



Privacy Policy and Your California Privacy Rights

Effective Date: March 1, 2017

Emerald Textiles, LLC (“Emerald”) takes your privacy seriously. This privacy policy explains how we collect, use, and protect your personal information. This policy may be updated from time to time. Please check back periodically to review changes to the policy.

Emerald does not direct its website to children under the age of 13.

BY USING EMERALD’S WEBSITE, YOU AGREE TO THE TERMS OF THIS PRIVACY POLICY. IF YOU DO NOT AGREE TO THE TERMS OF THIS POLICY, DO NOT USE OUR WEBSITE AND DO NOT SHARE YOUR PERSONAL INFORMATION WITH US.

1. Information we collect. We receive and store personal information you provide to us when you contact us through our Contact Us page or sign up for an account on our Client Login page to access our lost and found portal. Categories of personal information we collect include your name, email address, and any other personal information you choose to share with us, including the subject matter of an inquiry through our Contact Us page, and voluntary information you provide to us in the Message portion of our Contact Us page. If you sign up for an account on our Client Login page to access our lost and found portal, in addition to the above we will also collect and store your account login information (account name and password), and thereafter provide you with access to our lost and found portal where you can identify and claim any items Emerald has recovered during its service that may belong to you or one of your clients.

We also collect non-personal information such as your IP address, URL, or other device identifiers for the computer, tablet, and/or mobile device you are using to access the Emerald website; the date and time you visited our website; your usage patterns; the browser, operating system, and software and/or versions of software you are using; the type of computer, tablet, and/or mobile device you are using; and information about the device you are using interacts with our system.

Emerald also uses cookies to collect some of the non-personal information that is processed by Google Analytics. Your use of our website indicates your consent to our use of cookies. If you do not want information to be collected through the use of cookies, your browser allows you to deny or accept the use of cookies. Cookies can be controlled by a setting on your web browser, tablet, or mobile device. If you choose to disable cookies, know that some of the features available on our website may not function properly.

2. How the information we collect is used and shared. The personal and non-personal information Emerald collects through its website is used internally to best deliver our services to you. We will use your personal information to communicate with you about your account by email; to respond to inquiries you make through our Contact Us page; to provide you with periodic email updates



if you choose to be added to our email list; or to communicate with you through the lost and found portal on the Client Login page. Non-personal information will be used to analyze how our website is functioning to permit troubleshooting; for software and hardware updates; to prevent malicious users and unsolicited electronic mail messages (SPAM); and to analyze website usage patterns.

Emerald will not sell, trade, or rent your personally identifiable information to third parties. If you wish to view, change, or delete the personal information you have provided to us, or opt-out or discontinue the receipt of emails we provide to you about our service, please contact our Privacy Policy agent Lisa Kendall at: lkendall@emeraldus.com.

3. Account Maintenance. If you are a hospital or medical provider, Emerald may provide you with access to the lost and found portal through the Client Login page for the purpose of identifying and claiming any items Emerald has recovered during its service that may belong to you or one of your clients. In order to be provided with an account to access the lost and found portal, you must first affirm that you are a current employee of a hospital or medical provider and will then be provided with a Client Login name and password through the “Client Login” page. If you are not a representative or a hospital or medical provider you will not be permitted to access the lost and found portal. Should you ever need to make changes to your account or delete your account in the lost and found portal, you can do so by contacting the lost and found administrator at: lostandfound@emeraldus.com.

4. Security. The personal and non-personal information we collect is stored on secure, password protected servers with our website administrator Ceatus Media Group. Information about Ceatus Media Group and their privacy practices can be found at: www.ceatus.com. Ceatus uses technology and commercially reasonable security practices to keep information stored on their servers secure. This includes encryption, firewalls, and Secure Socket Layers (SSL). However, no security system is impenetrable. Therefore, Emerald cannot make any guarantees about the security of your information.

When you sign up for an account in our lost and found portal, you will be provided with a username and password. Your password will be required to access your account from a computer, tablet, or mobile device. It is your responsibility to keep your password private and to prevent the unauthorized access to your account by choosing a unique password and signing out of the portal when it is not in use.

5. Links to Third-Party Websites and Providers. Emerald does not provide information about your account history with Emerald or accept payment for services through its website. However, you can link to third-party secure websites through our website, including Linen Master at <http://www.linenmaster.net/linenhelper.html> to view account history, reports, and usage information, and Authorize.net at www.authorize.net to make a secure payment for services provided to you by Emerald. Emerald also provides links to other third-party information sharing websites such as Facebook and other websites related to Emerald’s business and community partners. When you click on a link to a third-party website through our website, your interactions with the third-party website will be governed by the privacy policies of the third-party website whose information collection practices may



different than the privacy practices of Emerald. Thus, we suggest that you review each third-party's privacy policy upon visiting their website, and/or prior to providing any personally identifiable information to the third-party.

7. Changes to the Privacy Policy. Emerald may make changes to this Privacy Policy from time to time. Use of information is subject to the terms in the version of the Privacy Policy that was in effect at the time the information was provided to Emerald. Your continued use of our website following a change to the Privacy Policy indicates your consent to be bound by the amended Privacy Policy.

If you have questions about this Privacy Policy or any of Emerald's privacy practices, please contact us by sending an email to Lisa Kendall at lkendall@emeraldus.com. You may also contact us by telephone at: 619-330-7077, or by regular mail at:

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