



Updated January 1, 2021

## Republic Services Privacy Policy

This Privacy Policy applies to personal information collected online from individuals by Republic Services, Inc. and its affiliates (collectively, “**Republic Services**” or “**Republic**”) to register for products or services through its U.S.-based websites, microsites, online forms, mobile sites, or mobile apps that expressly adopt, display, or link to this Privacy Policy (collectively, our “**Sites**”) and describes your choices regarding use, access, and correction of your personal information. This Privacy Policy also applies to Republic’s collection of personal information on its social media site pages, such as Facebook, Twitter, LinkedIn, Instagram, Google Plus, or others (collectively, our “**Social Media Pages**”).

**NOTE:** Republic Services licenses the use of its trademarks to unrelated third parties that operate websites independently from Republic Services, and this Privacy Policy **does not cover** the websites of these third parties. Anytime you leave a Republic Services site and visit one of these other sites, please keep in mind these third parties have separate and independent privacy policies that we recommend you read carefully.

### This Privacy Policy answers the following questions:

1. [What information does Republic Services collect?](#)
2. [How do we use the information we collect about you?](#)
3. [How is technology used to serve our advertisements on other websites that you visit and what choices do you have?](#)
4. [Does Republic Services share your information with third parties?](#)
5. [What choices do you have about how Republic Services uses your information?](#)
6. [How does Republic Services secure your information on its Sites?](#)
7. [How can you access and/or modify your personal information?](#)
8. [How do our Sites interact with third-party websites and content?](#)
9. [Will this Privacy Policy change?](#)
10. [Children’s Privacy](#)
11. [How can I contact Republic Services?](#)

### 1. What information does Republic Services collect?

#### Information we collect from you:

We may ask you to provide information about yourself directly to our Sites and/or Social Media Pages. Personal Information is defined as any information that, either directly or indirectly, can be used to identify a specific individual. Examples of Personal Information you may be asked to provide include your name, age, email address, service address, mailing address, telephone number, usernames or user IDs, passwords, billing and payment information, credit/debit card numbers, bank information, communication records, purchase and order information, personal preferences, demographic information, and information related to customer service matters, customer satisfaction surveys, or promotions.

We ask for and may collect personal information from you when you submit web forms on our Sites or as you use interactive features of the Sites, including: participation in surveys, contests, promotions, sweepstakes, customer support requests, or otherwise communicating with us.

We may allow you to use your personal social media account on social media sites (each, a “Personal Social Media Account”) so as to provide information to us when you participate in certain features on our Sites. This information may include any information you have shared on your Personal Social Media



Accounts, such as your name, profile picture, address, email address, country, gender, networks, user ID, friend list, language, birthday, education and work history, interests, and likes. In some instances, we may communicate with you through your Personal Social Media Account and we may collect the information that you provide in response to such communications.

Our Privacy Policy does not cover the privacy and security practices of the social media sites on which Republic Services has its Social Media Pages. It is also possible that we will be able to continue collecting this information from your Personal Social Media Accounts should the information be revised by you later. Please note that you may choose not to provide us with certain requested information, but then you might not be able to take advantage of some of the features on our Sites.

See the [“7. How can I access and/or modify my personal information?”](#) section below for information regarding your ability to access and/or modify the personal information that you provide us.

#### **Information collected through technology:**

**A. Navigational Information.** Navigational information is collected by us and our third-party service providers when you use our Sites. For example, we automatically collect IP addresses; website usage information such as browser type and version; operating system information; the Internet service provider used to access our Sites; use of links to arrive at our Sites and the IP address from which you arrived; web pages requested and viewed on our Sites and time spent on our Sites; and, for our mobile websites and apps, technical information about the device used, such as screen size, cookie support by the device, and how images may appear.

**B. Location Information.** Our Sites and emails include features that may require collecting different types of location information that we then use for the specific feature you have selected, such as:

- *Service Locator.* Our Sites may allow you to search for the nearest location offering our services and a means to contact that location. If you access one of our Sites through a mobile device and you have enabled location-based services, specific location information may be collected for these features. If you access these features through a desktop device, you may be able to choose to have your browser provide us your location information to respond to your request. The specificity of the desktop device location information can vary depending on the browser you are using and how you are connected to the Internet.
- *Email.* Our emails may use your IP Address to determine the postal code where you are located when you open the email. This allows us to tailor content to you, such as a map of nearby stores carrying our products and services. The specificity of the location can vary depending on the device used to open our emails.

