which may be embedded invisibly in our emails.

For more information concerning our automatic collection of data, please see the Tracking technologies section below.

## **Tracking & Other Technologies**

**Cookies and other technologies**. Some of our automatic data collection is facilitated by cookies and other technologies. For more information, see our Cookie Policy. We will also store a record of your preferences in respect of the use of these technologies in connection with the Service. For information concerning your choices with respect to the use of tracking technologies, **click here** or see the Change your consent section of our Cookie Policy.

## How we use your personal information

We may use your personal information for the following purposes or as otherwise described at the time of collection:

**Service delivery and operations.** We may use your personal information to:

- provide the Service;
- enable security features of the Service and authenticate you;
- communicate with you about the Service; and
- provide support for the Service, and respond to your requests, questions and feedback.

**Service personalization**, which may include using your personal information to:

- understand your needs and interests;
- personalize your experience with the Service and our Service-related communications; and

• remember your selections and preferences as you navigate webpages.

**Service improvement and analytics.** We may use your personal information to analyze your usage of the Service, improve the Service, improve the rest of our business, help us understand user activity on the Service, including which pages are most and least visited and how visitors move around the Service, as well as user interactions with our emails, and to develop new products and services. For more information on analytics, see our Cookie Policy. For example, we use Google Analytics for this purpose. You can learn more about Google Analytics and how to prevent the use of Google Analytics relating to your use of our sites here: https://tools.google.com/dlpage/gaoptout?hl=en.

**Marketing and advertising.** We, our service providers and our third-party advertising partners may collect and use your personal information for marketing and advertising purposes:

- Market research. We may contact you for market research purposes, including by email, phone, fax or mail.
- **Direct marketing.** We may send you direct marketing communications and may personalize these messages based on your needs and interests. You may opt-out of our marketing communications as described in the Opt-out of marketing section below.
- Interest-based advertising. We, our service providers, and third-party advertising partners may use cookies and other technologies to collect information about your interaction (including the data described in the automatic data collection section above) with the Service, our communications and other online services over time, and use that information to serve online ads that we or they think will interest you. This is called interest-based advertising. We may also share information about our users with these companies to facilitate interest-based advertising to those or similar users on other online platforms. You can learn more about your choices for limiting interest-based advertising in the Change your consent section of our Cookie Policy.

Compliance and protection. We may use your personal information to:

- comply with applicable laws, reporting requirements, lawful requests, and legal process, such as to respond to subpoenas, investigations or requests from government authorities;
- protect our, your or others' rights, privacy, safety or property (including by making and defending legal claims);
- audit our internal processes for compliance with legal and contractual requirements or our internal policies;
- enforce the terms and conditions that govern the Service; and
- prevent, identify, investigate and deter fraudulent, harmful, unauthorized, unethical or illegal activity, including cyberattacks and identity theft.

**Data sharing in the context of corporate events,** we may share certain personal information in the context of actual or prospective corporate events – for more information, see How we share your personal information, below.

To create aggregated, de-identified and/or anonymized data. We may create aggregated, de-identified and/or anonymized data from your personal information and other individuals whose personal information we collect. We make personal information into de-identified and/or anonymized data by removing information that makes the data identifiable to you and we will not attempt to reidentify any such data. We may use this aggregated, de-identified and/or anonymized data and share it with third parties for our lawful business purposes, including to analyze and improve the Service and promote our business.

**Further uses**, in some cases, we may use your personal information for further uses, in which case we will ask for your consent to use your personal information for those further purposes if they are not compatible with the initial purpose for which information was collected.

#### Retention

We generally retain personal information to fulfill the purposes for which we collected it, including for the purposes of satisfying any legal, accounting, or reporting requirements, to establish or defend legal claims, or for fraud prevention purposes. To determine the appropriate retention period for personal information, we may consider factors such as the amount, nature, and sensitivity of the personal information, the potential risk of harm from unauthorized use or disclosure of your personal information, the purposes for which we process your personal information and whether we can achieve those purposes through other means, and the applicable legal requirements.

