

# California Privacy Notice

Policy Owner: General Counsel, North America

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## 1. Purpose / Objective of the Policy

In collecting, using, or disclosing Personal Information, Gate Gourmet, Inc. and its applicable subsidiaries and affiliates (collectively, “Gate”) will adhere to the obligations set out in this California Privacy Notice (“Notice”) and applicable local laws. Where there is a conflict between local law and this Notice, local law will apply.

## 2. Definitions and Abbreviations

The term “Personal Information” is defined by the *California Consumer Privacy Act of 2018* (“CCPA”), section 1798.140(o)(1) and refers to information that identifies, relates to, describes, references, is capable of being associated with, or could reasonably be linked to, directly or indirectly, a particular individual, consumer, or device. Personal Information does not include publicly available information from government records; deidentified or aggregated consumer information; or, information excluded from the CCPA’s scope.

We adopt this notice to comply with the CCPA and any terms defined in the CCPA have the same meaning when used in this Notice.

## 3. Associated Documents

- Data Privacy Policy (XV.0000.030.00003.002)

## 4. Scope of Application

This Notice applies solely to California residents who are 1) employees, directors, officers, or contractors (“Workers”) of Gate; 2) job applicants (“Applicants”); and, 3) passengers on airlines serviced by Gate (“Consumers”).

## 5. Information Collected & Used

### 5.1. Applicant

#### 5.1.1. Information Voluntarily Provided by Applicants

To apply for employment or to receive information from Gate about job openings, you may be asked to provide Personal Information. In particular, we collect the following Personal Information related to Applicants:

- name;
- contact information, including home address, home telephone, mobile telephone and email address;
- date of birth;

- signature;
- physical characteristics or description where necessary to determine eligibility for certain positions;
- tax identification or other government identification number (e.g. social security number, passport number, driver's license number);
- education history and results;
- bank account number or other financial information;
- medical information;
- eligibility or right to work;
- interest in employment opportunities;
- job specific questions that relate to your suitability for a particular position;
- work or employment history;
- information regarding potential conflict of interest issues; and
- information you provide to create security questions and validate your identity on our recruiting website ("**Recruiting Site**").

In some circumstances, Gate may ask individuals to self-identify certain Personal Information such as their ethnicity, gender, veteran status, and disability information. That information is voluntary and your decision to provide or withhold any of that information will not negatively impact whether or how Gate will consider you for employment.

### **5.1.2. How We Collect Personal Information from Applicants**

Gate obtains the Personal Information listed above through the following sources and methods:

- Directly from you. For example, from forms you fill out when you apply for a position at Gate.
- Indirectly from you. For example, from third party service providers like from third party vendors conducting background checks related to your eligibility for employment.

Please also see *Section 5.4 Cookies* below for a description of how cookies may collect your Personal Information if you apply for employment via our Recruiting Site.

### **5.1.3. Use of Personal Information - Applicants**

Any Personal Information collected will be used to:

- fulfill the reason you provided the information (e.g. enable you to express interest in and/or allow you to apply for employment within Gate, consider your candidacy for employment within Gate, etc.);
- comply with any applicable legal and regulatory requirements, which may include providing reports to government agencies and complying with law enforcement requests, court orders, or governmental regulations;
- verify your identity for security purposes, and ensure or enhance the security and functionality of Gate's electronic systems;
- populate your employee records in the event you are hired by Gate;
- provide support, personalize, and develop our Recruiting Site;

- conduct investigations and protect against fraud, violations of Gate policies, and illegal activities;
- defend against or prevent us from incurring liability to third parties; and,
- provide you with support and to respond to your inquiries, including to investigate and address your concerns and monitor and improve our responses.

## **5.2. Workers**

### **5.2.1. Information Voluntarily Provided by Workers**

As part of your working relationship with Gate, you will be asked to provide Personal Information. As part of Gate's normal course of business, the Personal Information we may have collected from Workers who are subject to this Notice includes the Personal Information listed in Section 5.1.1 and:

- Personal Information of your beneficiaries necessary to provide them with benefits such as health insurance;
- your opinion on colleagues, working conditions, career aspirations, and other Personal Information related to your working relationship with Gate and its clients and vendors;
- scheduling information;
- Personal Information related to workplace safety or accidents; and,
- benefit information.

Similar to Applicants, in some circumstances, Gate may ask individuals to self-identify certain Personal Information such as their ethnicity, gender, veteran status, and disability information. That information is voluntary and your decision to provide or withhold any of that information will not negatively impact your employment.