**C. Cookies and other similar technology.** We and our third-party service providers use “cookies.” Cookies assign a unique identification to your device and are typically stored on your device by your web browser. We may also use pixel tags (also known as web beacons, web bugs, and clear GIFs) on the Sites and in emails. A pixel tag is a nearly invisible pixel-sized graphic image on a webpage or in an email message. We and our third party service providers use cookies, pixel tags, and similar technology to collect information about things like: your interactions with our Sites and with our advertisements; the times you visit our Sites; confirmation when you open an email from us, including the time you open the email and whether you click on any links in the email; the sites you visit after visiting one of our Sites (as described in more



detail, below, in the [“3. How is technology used to serve our advertisements on other websites that you visit and what choices do you have?”](#) section); and on some of our Sites to keep track of information you place in your shopping cart.

In our online employment application process, we separately collect aggregate information about the number of users that apply for jobs, jobs viewed, and other similar information to assist in improving that process.

We also collect photos and video footage from cameras on our trucks to gather service-related information.

For additional information on the use of cookies for advertising, see section [“3. How is technology used to serve our advertisements on other websites that you visit and what choices do you have?”](#).

**D. Information obtained from third parties:** We may combine information about you from other sources with the information we have collected about you on our Sites or Social Media Pages. For example, in connection with searching and applying for jobs with us, we use a third-party service provider to collect and process the applicant profiles and preferences, monitor website activity, maintain the database based in the U.S., and provide plug-ins (such as LinkedIn) at your request. Information you voluntarily supply will be stored in a database, which will be accessed by authorized personnel of Republic Services to address your inquiry or consider you for employment purposes with any of our affiliates. We may also keep the information for future consideration.

## **2. How do we use the information we collect about you?**

The information we learn from you helps us personalize and improve your experience with us and our communications to you and helps us continually improve your experience on our Sites. We use the information you provide, information collected through your Personal Social Media Accounts, and information collected on our Social Media Pages for a variety of purposes, such as:

- enabling you to access and use our Sites and our products and services;
- determining your eligibility for services as well as processing and completing transactions and sending you related information, including purchase confirmations and invoices;
- delivering products or services that you have ordered;
- conducting and improving our customer service;
- personalizing our Sites, our products and services and improving the content of our Sites;
- conducting market research and surveys;
- marketing our goods and services, developing and conducting promotions;
- communicating with you and responding to your inquiries;
- operating, evaluating, and improving our business and services;
- performing accounting, auditing, workforce management, and other internal functions;
- other internal business purposes including but not limited to opening online accounts, verifying billing accuracy, monitoring and analyzing trends, usage and activities in connection with our Sites, products and services; and
- managing and protecting against fraud and other illegal activity

We use **location information** for many of the same purposes listed above. In addition, location information may be used for features such as:

- *Service Locator.* Our Sites may allow you to search for the nearest location offering our products and/or services, which can be paid for, scheduled, or otherwise managed through our Sites.



- *Available Services.* We also use location data to provide information about active services at an address. For instance, you can type in any routed address into our "schedule page" and get the residential recurring services available for that address.
- *Email.* Our emails may use your IP Address to determine the postal code where you are located when you open the email. This allows us to tailor content to you, such as a map of nearby stores carrying our products and services.
- *Mobile Offers.* If you consent to receive them, we may send offers to your mobile devices when you are in certain locations.

We use **online navigational information** gathered through technology to help us evaluate how our visitors, applicants, and customers use and navigate our Sites, including the number and frequency of visitors to each web page of our Sites, difficulties that visitors, customers, or applicants may have with our Sites, and the length of their visits to our Sites. We analyze this information to improve the content of our Sites and for other internal business purposes.

We use information collected through cookies and similar technology for many of these same purposes. In addition, cookies and similar technology are used for things like personalizing your experience on our Sites, determining return visitors, serving tailored advertisements on other Sites, measuring the effectiveness of our advertising and, for some of our Sites, keeping track of the content of your shopping cart. We use third-party analytics providers, such as Google Analytics, to measure traffic and usage trends and to help us better understand your use of and interaction with our Sites and Social Media Pages. For more information on how Google uses data when you use our Sites, [click here](#).

Similar to the navigational information described above, the social media sites where we have our Social Media Pages may provide aggregate information and analysis to us about visitors to our Social Media Pages. This allows us to better understand and analyze our user growth, general demographic information about the users of, and interaction with content on, our Social Media Pages.

This Privacy Policy governs the information collected at the Sites irrespective of where you are located, for example, when you access, browse, or interact with the Sites, when you apply for a posted job, and when you make payments or purchases through any of the Sites. This means your personal information may be stored outside of the area, state, and/or country in which you reside, and processed by us, an affiliate, or a third-party service provider as described in this Privacy Policy.

