

# **OCVIBE Privacy Policy**

When you visit our OCVIBE locations, use our services or purchase products from us, you are trusting us with your personal information. We appreciate your trust, and we work hard to continue to deserve it.

The purpose of this Privacy Policy is to help you understand the personal information we collect, why we collect it, and how you can update, manage, and delete your personal information.

**Last Updated and Effective:** January 3, 2025

# WHO WE ARE

OCVIBE refers to the OCVIBE family of commonly-owned affiliates. While our affiliates engage in a number of business activities and have different entity names, they all share the “an OCVIBE company” branding, and they all follow, and are covered by, this Privacy Policy.

The following is a list of all of the OCVIBE commonly-owned affiliates, as well as our locations and teams (collectively, “**OCVIBE**”, “**us**”, “**our**”, or “**we**”):

<p><u>OCVIBE companies</u></p>	<p>Anaheim Arena Management, LLC, an OCVIBE company</p> <p>Anaheim Ducks Hockey Club, LLC, an OCVIBE company</p> <p>Anaheim Real Estate Partners, LLC, an OCVIBE company</p> <p>ATCM, LLC, an OCVIBE company</p> <p>Grove of Anaheim, LLC, an OCVIBE company</p> <p>Katella Avenue Partners, LLC, an OCVIBE company</p> <p>OC Sports &amp; Entertainment, LLC, an OCVIBE company</p> <p>San Diego Gulls Hockey Club, LLC, an OCVIBE company</p> <p>OCVIBE Data, LLC</p> <p>OCVIBE Market Hall, LLC</p> <p>OCVIBE Technology Services, LLC</p> <p>OCVIBE Security, LLC</p>
<p><u>Locations, venues, and facilities</u></p>	<p>Anaheim Ducks Team Store</p> <p>Honda Center</p> <p>Grove of Anaheim</p> <p>ARTIC Train Station</p> <p>OCVIBE live entertainment district (coming 2026!)</p>
<p><u>Sports teams</u></p>	<p>Anaheim Ducks (National Hockey League)</p> <p>San Diego Gulls (American Hockey League)</p>

We offer a range of services and products to help you and other customers fully enjoy what we offer, including:

- Websites (i.e., [www.nhl.com/ducks](http://www.nhl.com/ducks); [www.hondacenter.com](http://www.hondacenter.com); [www.sandiegogulls.com](http://www.sandiegogulls.com); [www.ducksgoal.com](http://www.ducksgoal.com); [www.ducksscore.com](http://www.ducksscore.com); [www.wildwingskidclub.com](http://www.wildwingskidclub.com); [www.ducksdiehards.com](http://www.ducksdiehards.com); [www.anaheimteamstore.com](http://www.anaheimteamstore.com); [www.ocvibe.com](http://www.ocvibe.com); [www.citynationalgroveofanaheim.com](http://www.citynationalgroveofanaheim.com))
- Mobile applications or “apps” (i.e., Honda Center App, San Diego Gulls App);
- Sales of tickets and merchandise;
- Food and beverage services;
- Fan experience services, like special events and programs (i.e., Anaheim Ducks S.C.O.R.E., Anaheim Ducks G.O.A.L., Wild Wingers Kids Club) and tailored or individualized services;
- Wi-Fi and communications services;
- Customer support services; and
- Digital signs and displays.

You can use our services in a variety of ways to manage your privacy. Your privacy preferences for our services are explained below in the **Your Choices** section.

Please note that we do not own or operate some of the businesses that are located within certain OCVIBE locations. The practices described in this Privacy Policy do not apply to information gathered by these third-party businesses. For information on data third-party businesses collect, please review the privacy policies for those businesses. OCVIBE does not have control over, and is not responsible for, the data practices and privacy policies of third-party businesses.

## **ABOUT THIS POLICY**

### **When this policy applies**

You understand and acknowledge that when you use any of our services or visit an OCVIBE location, we will collect and use your personal information as described in this Privacy Policy.

This Privacy Policy does not apply to:

- The information practices of other companies and organizations that advertise our services;
- Services, products, or websites provided or offered by other companies or individuals; and
- Services, products, or websites displayed to you or linked from our services.

We have provided explanations, examples, and definitions for key terms to make the Privacy Policy easier to understand.