### **5.2.2. How We Collect Personal Information from Workers**

As part of your working relationship with Gate, when you interact with Gate and the resources provided to you by Gate, many of those resources will automatically collect Personal Information about you. As part of Gate's normal course of business, Gate obtains Worker Personal Information through the following sources and methods:

- Directly from you. For example, from forms you complete, and biometric data associated with your access to physical locations where Gate provides services;
- Indirectly from you. For example, from observing your actions, records of your use of Gate information technology (e.g. data regarding log-in times, application usage, email, web browsing activities, video conferencing data including where permitted recordings of these conferences, and mobile applications you use as part of your work for Gate), or from location-tracking enabled devices connected to Gate assets you may use as part of your employment-related activities;
- From independent third parties related to your eligibility for employment, or our ongoing management of our business; and,
- Other individuals as part of Gate's management, evaluation, training, and discipline processes.

Gate treats any Personal Information considered sensitive under applicable law in accordance with that applicable law. The collection and use of sensitive Personal Information will be limited to that which is strictly necessary for the purposes for which it was collected. Your consent will be obtained and limited to the processing of your sensitive Personal Information, unless otherwise permitted by applicable law.

### **5.2.3. Use of Personal Information – Workers**

In addition to the uses identified above in Section 5.1.3, any Personal Information collected from Workers will be used to:

- manage you as part of Gate’s workforce; and,
- evaluate or conduct a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of our assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding.

The Personal Information we collect is used only in ways that are compatible with the purposes described in this Notice and will not be used for materially different, unrelated, or incompatible purposes without providing you with notice. Gate takes commercially reasonable steps to ensure that the Personal Information is relevant to its intended use and is accurate, up-to-date, and complete.

## **5.3. Consumers**

### **5.3.1. Information Voluntarily Provided by Consumers**

We collect the following Personal Information related to Consumers:

- name;
- contact information, including home address, home telephone, mobile telephone and email address;
- signature (if applicable);
- commercial or transactional information, such as details about any purchases made with Gate and payment details used to make such purchase;
- information provided to create security questions and answers used to validate your identity;
- internet or other similar network activity, such as your interaction with our “point of sale” terminals which are connected to the internet;
- inferences drawn from other personal information, such as our understanding of your spending habits based on our review of transactions with us.

### **5.3.2. How We Collect Personal Information from Consumers**

Gate obtains the Personal Information listed above through the following sources and methods:

- Directly from you. For example, from forms you complete or products and services you purchase.

- Indirectly from you. For example, your purchases while in flight, or from your order for a special meal on the website of an airline in conjunction with your purchase of an airline ticket. Another example, is when you use our point-of-sale terminals, or you access services from us via a mobile device, a localized database may download on your device, store and periodically sync.
- From third party service providers like banks or credit card companies.

Please also see *Section 5.4 Cookies* below for detailed description of how information is collected via our technologies.

### 5.3.3. Use of Personal Information - Consumers

Any Personal Information collected will be used to:

- fulfill the reason you provided the information (e.g. if you share your name and contact information to request a special meal from an airline in conjunction with your purchase of an airline ticket, we will use that personal information to fulfill your request. If you provide your personal information to purchase a product or service, we will use that information to process your payment and facilitate delivery);
- comply with any applicable legal and regulatory requirements, which may include providing reports to government agencies and complying with law enforcement requests, court orders, or governmental regulations;
- provide support, personalize, and develop our websites;
- conduct investigations and protect against fraud and illegal activities;
- verify your identity for security purposes, and ensure or enhance the security and functionality of Gate's electronic systems, including our websites, products and services, databases and other technology assets, and prevent transactional fraud;
- defend against or prevent us from incurring liability to third parties;
- provide you with support and to respond to your inquiries, including to investigate and address your concerns and monitor and improve our responses;
- evaluate or conduct a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of our assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding.

### 5.4. Cookies

If you use our Recruiting Website, or access our services or products via a device (e.g. computer, laptop, smartphone, tablet), Gate also collects information related to your use of the website ("**Site**"). Gate monitors user traffic patterns throughout the Site according to a user's domain name, browser type, date and time of access and pages viewed. Web servers collect the domain names and other technical information associated with visitors to the site. This information is collected in order to measure the number of visitors to the Site and to determine which areas of the Site users find useful based upon the amount of traffic to particular areas. Gate uses this information to enhance users' experience at the Site and to better prepare future content based on the interests of users.



Cookies (or mobile cookies) are small text files sent to and stored on users' devices (e.g. computer, laptop, smartphone, tablet) that allow Sites to recognize repeat users, facilitate users' access to Sites, and allow Sites to compile aggregate data that will allow content improvements. If you access our services or products via your device, Gate may place electronic cookies in the browser files of your device. Cookies do not damage users' computers or files. Web beacons are transparent graphic images, often just the size of a single pixel, that allow Sites to track activity on the site.