When we determine in our discretion that we no longer require the personal information we have collected about you, we may either delete it, anonymize it, or isolate it from further processing.

## How we share your personal information

We may share your personal information with the following parties (or as otherwise described in this Privacy Policy, in other applicable notices, or at the time of collection).

**Affiliates.** Our corporate parent, subsidiaries, and affiliates.

**Service providers.** Third parties that provide services on our behalf or help us operate the Service or our business (such as hosting, information technology, customer support, email delivery, marketing, consumer research and website analytics).

**Advertising partners.** Third-party advertising companies for the interest-based advertising purposes described above.

**Third parties designated by you.** We may share your personal information with third parties where you have instructed us or provided your consent to do so.

**Partners.** Third parties with whom we partner, including parties with whom we co-sponsor events or promotions, with whom we jointly offer products or services, or whose products or services may be of interest to you.

**Professional advisors.** Professional advisors, such as lawyers, auditors, bankers and insurers, where necessary in the course of the professional services that they render to us.

**Authorities and others.** Law enforcement, government authorities, and private parties, as we believe in good faith to be necessary or appropriate for the Compliance and protection purposes described above.

**Business transferees**. We may disclose personal information in the context of actual or prospective business transactions (*e.g.*, investments in Mission Produce, financing of Mission Produce, public stock offerings, or the sale, transfer or merger of all or part of our business, assets or shares). For example, we may need to share certain personal information with prospective counterparties and their advisers. We may also disclose your personal

information to an acquirer, successor, or assignee of Mission Produce as part of any merger, acquisition, sale of assets, or similar transaction, and/or in the event of an insolvency, bankruptcy, or receivership in which personal information is transferred to one or more third parties as one of our business assets.

### Your choices

In this section, we describe the rights and choices available to all users. Users who are located in California, and Europe can find additional information about their rights below.

**Opt-out of communications.** You may opt-out of marketing-related emails by following the opt-out or unsubscribe instructions at the bottom of the email, or by contacting us. Please note that if you choose to opt-out of marketing-related emails, you may continue to receive service-related and other non-marketing emails.

**Cookies and other technologies**. For information about cookies and other technologies employed by the Service and how to control them, see our Cookie Policy.

**Blocking images/clear gifs:** Most browsers and devices allow you to configure your device to prevent images from loading. To do this, follow the instructions in your particular browser or device settings.

**Do Not Track.** Some Internet browsers may be configured to send "Do Not Track" signals to the online services that you visit. We currently do not respond to "Do Not Track" signals. To find out more about "Do Not Track," please visit http://www.allaboutdnt.com.

**Declining to provide information.** We need to collect personal information to provide certain services. If you do not provide the information we identify as required or mandatory, we may not be able to provide those services.

### Other sites and services

The Service may contain links to websites, mobile applications, and other online services operated by third parties. In addition, our content may be integrated into web pages or other online services that are not associated with us. These links and integrations are not an endorsement of, or representation that we are affiliated with, any third party. We do not control websites, mobile applications or online services operated by third parties, and we are not responsible for their actions. We encourage you to read the privacy policies of the other websites, mobile applications and online services you use.

## Security

We employ technical, organizational and physical safeguards designed to protect the personal information we collect. However, security risk is inherent in all internet and information technologies and we cannot guarantee the security of your personal information.

### International data transfers

We are headquartered in the United States and may use service providers that operate in other countries. Your personal information may be transferred to the United States or other locations where privacy laws may not be as protective as those in your state, province, or country.

Users outside of the United States, including those in Europe, should read the important information provided below about transfer of personal information to the United States.

### **Children**

The Service is not intended for use by anyone under 18 years of age. If you are a parent or guardian of a child from whom you believe we have collected personal information in a manner prohibited by law, please contact us using the How to contact us section below. If we learn that we have collected personal information through the Service from a child without the consent of the child's parent or guardian as required by law, we will comply with applicable legal requirements to delete the information.