If you do not agree to the terms of this Privacy Policy, please do not use our services or visit an OCVIBE location. If you do not understand or have questions about this Privacy Policy, please [contact us](mailto:privacy@ocvibe.com) at [privacy@ocvibe.com](mailto:privacy@ocvibe.com) before using our services or visiting an OCVIBE location.

### **Changes to this policy**

We have the right to change this Privacy Policy from time to time by posting the changes here. If we make any changes to this Privacy Policy that are significant, we will provide you with notice by prominently posting on our website, emailing you, or both. Your use of our services or your visit to an

OCVIBE location after we have made changes to our Privacy Policy will mean that you have accepted those changes.

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## **PERSONAL INFORMATION WE COLLECT**

We collect some personal information when you use our services, buy our products, or visit an OCVIBE property.

We collect personal information to provide better products and services, and to improve your experience at OCVIBE — from giving you directions to your seats to providing you with ads or suggestions that will make your experience more enjoyable. The personal information we collect depends largely upon how you use our services, what you do while at OCVIBE, and how you manage your privacy controls.

When you are not signed into your OCVIBE account, or if you do not have a OCVIBE account, we store the personal information we collect using unique identifiers tied to the browser, application, or device you are using. This helps us maintain your preferences for the next time you use our services or visit OCVIBE, and ensure that our services function correctly.

When you are signed into your OCVIBE account, we store the information we collect with your account, which we treat as personal information.

### **Personal information you provide to us**

When you visit an OCVIBE location, create an OCVIBE account, sign up to receive our newsletter, participate in our sweepstakes or contests or fill out a form on one of our websites or apps, you provide us with personal information that may include your name, password, email address, physical address, birthdate and phone number. If you provide us with your phone number, it may be used for different purposes depending upon your settings. For example, your phone number may be used to contact you if you order food or drinks to your seat and the concierge is having difficulty locating you. You can also choose to add payment information and demographic information to your account. If you add a credit card or other payment method to your account, you can use it to buy things across our services, such as food or drinks from concession stands or restaurants or tickets to a game.

We may record or monitor any call or chat you have with us for quality control or training purposes, or to enforce our rights. When you visit OCVIBE, we may also record and monitor your activities using video, audio, and facial recognition or recording systems placed in various locations throughout OCVIBE.

We also collect the information you create, upload, or receive from others when using our services. This includes things you write and receive, such as posts, comments, photos, videos, and audio recordings.

When you apply for a job with us, you provide us with personal information that is typically found in a resume, including qualifications, certifications, age, gender, racial or ethnic origin, employment-related information, education history, Social Security number and other related information. We use some of

this information to determine your fitness for the job. Usually you will have provided the information we collect, but there may be situations where we collect personal information from other sources, including background checking agencies, recruitment agencies and academic institutions.

## Personal information we collect as you use our services

### **Your apps, browsers & devices**

We collect personal information about the apps, browsers, and devices you use to access our services, which helps us provide, maintain, and improve our services.

The personal information we collect includes unique identifiers, browser type and settings, device type and settings, operating system, mobile network information including carrier name and phone number, and application version number. We also collect personal information about the interaction of your apps, browsers, and devices with our services, including IP address, crash reports, system activity, and the date, time, and referrer URL of your request. We collect this personal information when your device contacts our servers — for example, when you install our app.

### **Your activity**

We collect personal information about your activity while using our services or visiting an OCVIBE location, which we use for purposes like recommending events or points of interest at OCVIBE you might like. The activity information we collect may include:

- Purchase activity;
- Events you attended;
- Time spent at venues or points of interest within OCVIBE;
- Views and interactions with content and ads;
- Video and audio information when you use video or audio features;
- People with whom you communicate or share content; and
- Activity on third-party sites and apps that use our services.

For example, we collect information about your interactions with ads so we can create de-identified, aggregated reports. We may provide these de-identified, aggregated reports to advertisers and tell them whether we served their ad on a page and whether the ad was likely seen by a viewer. We may also measure other interactions, such as how you move your mouse over an ad or if you interact with the page on which the ad appears.

### **Your location**

If your device or browser settings are enabled to share your location, we may collect personal information about your location when you visit an OCVIBE location or use our services like our various apps. This information helps us offer features like providing directions to your seat or letting you know which vendors are near you.

Your location can be determined with varying degrees of accuracy by:

- IP address and other device identifiers;

- GPS and other sensor data from your device; and
- Information about things near your device, such as Wi-Fi access points, cell towers, digital antennae systems and Bluetooth-enabled devices.

