

SPECIAL NOTICE TO CALIFORNIA RESIDENTS

Under California Civil Code Section 1798.83, California residents have the right to request and receive from us, once per year and free of charge, information about the personal information we have disclosed (if any) to third parties for their marketing purposes during the previous calendar year, and a description of the categories of personal information shared. To make such a request, please send an email to customer.service@ef.com including the phrase "California Privacy Request" in the subject line, and provide us with your name, postal address and email address.

If you are a California resident under the age of 18, and a registered user of any site where this policy is posted, California Business and Professions Code Section 22581 permits you to request and obtain removal of content or information you have publicly posted. To make such a request, please send an email with a detailed description of the specific content or information to the email address listed below including the phrase "California Privacy Request" in the subject line. Please be aware that such a request does not ensure complete or comprehensive removal of the content or information you have posted and that there may be circumstances in which the law does not require or allow removal even if requested.

If you are a California resident, the California Consumer Protection Act ("CCPA") provides you with the following specific rights regarding your personal information that is subject to this Privacy Policy and this section explains how to exercise those rights. Please note that EF does not sell your personal information to third parties as defined under the CCPA.

- **Access to Specific Information and Data Portability Rights.** California residents have the right to request that we disclose certain information to you about our collection and use of your personal information over the past 12 months. Once we receive and confirm your verified consumer request, we will disclose to you: (i) the categories of personal information we collected about you; (ii) the categories of sources for the personal information we collected about you; (iii) our business or commercial purpose for collecting that personal information; (iv) the categories of third parties with whom we share that personal information; (v) the specific pieces of personal information we collected about you (also called a data portability request); (vi) if we sold or disclosed your personal information for a business purpose, two separate lists disclosing any sales (identifying the personal information categories that each category of recipient purchased) and disclosures for a business purpose (identifying the personal information categories that each category of recipient obtained).
- **Deletion Request Rights.** You have the right to request that we delete any of your personal information that we collected from you and retained, subject to certain exceptions. Once we receive and confirm your verified consumer request, we will delete (and direct any service providers to delete) your personal information from our records unless an exception applies, which may include but is not limited to information needed: (i) to complete the transaction for which we collected the personal information, provide a good or service that you requested, take actions reasonably anticipated within the context of our ongoing business relationship with you, or otherwise perform our contract with you; (ii) detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity, or prosecute those responsible for such activities; (iii) enable solely internal uses that are reasonable aligned with consumer expectations based on your relationship with us; (iv) comply with a legal obligation; and (v) make other internal and lawful uses of that information that are compatible with the context in which you provided it.
- **Exercising Access, Data Portability, and Deletion Rights.** To exercise the access, data portability, and deletion rights above, please submit a verifiable consumer request to us here: <https://corporate.ef.com/customerservice/contactus/inschool>

Only you or a person registered with the California Secretary of State that you authorize to act on your behalf, may make a verified consumer request related to your personal information. You may also make a verifiable consumer request on behalf of your minor child.

You may only make a verifiable consumer request for access or data portability twice within a 12-month period. The verifiable consumer request must: (i) provide sufficient information that allows us to reasonably verify you are the person about whom we collected personal information or an authorized representative; and (ii) describe your request with sufficient detail that allows us properly to understand, evaluate, and respond to it. We cannot respond to your request or provide you with personal information if we cannot verify your identity or authority to make the request and confirm the personal information relates to you. Making a verifiable consumer request does not require you to create

an account with us. We will only use personal information provided in a verifiable consumer request to verify the requestor's identity or authority to make a request.

Response Timing and Format. We endeavor to respond to a verifiable consumer request within 45 days of its receipt. If we require more time (up to 90 days), we will inform you of the reason and extension period in writing. Any disclosures we provide will only cover the 12-month period preceding the verifiable consumer request's receipt. The response we provide will also explain the reasons we cannot comply with a request, if applicable. For data portability requests, we will select a format to provide your personal information that is readily useable and should allow you to transmit the information from one entity to another entity without issue. We do not charge a fee to process or respond to your verifiable consumer request unless it is excessive, repetitive, or manifestly unfounded. If we determine that the request warrants a fee, we will tell you why we made that decision and provide you with a cost estimate before completing your request.

Non-Discrimination. We will not discriminate against you for exercising any of your rights under the CCPA.