## **Changes to this Privacy Policy**

We reserve the right to modify this Privacy Policy at any time. If we make material changes to this Privacy Policy, we will notify you by updating the date of this Privacy Policy and posting it on the Service or other appropriate means. Any modifications to this Privacy Policy will be effective upon our posting the modified version (or as otherwise indicated at the time of posting). In all cases, your use of the Service after the effective date of any modified Privacy Policy indicates your acknowledging that the modified Privacy Policy applies to your interactions with the Service and our business.

#### How to contact us

• **Email**: Privacy@MissionProduce.com

Mail: Mission Produce, 2710 Camino Del Sol, Oxnard, CA 93030

• **Phone**: 805-981-3650

## State privacy rights notice

Except as otherwise provided, this section applies to residents of California and other states to the extent they have privacy laws applicable to us that grant their residents the rights described below (collectively the "**State Privacy Laws**").

This section describes how we collect, use, and share Personal Information of residents of these states and the rights these users may have with respect to their Personal Information to the extent they have privacy laws applicable to us. Please note that not all rights listed below may be afforded to all users. In addition, we may not be able to process your request if you do not provide us with sufficient detail to allow us to confirm your identity or understand and respond to it.

For purposes of this section, the term "**Personal Information**" has the meaning given to "personal data", "personal information" or other similar terms and "**Sensitive Personal Information**" has the meaning given to "sensitive personal information," "sensitive data", or other similar terms in the State Privacy Laws, except that in neither case does such term include information exempted from the scope of the State Privacy Laws. In some cases, we may provide a different privacy notice to certain categories of residents of these states, such as job applicants, in which case that notice will apply instead of this section.

**Your privacy rights.** The State Privacy Laws may provide residents with some or all of the rights listed below to the extent they have privacy laws applicable to us. However, these rights are not absolute and some State Privacy Laws do not provide these rights to their residents. Therefore, we may decline your request in certain cases as permitted by law.

- **Information.** You can request the following information about how we have collected and used your Personal Information:
  - The categories of Personal Information that we have collected.
  - The categories of sources from which we collected Personal Information.
  - The business or commercial purpose for collecting and/or selling Personal Information.
  - The categories of third parties with which we share Personal Information.
  - The categories of Personal Information that we sold or disclosed for a business purpose.
  - The categories of third parties to whom the Personal Information was sold or disclosed for a business purpose.
- Access. You can request a copy of the Personal Information that we have collected about you.
- **Appeal.** You can appeal our denial of any request validly submitted.
- Correction. You can ask us to correct inaccurate Personal Information that we have collected about you.
- **Deletion.** You can ask us to delete the Personal Information that we have collected from you.
- Opt-out.
  - **Opt-out of certain processing for targeted advertising purposes.** We may process Personal Information for targeted advertising purposes. You can opt-out of certain processing of personal information for targeted advertising purposes.
  - Opt-out of profiling/automated decision making. We do not use your Personal Information to engage in profiling or to perform automated decision-making that results in significant financial impacts, significant impacts on housing, education, employment, health care, or criminal justice, or similarly significant impacts.
  - Opt-out of other sales of personal data. You can opt-out of other sales of your Personal Information.
- **Sensitive Personal Information**. We do not intentionally collect or process Sensitive Personal Information.
- **Nondiscrimination.** You are entitled to exercise the rights described above free from discrimination as prohibited by the State Privacy Laws.

**Exercising your right to information/know, access, appeal, correction, and deletion.** You may submit requests to exercise your right to information/know, access, appeal, correction, or deletion by **completing this form**, calling us at 1-805-981-3650, or via email to Privacy@MissionProduce.com.

Exercising your right to opt-out of the "sale" or "sharing" of your Personal Information. While we do not sell personal information for money, like many companies, we use tracking technology services that help deliver interest-based ads to you as described above. The State Privacy Laws may classify our use of some of these services as "selling" or "sharing" your Personal Information with the advertising partners that provide the services. You opt-out of tracking for targeted advertising purposes or other "sales" or "sharing" of Personal Information by opting out of cookies here. You may also opt-out of "sales" or "sharing" of Personal Information by setting your preference for your browser using the Global Privacy Control (GPC). Note that GPC is a browser-level tool that we recognize and treat as a request to opt-out of "selling" and "sharing." GPC is not available on all browsers.