The types of location information we collect depends in part on your device and account settings. For example, most devices or apps allow you to turn off or disable tracking of your location in the settings for the device or app.

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Please note that the NHL.com/ducks/ website and the Anaheim Ducks mobile application are both hosted and operated by NHL Interactive CyberEnterprises, LLC and its affiliates (“NHL”). This means that the NHL also collects your personal information when you use any NHL.com website or NHL mobile application, including the Ducks’ website and app, through cookies and other means. We do not control the NHL and are not responsible for how the NHL treats your personal information. Please visit the NHL’s [privacy policy](#) and [cookie policy](#) for more information on the NHL’s data practices.

In some circumstances, we may collect personal information about you from third party or publicly available sources, or from our offline interactions with you. For example, we may collect personal information about you when you call our customer service number or visit OCVIBE.

Some of the information we obtain from you and from third party sources, in connection with conducting due diligence for employment, may be sensitive. For example, we may collect information relating to criminal convictions. We need this information to comply with know-your-counterparty policies and to otherwise assess risks in accordance with applicable law in the context of hiring you. We use various technologies to collect and store information, including cookies, pixel tags, local storage, such as browser web storage or application data caches, databases, and server logs. Our websites do not currently change the way they operate upon detection of “Do Not Track” or similar signals.

Please see the table at the end of this Privacy Policy for the categories of personal information we collect from consumers.

We may aggregate, anonymize, pseudonymize, or de-identify personal information to create non-personal information, which is information that does not personally identify you or cannot be reasonably linked to you.

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## **WHY WE COLLECT PERSONAL INFORMATION**

### **We use personal information to build better services and features**

We use the personal information we collect from all our services for the following purposes:

#### **Provide our services**

We use personal information to deliver and provide our services, like providing you with merchandise or tickets you purchased to an event.

## **Maintain and improve our services and OCVIBE**

We use personal information to ensure that our services and features are working properly, such as troubleshooting issues with the services or features at OCVIBE. We also use your personal information to improve our services and OCVIBE. For example, we use cookies to analyze how customers interact with our services. This may help us discover that it's taking people too long to complete a certain task or that they have trouble using certain features.

## **Develop new services and features**

We use the personal information we collect from existing services and features to help us develop new ones.

## **Provide personalized services, including content and ads**

We use your personal information to customize our services for you, including by providing you with personalized recommendations and content.

We may also show you personalized ads based on your activity, interests, use of our services, and location within OCVIBE. For example, if you have attended pop music concerts in the past, you may receive an email or push notification through our app about an upcoming pop music concert. We do not show you personalized ads based on sensitive categories, such as race or ethnicity.

## **Measure performance**

We use personal information for analytics and measurement to understand how our services are used. For example, we analyze personal information about your use of our services to do things like optimize our website and app design. We also use personal information in relation to the ads you interact with to help advertisers understand the performance of their ad campaigns. We use a variety of tools to do this, including Google Analytics.

Google Analytics uses cookies or other tracking technologies to help us analyze how users interact with and use our services. The technologies used by Google may collect information such as your IP address, time of visit, whether you are a return visitor, and any referring website or app. The information generated by Google Analytics will be transmitted to and stored by Google and will be subject to Google's [privacy policies](#). To learn more about Google's partner services and to learn how to opt out of tracking of analytics by Google [click here](#).

## **Communicate with you**

We use your personal information, like your email address and telephone number, to interact with you directly. For example, we may send you a notification to remind you about an upcoming event for which you have tickets, or to let you know about upcoming changes or improvements to our services. If you contact us, we will keep a record of your request in order to help solve any issues you might be facing.

## **Protect us, our customers, and the public**

We use personal information to help improve the safety and reliability of our services. This includes detecting, preventing, and responding to fraud, abuse, security risks, and technical issues that could

harm us, our customers, or the public. We also use personal information to defend, protect, or enforce our rights or applicable terms of use or service; to assist in the event of an emergency; and to comply with applicable law.

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We use different technologies to process your personal information for the purposes described above. We use automated systems that analyze data to provide you with personalized content and ads or other features tailored to how you use our services. We analyze data to help us detect abuse such as spam, malware, and illegal content. When we detect spam, malware, illegal content, and other forms of abuse on our systems in violation of our policies, we may disable your account or take other appropriate action. In certain circumstances, we may also report the violation to the appropriate authorities. We also use algorithms to analyze and recognize patterns in the information we collect.