Gate uses both cookies and web beacons on this Site to collect aggregate and anonymize usage data so that it can improve the functionality of the Site. Gate may also use cookies which can contain Personal Information to enhance your user experience. For example, the Site may permit you to select a language and/or geographic location preference, which will be stored for future visits.

This Site uses third-party cookies from Gate's service providers to manage your activity during a session. These cookies track sessions, user inputs, and user authentication. These service providers also use cookies to determine whether you navigated to this Site from an external one to track the effectiveness of external postings.

If you do not want cookies to be accessible by this Site, you may be able to adjust the settings on your browser program to deny or disable the use of cookies. However, if you refuse to accept cookies, you may be unable to access certain services. You can find additional information on cookies and web beacons at <http://www.allaboutcookies.org/>.

The major browsers have attempted to implement the draft "Do Not Track" ("DNT") standard of the World Wide Web Consortium ("W3C") in their latest releases. As this standard has not been finalized, this Site is not compatible with DNT.

## **6. Sharing of Personal Information**

### **6.1. Within Gate**

Gate is an international group of companies and operates with locations in many different jurisdictions. As such, we may transfer your information from one legal entity to another or from one jurisdiction to another in order to accomplish purposes listed in this Notice. We will transfer your Personal Information in a manner that is consistent with applicable legal requirements and require each Gate entity receiving your Personal Information to process such information in accordance with this Notice.

### **6.2. With Third Parties**

Gate may share your Personal Information outside of Gate to:

- service providers Gate has retained to perform services on its behalf;
- comply with legal obligations, including in response to a legitimate legal request from law enforcement authorities or other government regulators;
- maintain the security and integrity of our networks and systems;

- investigate suspected or actual illegal activity, and to prevent physical harm or financial loss;
- for Consumers, Gate customers (e.g. airlines) with whom a Consumer is travelling; and
- another company as part of a merger, divestiture, restructuring, reorganization, dissolution, or otherwise to support the sale or transfer of all or a portion of our business or assets (including through bankruptcy).

All service providers to Gate will use Personal Information only for the purposes identified in this Notice and will provide services under a contract which requires them to keep Personal Information confidential and restricts their use of Personal Information to that which is necessary to perform services on our behalf or to comply with legal requirements.

### 6.3. Sales of Personal Information

Gate does not and will not sell Personal Information to third parties as defined by the CCPA.

## 7. Your California Privacy Rights

The CCPA provides California consumers with specific rights regarding their Personal Information. This section describes your CCPA rights and explains how to exercise those rights.

### 7.1. Right to Know and Data Portability

You have the right to request that Gate disclose certain information to you about our collection and use of your Personal Information (“**Right to Know**”). Once we receive and confirm your verifiable consumer request, we will disclose to you as required by law:

- The categories of Personal Information we collected about you.
- The categories of sources for the Personal Information we collected about you.
- Our business or commercial purpose for collecting that Personal Information.
- The categories of third parties with whom we share that Personal Information.
- If we disclosed your Personal Information for a business purpose, the Personal Information categories that each category of recipient obtained.
- The specific pieces of Personal Information we collected about you (also called a data portability request).

Please understand that your Right to Know is not absolute. We may decline to fulfill your request for a Right to Know where permitted by the CCPA. Should we decline your request, we will provide you with a reason within forty-five days of your request.

## 7.2. Access & Correction

You have a right to access and correct Personal Information Gate holds about you.

For Applicants and Workers, to access or correct your Personal Information, log into your employee or job applicant profile and make any corrections or deletions required. You may also contact your HR representative at Gate if you are a Worker to exercise your right of access and correction.

For Consumers, to request correction of any Personal Information Gate processes about you, please contact us using one of the methods described in “Exercising California Privacy Rights” below.

## 7.3. Deletion

You have the right to request that we delete any of your Personal Information that we have collected from you and have retained, subject to certain exceptions (“**Right to Delete**”). Once we receive and confirm your verifiable consumer request, we will delete or deidentify (and direct our service providers to delete or deidentify) your Personal Information from our records, unless an exception applies.

We may deny your Right to Delete request if retaining the information is necessary for us or our service provider(s) for purposes including to:

1. 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.
2. Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity, or prosecute those responsible for such activities.
3. Debug products to identify and repair errors that impair existing intended functionality.
4. Exercise free speech, ensure the right of another consumer to exercise their free speech rights, or exercise another right provided for by law.
5. Comply with the *California Electronic Communications Privacy Act* (Cal. Penal Code § 1546 *et. seq.*).
6. Enable solely internal uses that are reasonably aligned with consumer expectations based on your relationship with us.
7. Comply with a legal obligation.
8. Make other internal and lawful uses of that information that are compatible with the context in which you provided it.

