

The California Privacy Rights Act of 2020, Cal. Civil Code § 1798.100 et seq., (“CPRA”) requires that Superlative RM (“SRM” or “we”) disclose the following information to you.

Categories of personal information we typically collect or use:

- a. Personal identifying information, like name, address and account number, as well as other identifying information, which we obtain from the consumer’s creditor, credit reports and other skip trace tools, and the consumer;
- b. Characteristics such as age, gender, etc., which we obtain from the consumer’s creditor and consumer’s credit report;
- c. Retail information, which we obtain from the consumer’s creditor and the consumer’s credit report;
- d. Commercial information, including records of personal property;
- e. Internet activity regarding online payments and account updates, which we collect if the consumer visits our website or payment portal;
- f. Geolocation data, which we obtain from process servers;
- g. Recordings, which are made when the consumer has a telephone conversation with us;
- h. Professional and employment related information, which we obtain from the consumer’s creditor, credit reporting agencies, the consumer, and other skip trace sources; and
- i. Educational information, which we obtain from the consumer’s creditor, credit reporting agencies, the consumer, and other skip trace sources.

Sensitive personal information may be found in any of the categories above if the information includes personal information that reveals: social security, driver’s license, state identification card, or passport number; account log-in, financial account, debit card or credit card number combined with any required security or access code, password or credentials allowing access to an account; precise geolocation; or contents of a consumer’s physical mail, email and text messages, except where we are the intended recipient of the communication.

SRM collects this information for the purposes of debt collection through third party service providers, maintaining or defending legal claims, and compliance with federal, state or local laws. We collect this information only as reasonably necessary and proportionate to achieve the purposes for which the personal information was collected or processed, or for another disclosed purpose that is compatible with the context in which the personal information was collected, and we will not further process the information in a manner that is incompatible with those purposes. We will not collect or use any additional categories of personal information or sensitive personal information for additional purposes incompatible with the disclosed purposes without first notifying you.

SRM will not sell or share your personal information or sensitive personal information. If in the future, we anticipate selling or sharing your personal information, we will provide you with the opt-out rights pursuant to California Privacy Laws.

SRM will determine the length of time necessary for maintaining each category of personal information by the following criteria: contractual agreements with our clients; applicable federal,

state and local laws; and the compatibility with the context in which the personal information was collected. We only intend to keep your personal information for as long as necessary consistent with these purposes, or as required by law.

To request this notice be provided in Spanish or in an alternative format, please call us at 1-888-441-4544.