We may combine the information we collect among our services and across your devices for the purposes described above. When we combine this information and associate it with you, we treat the combined information as personal information. Depending on your device, browser, and account settings, your activity on other websites and apps may be associated with your personal information to improve our services, OCVIBE, and the ads delivered by us.

If you are a job applicant, we will use your personal information as necessary to determine your fitness for the position applied for, to make any relevant adjustments during the recruitment process and for equal opportunity monitoring.

We may use non-personal information for any and all purposes, and we retain it for as long as we have a business need to do so.

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## **SHARING PERSONAL INFORMATION**

### **When you share your personal information using our services**

Some of our services let you publicly share personal information or share personal information with specific people. In both cases, you have control over how you share your information. For example, you may transfer or sell tickets to other people by using our apps. Please be mindful that whenever you share information publicly, the information you have shared may become accessible through internet searches.

### **When we share your personal information**

***We do not sell or rent personal information, and we do not share personal information with third parties for cross-context behavioral advertising purposes.*** We also do not share personal information with companies, organizations, or individuals outside of our partners and affiliates except in the following cases:

**To carry out the uses described in the Why We Collect Personal Information section**



We may share personal information with our third party service providers, suppliers, vendors, and trusted business partners, which may include IT service providers, financial institutions and payment providers, customer relationship management vendors, other cloud-based solutions providers, lawyers, accountants, auditors and other professional advisors. We require our vendors and advisers to ensure that they only process your personal information based on our instructions and in compliance with our Privacy Policy and any other security and confidentiality measures.

If you are a job applicant, in addition to the above, we may also share your personal information with our recruitment and HR support service providers and other professional advisors who assist with our hiring and recruitment process.

### **With your consent**

We may share your personal information with third parties when you have provided us with your consent.

### **For marketing and promotional projects**

We may share your personal information with our partners and sponsors to send you information about products and services you may like. We may also share usage information about our services, including searches, transactions, and profile information with our partners and sponsors for online advertisement purposes.

### **For law enforcement and legal reasons**

We may share personal information if we have a good-faith belief that access, use, preservation, or disclosure of the information is reasonably necessary to:

- Meet any applicable law, regulation, legal process, or enforceable governmental request;
- Enforce applicable Terms of Use, including investigation of potential violations;
- Detect, prevent, or otherwise address fraud, security, or technical issues; or
- Protect against harm to the rights, property or safety of us, our customers, or the public as required or permitted by law.

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We may also transfer or assign personal information as a result of, or in connection with, a sale, merger, consolidation, change in control, transfer of assets, bankruptcy, reorganization, or liquidation. If we are involved in defending a legal claim, we may disclose personal information that is relevant to the claim to third parties as a result of, or in connection with, the associated legal proceedings.

Please see the table at the end of this Privacy Policy for all of the categories of personal information we share.

We may share non-personal information as reasonably necessary to meet our business needs. For example, we may share non-personal information with publishers, advertisers, and other third parties to show trends about the general use of our services and attendance at OCVIBE locations.

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# KEEPING PERSONAL INFORMATION SECURE

## We build security into our services to protect your information

Our services are built with strong security features designed to continuously protect personal information. The insights we gain from maintaining our services help us detect and automatically block security threats from ever reaching you.

We exercise great care in providing secure transmission of personal information from your devices to our servers. We store the personal information we have collected in secure operating environments. Our security procedures mean that we may request proof of identity before we disclose your personal information to you. We try our best to safeguard personal information once we receive it, but please understand that no transmission of data over the Internet or any other public network can be guaranteed to be 100% secure.

If you suspect an unauthorized use or security breach of your personal information, please contact us at [privacy@ocvibe.com](mailto:privacy@ocvibe.com) as soon as possible.

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## YOUR CHOICES

### You have choices regarding the personal information we collect and how we use it

This section describes key controls for managing your privacy across our services.

#### **Access to your personal information**

You have the right to request that we disclose personal information that we collect, use, and disclose about you. You also have the right to not receive discriminatory treatment for exercising your access right. To submit a request or designate an authorized agent to make a request, please contact us through either our [online request portal](#), toll-free number at 888-914-9661 (PIN 583595), or at [privacy@ocvibe.com](mailto:privacy@ocvibe.com).