Please understand that your Right to Know is not absolute. We may decline to fulfill your request for a Right to Know where permitted by the CCPA. Should we decline your request, we will provide you with a reason within forty-five days of your request.

#### **7.4. Non-discrimination.**

If you are a California resident, California law does not permit Gate to discriminate against you because you exercised any your rights under this title, including, but not limited to, by: denying you access to goods or services; charging different prices or rates for goods or services, including through the use of discounts or other benefits or imposing penalties; providing a different level or quality of goods or services; suggesting that you will receive a different price or rate for goods or services or a different level or quality of goods or services.

#### **7.5. Safeguards**

Gate has in place physical, electronic and procedural safeguards appropriate to the sensitivity of the information we maintain. Safeguards will vary depending on the sensitivity, format, location, amount, distribution and storage of the Personal Information. They include physical, technical, and managerial measures to keep Personal Information protected from unauthorized access.

#### **7.6. Data Retention**

Gate retains Personal Information as is reasonably necessary to fulfill the purposes described in this Notice. Your Personal Information will be retained as is necessary to comply with legal requirements; establish, exercise, or defend legal or regulatory claims; and as permitted by applicable law.

Gate may also retain Personal Information for any additional period as required by applicable law or regulation, court, administrative or arbitration proceedings, or audit requirements.

#### **7.7. Designating an Authorized Agent**

California law permits California residents to designate an agent to manage their rights under California law. If you would like to designate an agent to manage your privacy preferences, you may do so using the mechanisms noted below under “Exercising California Privacy Rights”. We will also need sufficient Personal Information about your authorized agent to be able to identify them. As part of this process, you must have permission from your authorized agent to disclose their Personal Information to us for the purpose of acting as your agent.

#### **7.8. Exercising California Privacy Rights**

If you are a California resident and would like to exercise any of your rights, including the Right to Know and Right to Delete described above, or if you have any questions or comments about this Notice, the ways in which Gate collects and uses your information, your choices and rights regarding such use, or require this Notice in an alternative format, please submit a verifiable consumer request to us by either:

- Calling us toll-free at 844 961-1609
- Visiting us at <https://www.gategroup.com/en-gb/california-consumer-privacy-act>

- Emailing us at: [PrivacyNA@gategroup.com](mailto:PrivacyNA@gategroup.com)

You may also exercise your California Privacy rights by contacting us by using the contact particulars noted in the “Contact Gate” section below. You may only make a verifiable consumer request for access or data portability twice within a 12-month period. The verifiable consumer request must:

- **Provide sufficient information that allows us to reasonably verify you are the person about whom we collected Personal Information or an authorized representative.** Only you, or a person registered with the California Secretary of State that you authorize in writing to act on your behalf (designated representative/agent filed with the Secretary), may make a verifiable consumer request related to your Personal Information. Please note that you must verify your identity and authority related to your request before further action is taken. As a part of this process, government identification may be required. Making a verifiable consumer request does not require you to create an account with us. If you have authorized someone to make a consumer request for you, we will request proof of such authorization and/or a valid power of attorney, the requester’s valid government-issued identification, and the authorized agent’s valid government-issued identification. We will verify their identity before acting upon the request or releasing your information. You may also make a verifiable consumer request on behalf of your minor child.
- **Describe your request with sufficient detail that allows us to properly understand, evaluate, and respond to it.**

Please note that you can access, correct and/or delete some of your Personal Information by accessing the appropriate electronic resource such as Gate’s HR website for employees or the Recruiting Site for Applicants.

## 7.9. Response Timing and Format

We endeavor to respond to a verifiable consumer request within forty-five (45) days of its receipt. If we require more time (up to 45 days), we will inform you of the reason and extension period in writing. We will deliver our written response by mail or electronically, at your option. As noted earlier in this Policy, we may decline to comply with your request. The response we provide will also explain the reasons we cannot comply with a request, if applicable.

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.

## 8. Changes to this Notice

This Notice may be modified from time to time without prior notice. When we make changes to this Notice, we will post the updated Notice on the website and update the Notice’s Issue Date. We encourage you to review this Notice on a regular basis for any changes.

## 9. Contact Gate

If you have any comments or questions, including about Gate’s privacy practices in general, or wish to report a violation of the provisions of this Notice, please email [PrivacyNA@gategroup.com](mailto:PrivacyNA@gategroup.com), or write to the following address:

Gate Gourmet, Inc.  
ATTN: General Counsel, North America Legal Department  
11955 Democracy Drive, 17<sup>th</sup> Fl.  
Reston, Virginia 20190

## Annexes

### 1. Revision History

Version	Date	Author	Change Description
1	January 1, 2020	North America Legal	New document
2	March 1, 2021	North America Legal	Updated to reflect statutory updates
3	January 1, 2023	North America Legal	Updated to reflect statutory updates