**Verification of Identity; Authorized agents.** We may need to verify your identity in order to process your information/know, access, appeal, correction, or deletion requests and reserve the right to confirm your residency. To verify your identity, we may require government identification, a declaration under penalty of perjury, or other information, where permitted by law.

Under some State Privacy Laws, you may enable an authorized agent to make a request on your behalf. However, we may need to verify your authorized agent's identity and authority to act on your behalf. We may require a copy of a valid power of attorney given to your authorized agent pursuant to applicable law. If you have not provided your agent with such a power of attorney, we may ask you to take additional steps permitted by law to verify that your request is authorized, such as by providing your agent with written and signed permission to exercise your State Privacy Laws rights on your behalf, the information we request to verify your identity, and confirmation that you have given the authorized agent permission to submit the request.

**Personal information that we collect, use and disclose.** We have summarized the Personal Information we collect, the purposes for which we collect it and the third parties to whom we may disclose it by reference below to both the categories defined in the "Personal information we collect" section of this Privacy Policy above and the categories of Personal Information specified in the CCPA (Cal. Civ. Code §1798.140). This chart describes our practices currently and during the 12 months preceding the effective date of this Privacy Policy. Information you voluntarily provide to us, such as in free-form webforms, may contain other categories of personal information not described below.

| Categories of Personal Information ("PI") we collect | CCPA statutory<br>category                     | Purposes   | Categories of third<br>parties to whom we<br>"disclose" PI for a<br>business purpose | Categories of<br>third parties to<br>whom we "sell"<br>or "share" PI |
|--|--|--|--|--|
| Contact data   | Identifiers                                    | See the purposes described in the section "How we use your personal information" | See recipients described in the section "How we share your personal information"     | Advertising partners   |
| Professional or employment-related information       | Professional or employment-related information | See the purposes described in the section "How we use your personal information" | See recipients described in the section "How we share your personal information"     | Advertising partners   |
| Demographic data                                     | Identifiers                                    | See the purposes described in the section "How we use your personal information" | See recipients described in the section "How we share your personal information"     | Advertising partners   |

| Communications<br>data         | Identifiers, Commercial Information and Internet or other electronic network activity | See the purposes described in the section "How we use your personal information" | See recipients described in the section "How we share your personal information" | Advertising partners |
|--------------------------------|---|--|--|----------------------|
| Marketing data                 | Identifiers, Commercial Information and Internet or other electronic network activity | See the purposes described in the section "How we use your personal information" | See recipients described in the section "How we share your personal information" | Advertising partners |
| User-generated<br>content data | Identifiers, Commercial Information and Internet or other electronic network activity | See the purposes described in the section "How we use your personal information" | See recipients described in the section "How we share your personal information" | Advertising partners |

**Additional information for Nevada residents.** Nevada residents have the right to opt-out of the sale of certain personal information for monetary consideration. We do not currently engage in such sales.

**Contact Us.** If you have questions or concerns about our privacy policies or information practices, please contact us using the contact details set forth in the How to contact us section above.

### Notice to Users Outside of the United States

#### General

Where this Notice to Users Outside of the United States applies. The information provided in this "Notice to Users Outside of the United States" section applies only to individuals located in jurisdictions outside of the United States, including in the United Kingdom and the European Economic Area (i.e., "Europe" as defined at the top of this Privacy Policy).

Personal information. References to "personal information" in this Privacy Policy should be understood to include a reference to "personal data" (as defined in the GDPR or other applicable law data protection law) – i.e., information about individuals from they are either directly identified or can be identified.

**Controller.** Mission Produce is the controller in respect of the processing of your personal information covered by this Privacy Policy for purposes of applicable data protection legislation (e.g., the EU GDPR and the so-called 'UK GDPR' (as and where applicable, the "GDPR")). See the How to contact us section above for our contact details.

#### Our legal bases for processing

In respect of each of the purposes for which we use your personal information, certain local laws may require us to ensure that we have a "legal basis" for that use.