#### **Deleting your personal information**

You have the right to request that we delete your personal information, subject to some exceptions. Once we have received and confirmed your request, we will delete (and direct our service providers to delete) your personal information, unless an exception applies. When you request that your personal information be deleted, we follow a deletion process to make sure that the information is safely and completely removed from our servers or retained only in a de-identified or anonymized form. You have the right to not receive discriminatory treatment for exercising your deletion right. To submit a request or designate an authorized agent to make a request, please contact us through either our [online request portal](#), toll-free number at 888-914-9661 (PIN 583595), or at [privacy@ocvibe.com](mailto:privacy@ocvibe.com).

## **Correcting information or deactivating account**

The accuracy of the personal information we have about you is very important. You have the right to correct and update your personal information by directly accessing your account and profile information (if applicable). You may also request that we correct your information or that we deactivate your OCVIBE account by contacting us through either our [online request portal](#), toll-free number at 888-914-9661 (PIN 583595), or at [privacy@ocvibe.com](mailto:privacy@ocvibe.com). You have the right to not receive discriminatory treatment for exercising your correction right.

## **Limit use of sensitive personal information**

You have the right to request that we limit the use and disclosure of your sensitive personal information, subject to some exceptions, to the uses and disclosures necessary to perform the services requested. Once we have received and confirmed your request, we will limit the use and disclosure (and direct our service providers to limit the use and disclosure) of your sensitive personal information, unless an exception applies. You also have the right to not receive discriminatory treatment for exercising this right. To submit a request or designate an authorized agent to make a request, please contact us through either our [online request portal](#), toll-free number at 888-914-9661 (PIN 583595), or at [privacy@ocvibe.com](mailto:privacy@ocvibe.com).

## **Email communications**

If you provide us with your email address to receive communications, you can opt out of marketing emails at any time by following the instructions at the bottom of our emails. Please note that certain emails may be necessary for the operation of our services. You will continue to receive these emails, if appropriate, even if you unsubscribe from our options communications.

## **Calls and Texts**

If you provide us with your telephone number to receive communications, you can opt out of receiving calls or text messages at any time by simply asking us to stop or following the directions provided in our texts to you.

## **Cookies**

You can set your browser to automatically reject any cookies. However, please note that some of our services may not work properly if you reject cookies. Also, the offers we provide when you use our services may not be as relevant to you or tailored to your interests.

## **Network Advertising Initiative**

If you wish to minimize the amount of targeted advertising you receive, you can opt out of certain network advertising programs through the Network Advertising Initiative ("NAI") opt-out page. Please note that if you choose to opt-out you will still see advertisements while using our services. However, the advertisements you see may be less relevant to you. For more information or to opt-out, please visit <http://www.aboutads.info>.

## **Do Not Track**

Some devices and browsers support a “Do Not Track” feature, a setting which is used as a signal to services that you do not wish to be tracked across different websites or online services you visit. Please note that we cannot control how third-party websites or online services you visit through our websites respond to Do Not Track signals. Check the privacy policies of those third parties for more information.

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We will do our best to respond to requests received within 45 days. If we require more time, we will inform you of the reason in writing. Any responses we provide will only cover the 12-month period preceding the request. For data portability requests, we will select a format that is readily usable and should allow you to transmit the information to another entity. We do not charge a fee to process or respond to your request unless it is excessive, repetitive, or unfounded. If we need to charge a fee, we will tell you why and provide an estimate before completing your request.

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## RETAINING PERSONAL INFORMATION

We retain your personal information for different periods of time depending on what it is, why we collected it, how we use it, and how you configure your privacy preferences:

- Some data you can delete whenever you like, such as the content you create or upload.
- Other data is deleted, de-identified or anonymized automatically after a set period of time
- We keep some data until you delete your account, such as information about how often you use our services.
- Some data we retain for longer periods of time when necessary for legitimate business or legal purposes, including security, fraud and abuse detection, or financial record-keeping.

When you delete data or request that we delete data, we follow a deletion process to make sure that your personal information is safely and completely removed from our services or retained in a de-identified or anonymized form. We try to ensure that our services protect personal information from accidental or malicious deletion. Because of this, there may be delays between when you delete, or request to delete, something and when copies are deleted from our archive and backup systems.

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## SOCIAL MEDIA

You may be able to link your favorite social media profile such as Facebook, Twitter, Snapchat, and Instagram with your OCVIBE account. This can help personalize and streamline your experience with OCVIBE. It’s optional, and you can link and unlink your account(s) at any time.

If you decide to link, we may collect some of the following personal information from your social media profile, including name, profile picture, gender, birthday, likes, activities and interests, email, and other information that you have provided.

We collect this personal information to help us carry out the uses described above in the **Why We Collect Personal Information** section. You may unlink your account by logging into your OCVIBE Account that you have linked and selecting “Unlink” next to the social media profile you want to unlink.

We may let you share some of our online content on social media websites through hosted share links and icons. If you choose to participate in posting or sharing activities, you should remember that it may be viewed by the public and may also be made available to other websites. As a result, your public activities may appear on third-party websites, blogs, or feeds. We are not responsible for the information that may be shared publicly. These share links and icons may collect your IP address, which page you are visiting on our service, and may set a cookie so that the link or icon works properly. Any social media feature is governed by the privacy policies of the website providing the feature. We encourage you to read the privacy policies of any website you visit.

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## **CHILDREN'S PRIVACY**

Our services are not for children or individuals under the age of 13. We do not knowingly collect personal information from children or individuals under 13 years of age. Individuals under the age of 13 should only use our services with the permission and under the supervision of a parent or guardian. Individuals under the age of 13 should not attempt to provide us with any personal information. If you think we have received personal information from an individual under the age of 13, please contact us at [privacy@ocvibe.com](mailto:privacy@ocvibe.com) immediately.

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## **YOUR CALIFORNIA PRIVACY RIGHTS**

We do not share personal information with third parties for their own direct marketing purposes without your consent. California residents under 18 years old, in certain circumstances, may request and obtain removal of personal information or content about you and posted on our services. Please be mindful that this would not ensure complete removal of the content posted on our services by you. To make any request pursuant to California privacy law, please contact us through either our [online request portal](#), toll-free number at 888-914-9661 (PIN 583595) or at [privacy@ocvibe.com](mailto:privacy@ocvibe.com).

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## **LINKS TO WEBSITES AND APPS**

Our services may contain links to other websites and apps not operated or owned by us. Please be advised that the practices described in this Privacy Policy do not apply to information gathered through these third party websites and apps. We have no control over, and are not responsible for, the actions and privacy policies of third party websites and apps.

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## **DATA TRANSFERS**

Your personal information may be processed on servers located outside of the country where you live. Data protection laws vary among countries but regardless of where your personal information is processed, we apply the same protections described in this policy.

When we receive formal written complaints, we respond by contacting the person who made the complaint. We work with the appropriate regulatory authorities, including local data protection authorities, to resolve any complaints regarding the transfer of data that we cannot resolve with you directly.

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## ABOUT THIS POLICY

### When this policy applies

You understand and acknowledge that when you use any of our services or visit an OCVIBE location we will collect and use your personal information as described in this Privacy Policy. If you do not agree to the terms of this Privacy Policy, please do not use our services or visit an OCVIBE location. If you do not understand or if you have any questions about this Privacy Policy, please [contact us](#) before using, or continuing to use, our services or visiting an OCVIBE location.

This Privacy Policy does not apply to:

- The information practices of other companies and organizations that advertise our services;
- Services, products, or websites provided or offered by other companies or individuals; and
- Services, products, or websites displayed to you or linked from our services.

### Changes to this policy

We have the right to change this Privacy Policy from time to time by posting the changes here. If we make any changes to this Privacy Policy that are significant, we will provide you with notice by prominently posting on our website, emailing you, or both. You using our services or visiting an OCVIBE location after we have made changes to our Privacy Policy will mean that you have accepted those changes.

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## HOW TO CONTACT US

If you have questions, concerns, or would like to update or correct your personal information, you can always contact us in the following ways. For your protection, we may need to verify your identity before assisting with your request, such as verifying that the information used to contact us matches the information that we have on file.

<b><u>EMAIL</u></b>	<a href="mailto:privacy@ocvibe.com">privacy@ocvibe.com</a>
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<b><u>ONLINE REQUEST PORTAL</u></b>	<a href="#">online request portal</a>
<b><u>MAIL</u></b>	2695 E. Katella Ave. Anaheim, CA 92806
<b><u>TOLL FREE NUMBER</u></b>	888-914-9661 (PIN 583595)

## DEFINITIONS

An **application data cache** is a data repository on a device. It can, for example, enable a web application to run without an internet connection and improve the performance of the application by enabling faster loading of content.