Our legal bases for processing your personal information described in this Privacy Policy are listed below.

- Where we need to perform a contract, we are about to enter into or have entered into with you ("Contractual Necessity").
- Where it is necessary for our legitimate interests and your interests and fundamental rights do not override those interests ("**Legitimate Interests**"). More detail about the specific legitimate interests pursued in respect of each Purpose we use your personal information for is set out in the table below.
- Where we need to comply with a legal or regulatory obligation ("Compliance with Law").
- Where we have your specific consent to carry out the processing for the Purpose in question ("Consent"), or where other legal bases are not provided under the applicable data protection law.

We have set out below, in a table format, the legal bases we rely on in respect of the relevant Purposes for which we use your personal information – for more information on these Purposes and the data types involved, see 'How we use your personal information'

| Purpose  | Categories of personal information involved   | Legal basis  |
|--|---|--|
| Service delivery and operations                                | <ul> <li>Contact data</li> <li>Demographic data</li> <li>Communications data</li> <li>User-generated content data</li> <li>Device data</li> </ul>     | • Contractual Necessity  |
| Service personalization and Services improvement and analytics | <ul> <li>Contact data</li> <li>Demographic data</li> <li>Device data</li> <li>Online activity data</li> <li>Communication interaction data</li> </ul> | <ul> <li>Legitimate Interests. We have a legitimate interest in providing you with a good service, which is personalised to you and that remembers your selections and preferences.</li> <li>Consent, in respect of any optional cookies used for this purpose.</li> </ul> |

| Marketing and advertising                                   | <ul> <li>Contact data</li> <li>Demographic data,</li> <li>Communications data</li> <li>Marketing data</li> <li>Communication interaction data</li> <li>Device data</li> <li>Online activity data</li> </ul> | <ul> <li>Legitimate Interests. We have a legitimate interest in promoting our operations and goals as an organisation and sending marketing communications for that purpose.</li> <li>Consent, in circumstances or in jurisdictions where consent is required under applicable data protection laws to the sending of any given marketing communications.</li> </ul>   |
|---|---|--|
| Service<br>improvement and<br>analytics                     | <ul><li>Demographic data</li><li>Device data</li><li>Online activity data</li></ul>   | • Consent.   |
| Compliance and protection                                   | Contact data     Demographic data   | <ul> <li>Compliance with Law.</li> <li>Legitimate interest. Where Compliance with Law is not applicable, we and any relevant third parties have a legitimate interest in participating in, supporting, and following legal process and requests, including through co-operation with authorities. We and any relevant third parties may also have a legitimate interest of ensuring the protection, maintenance, and enforcement of our and their rights, property, and/or safety.</li> </ul>                    |
| Events  | Any and all data     types relevant in the     circumstances  | • Legitimate interest. We and any relevant third parties have a legitimate interest in providing information to relevant third parties who are involved in an actual or prospective corporate event (including to enable them to investigate – and, where relevant, to continue to operate – all or relevant part(s) of our operations). However, we would always look to take steps to minimize the amount and sensitivity of any personal information shared in these contexts where possible and appropriate. |
| To create aggregated, de- identified and/or anonymized data | Any and all data     types relevant in the     circumstances  | • Legitimate interest. We have legitimate interest, and believe it is also in your interests, that we are able to take steps to ensure that our Services operate as intended.  |

| Further uses | Any and all data     types relevant in the     circumstances | <ul> <li>The original legal basis relied upon, if the relevant further use is compatible with the initial purpose for which the Personal Information was collected.</li> <li>Consent, if the relevant further use is not compatible with the initial purpose for which the personal information was collected.</li> </ul> |
|--------------|--|---|
|--------------|--|---|

#### Other info

**No sensitive personal information.** We ask that you not provide us with any sensitive personal information (e.g., national insurance numbers, information related to racial or ethnic origin, political opinions, religion or other beliefs, health, biometrics or genetic characteristics, criminal background or trade union membership) on or through the services, or otherwise to us. If you provide us with any sensitive personal information to us when you use the services, you must consent to our processing and use of such sensitive personal information in accordance with this Privacy Policy. If you do not consent to our processing and use of such sensitive personal information, you must not submit such sensitive personal information through our services.