**Browser web storage** enables websites to store data in a browser on a device. When used in "local storage" mode, it enables data to be stored across sessions. This makes data retrievable even after a browser has been closed and reopened.

A **cookie** is a small text file that is sent to your computer when you visit a website. When you visit the site again, the cookie allows that site to recognize your browser. Cookies may store user preferences and other information. You can configure your device or browser to refuse all cookies or to indicate when a cookie is being sent. However, some of our services may not function properly without cookies.

**Personal Information** is information that personally identifies you, such as your name, email address, or other data that can be reasonably linked to you, including information we associate with your account.

A **pixel tag** is a type of technology on a website or within the body of an email for the purpose of tracking certain activity, such as the views of a website or when an email is opened.

**Referrer URL** (Uniform Resource Locator) is information transmitted to a destination webpage by a web browser, typically when you click a link to that page. The Referrer URL contains the URL of the last webpage the browser or device visited.

**Server logs** record the page requests made when you visit our sites. Server logs typically include your web request, Internet Protocol address, browser type, browser language, the date and time of your request, and one or more cookies that may uniquely identify your browser.

**Unique Identifier** is a string of numbers and letters that may be used to uniquely identify a browser, app, or device. Each identifier is different -- some are temporary, some can be reset by the user, and some can be accessed by third parties. Unique identifiers can be used for a variety of purposes, including security and fraud detection, syncing across services, remembering your preferences, and providing personalized offers.

## CALIFORNIA PRIVACY LAW APPENDIX

California law requires a description of data practices using specific categories. The table below uses these categories to organize the information in this Privacy Policy.

<b>Category</b>	<b>What we collect</b>	<b>How we collect it</b>	<b>Why we collect it</b>	<b>With whom we share it</b>	<b>How long we retain it</b>
<b>Identifiers</b>	Name, account name, alias, postal address, unique personal identifiers, online identifiers, Internet Protocol address, email address, or other similar identifiers.	Collected online or offline when you directly provide it to us, by visiting OCVIBE or through your use of our services, or from third parties.	We collect this information for the purposes listed in the <b>Why We Collect Personal Information</b> section above.	Shared with our affiliates, subsidiaries, partners, sponsors, vendors, and service providers as described in the <b>Sharing Personal Information</b> section above.	We retain your personal information for different periods of time depending on what it is, why we collected it, how we use it, and how you configure your privacy preferences as described in the <b>Retaining Personal Information</b> section.
<b>Protected classification characteristics under California or federal law</b>	Age, race, physical or mental disability, gender, veteran or military status.	Collected online or offline when you directly provide it to us, by visiting OCVIBE or through your use of our services, or from third parties.	We collect this information for the purposes listed in the <b>Why We Collect Personal Information</b> section above.	Shared with our affiliates, subsidiaries, partners, sponsors, vendors, and service providers as described in the <b>Sharing Personal Information</b> section above.	We retain your personal information for different periods of time depending on what it is, why we collected it, how we use it, and how you configure your privacy preferences as described in the <b>Retaining Personal Information</b> section.
<b>Commercial information</b>	Products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies.	Collected online or offline when you directly provide it to us, by visiting OCVIBE or through your use of our services, or from third parties.	We collect this information for the purposes listed in the <b>Why We Collect Personal Information</b> section above.	Shared with our affiliates, subsidiaries, partners, sponsors, vendors, and service providers as described in the <b>Sharing Personal Information</b> section above.	We retain your personal information for different periods of time depending on what it is, why we collected it, how we use it, and how you configure your privacy preferences as described in the <b>Retaining Personal Information</b> section.
<b>Biometric information</b>	Physiological, behavioral, and biological characteristics.	Collected online or offline when you directly provide it to us, by visiting OCVIBE or through your use of our services, or from third parties.	We collect this information for the purposes listed in the <b>Why We Collect Personal Information</b> section above.	Shared with our affiliates, subsidiaries, partners, sponsors, vendors, and service providers as described in the <b>Sharing Personal Information</b> section above.	We retain your personal information for different periods of time depending on what it is, why we collected it, how we use it, and how you configure your privacy preferences as described in the <b>Retaining Personal Information</b> section.
<b>Internet or other similar network activity</b>	Information on a customer's interaction with our services including websites, applications, or advertisements.	Collected online when you directly provide it to us, by visiting OCVIBE or through your use of	We collect this information for the purposes listed in the <b>Why We Collect Personal</b>	Shared with our affiliates, subsidiaries, partners, sponsors, vendors, and service providers as described in the <b>Sharing</b>	We retain your personal information for different periods of time depending on what it is, why we collected it, how we use it, and how you configure



		our services, or from third parties.	<b>Information</b> section above.	<b>Personal Information</b> section above.	your privacy preferences as described in the <b>Retaining Personal Information</b> section.
<b>Geolocation data</b>	Physical location or movements.	Collected online or offline when you directly provide it to us, by visiting OCVIBE or through your use of our services, or from third parties.	We collect this information for the purposes listed in the <b>Why We Collect Personal Information</b> section above.	Shared with our affiliates, subsidiaries, partners, sponsors, vendors, and service providers as described in the <b>Sharing Personal Information</b> section above.	We retain your personal information for different periods of time depending on what it is, why we collected it, how we use it, and how you configure your privacy preferences as described in the <b>Retaining Personal Information</b> section.
<b>Sensory data</b>	Audio, electronic, visual, or similar information.	Collected online or offline when you directly provide it to us, by visiting OCVIBE or through your use of our services, or from third parties.	We collect this information for the purposes listed in the <b>Why We Collect Personal Information</b> section above.	Shared with our affiliates, subsidiaries, partners, sponsors, vendors, and service providers as described in the <b>Sharing Personal Information</b> section above.	We retain your personal information for different periods of time depending on what it is, why we collected it, how we use it, and how you configure your privacy preferences as described in the <b>Retaining Personal Information</b> section.
<b>Professional or employment-related information</b>	If you apply for a position with us, we collect employment-related information such as your current or past job history.	Collected online or offline when you directly provide it to us, by visiting OCVIBE or through your use of our services, or from third parties.	We collect this information for the purposes listed in the <b>Why We Collect Personal Information</b> section above.	Shared with our affiliates, subsidiaries, partners, sponsors, vendors, and service providers as described in the <b>Sharing Personal Information</b> section above.	We retain your personal information for different periods of time depending on what it is, why we collected it, how we use it, and how you configure your privacy preferences as described in the <b>Retaining Personal Information</b> section.
<b>Non-public education information</b>	If you apply for a position with us, we collect education-related information such as your education history.	Collected online or offline when you directly provide it to us, by visiting OCVIBE or through your use of our services, or from third parties.	We collect this information for the purposes listed in the <b>Why We Collect Personal Information</b> section above.	Shared with our affiliates, subsidiaries, partners, sponsors, vendors, and service providers as described in the <b>Sharing Personal Information</b> section above.	We retain your personal information for different periods of time depending on what it is, why we collected it, how we use it, and how you configure your privacy preferences as described in the <b>Retaining Personal Information</b> section.
<b>Inferences drawn from other personal information</b>	Inferences used to create a profile reflecting a person's preferences, characteristics predispositions, behavior, and attitudes.	Collected online or offline when you directly provide it to us, by visiting OCVIBE or through your use of our services, or from third parties.	We collect this information for the purposes listed in the <b>Why We Collect Personal Information</b> section above.	Shared with our affiliates, subsidiaries, partners, sponsors, vendors, and service providers as described in the <b>Sharing Personal Information</b> section above.	We retain your personal information for different periods of time depending on what it is, why we collected it, how we use it, and how you configure your privacy preferences as described in the

					<b>Retaining Personal Information</b> section.
<b>Sensitive personal information</b>	Account log-in information, geolocation information, and biometric information.  If you apply for a job with us, we collect your Social Security number and other tax-related information.	Collected online or offline when you directly provide it to us, by visiting OCVIBE or through your use of our services, or from third parties.	We collect this information for the purposes listed in the <b>Why We Collect Personal Information</b> section above.	Shared with our affiliates, subsidiaries, partners, sponsors, vendors, and service providers as described in the <b>Sharing Personal Information</b> section above.	We retain your personal information for different periods of time depending on what it is, why we collected it, how we use it, and how you configure your privacy preferences as described in the <b>Retaining Personal Information</b> section.