**No Automated Decision-Making and Profiling.** As part of the Service, we do not engage in automated decision-making and/or profiling, which produces legal or similarly significant effects.

#### Your rights

**General.** Local data protection laws, such as the GDPR and UK GDPR, may give you certain rights regarding your personal information. If you are located in Europe, you may ask us to take the following actions in relation to your personal information that we hold:

- Access. Provide you with information about our processing of your personal information and give you access to your personal information.
- **Correct.** Update or correct inaccuracies in your personal information.
- **Delete.** Delete your personal information where there is no good reason for us continuing to process it you also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Transfer**. Transfer a machine-readable copy of your personal information to you or a third party of your choice.
- **Restrict**. Restrict the processing of your personal information, for example if you want us to establish its accuracy or the reason for processing it.
- **Object.** Object to our processing of your personal information where we are relying on Legitimate Interests you also have the right to object where we are processing your personal information for direct marketing purposes.
- **Withdraw Consent**. When we use your personal information based on your consent, you have the right to withdraw that consent at any time.

**Exercising These Rights.** You may submit these requests to us via the How to contact us section above. We may request specific information from you to help us confirm your identity and process your request. Whether or not we are required to fulfill any request you make will depend on a number of factors (e.g., why and how we are processing your personal information), if we reject any request you may make (whether in whole or in part) we will let you know our grounds for doing so at the time, subject to any legal restrictions.

Your Right to Lodge a Complaint with your Supervisory Authority. In addition to your rights outlined above, if you are not satisfied with our response to a request you make, or how we process your personal information, you can make a complaint to the data protection regulator in your habitual place of residence.

- For users in the European Economic Area the contact information for the data protection regulator in your place of residence can be found here: https://edpb.europa.eu/about-edpb/board/members\_en
- For users in the UK the contact information for the UK data protection regulator is below: The Information Commissioner's Office

Water Lane, Wycliffe House

Wilmslow - Cheshire SK9 5AF

Tel. +44 303 123 1113

Website: https://ico.org.uk/make-a-complaint/

#### **Data Processing outside of your Jurisdiction**

We are a U.S.-based company and many of our service providers, advisers, partners or other recipients of data are also based in the U.S. This means that, if you use the Service, your personal information will necessarily be accessed and processed in the U.S. It may also be provided to recipients in other countries outside of your jurisdiction.

It is important to note that that the US is not the subject of an 'adequacy decision' under the European and certain other data protection regimes – basically, this means that the U.S. legal regime is not considered by relevant jurisdictions to provide an adequate level of protection for personal information, which is equivalent to that provided by the relevant jurisdiction's laws.

Where we share your personal information with third parties who are based outside of your jurisdiction, we try to ensure a similar degree of protection is afforded by making sure one of the following mechanisms is implemented:

- Transfers to territories with an adequacy decision. We may transfer your personal information to countries or territories whose laws have been deemed to provide an adequate level of protection for personal information by the relevant governmental body, such as the European Commission or UK Government (as and where applicable) (from time to time).
- Transfers to territories without an adequacy decision.
  - We may transfer your personal information to countries or territories whose laws have **not** been deemed to provide such an adequate level of protection (e.g., the U.S., see above).
  - However, in these cases:
    - we may use specific appropriate safeguards, which are designed to give personal information effectively the same protection it has in Europe for example, standard-form contracts approved by relevant authorise for this purpose; or

• in limited circumstances, we may rely on an exception, or 'derogation', which permits us to transfer your personal information to such country despite the absence of an 'adequacy decision' or 'appropriate safeguards' – for example, reliance on your explicit consent to that transfer.

European users may contact us if you want further information on the specific mechanism used by us when transferring your personal information out of Europe. Such users may have the right to receive a copy of the appropriate safeguards under which their personal information is transferred by contacting us via the How to contact us section above.