### **3. How is technology used to serve our advertisements on other websites that you visit and what choices do you have?**

We contract with third-party advertising companies to tailor online advertising to be directed to you on other websites. These third-party advertising companies track your online activities over time and across multiple website by using automated technologies, such as cookies and pixel tags, to obtain information about your interactions with our Sites as well as with other websites. This information helps us select advertising to serve to you and where to serve it based on your experience on our Sites and other sites that you visit. This process also helps us track the effectiveness of our marketing efforts.

Republic uses a third-party cookie consent management tool to facilitate consumer cookie preferences. To opt out of these advertising cookies, please follow the instructions outlined below:

1. Navigate to <https://www.republicservices.com/privacy-policy>
2. Click on the 'Cookie Preferences' Link in the footer.
3. Once the pop-up box opens, go to the 'Advertising Cookies' section and click "No."



For information about opt-out programs that these third party advertising companies participate in, and the effect of opting out, click the following: NAI Opt Out [click here](#) and DAA Opt-Out [click here](#). By clicking either of these websites, you will then leave our Site for other online sites where you may specify your preferences under those opt-out programs. You can also click the preference icon that may appear on some of our advertising served through these technologies. You should also note that our systems may not recognize “Do Not Track” headers from some or all browsers.

#### **4. Does Republic Services sell or share your information with third parties?**

Republic does not sell your personal information in exchange for monetary compensation. Your information may be shared among Republic Services and its third-party service providers and affiliates who are responsible for providing services to you so that they may communicate with you directly regarding your service and related matters. We also may share your information with third-party service providers so that they can help us provide services to you, such as monitoring Site activity, marketing our goods and services, hosting a Site, processing or servicing the transactions you have authorized (including but not limited to providing such information to credit card or debit card processors, data processors, or mailing services), taking surveys, maintaining our customer database, and administering and monitoring e-mails.

Additionally, your information may be shared with and disclosed to unaffiliated third parties: (1) when it is necessary for completing or servicing the transactions you have authorized, including, but not limited to, providing such information to credit card or debit card processors, data processors, or mailing services; (2) for those signing up for or receiving services, to verify the existence or condition of your account with a financial institution, credit bureau, or other third-party; (3) when it is provided to third parties under a joint marketing agreement as permitted by law; (4) to verify an application for employment; (5) in the event we sell or transfer all or a portion of our business assets or merge with another company or are involved in a corporate reorganization or other change of control, your personal information may be one of the business assets transferred, shared, or sold as part of the transaction; or (6) we may disclose your personal information without your consent if we believe, in our sole discretion, it is reasonable to do so to satisfy laws or government regulations, comply with legal process or law enforcement requests, commence legal actions for violation of our website Terms of Use, or to protect rights, safety, or property of Republic Services, our users, or others.

#### **5. What choices do you have over how Republic Services uses your information?**

We give you choices about the information we collect and how we communicate with you.

- a. **Email:** You may opt out of our marketing emails by following the instructions listed in the email that you received. However, even if you opt out you may still receive non-marketing emails, such as billing/order/shipping confirmations or customer service communications.
- b. **Location Information:**
  1. *Mobile Device Location Information.* Your mobile device settings may allow you to disable location-based services, which will prevent our Sites from accessing your precise mobile device location information. We recommend you review the help or user manual provided with your device for instructions.
  2. *Desktop Device Location Information.* Your desktop web browser may allow you to remove permission you granted through your desktop device for our Sites to access your location information and/or completely block requests for location information. We recommend you review the help or user manual provided with your browser for instructions.
  3. *Email Location Information.* Your email program may allow you to prevent the pixel tags or images in the emails you receive from us from downloading, which will also prevent our service provider from accessing your location information. You can also unsubscribe from receiving our emails, as described in the “Email” section above.



- c. **Postal Marketing:** If you no longer want to receive marketing materials from us via regular postal mail, please email us at [CorporateOffice@RepublicServices.com](mailto:CorporateOffice@RepublicServices.com) and tell us that you want to be removed from the Republic Services postal mailing list, including the postal address you wish to have removed.
- d. **Cookies:** You may set your web browser to notify you when you receive a cookie or to not accept certain cookies. However, if you decide not to accept cookies from our Sites, you may not be able to take advantage of all the features on our Sites. For information on how to opt out of the use of cookies for online behavioral advertising, see "[3. How is technology used to serve our advertisements on other websites that you visit and what choices do you have?](#)"
- e. **California Consumer Privacy Rights.** If you are a California consumer, for more information about your privacy rights, please see the section of this Privacy Policy called "California Consumer Privacy Statement" in [Annex A](#).

## **6. How does Republic Services secure your information on its sites?**

We maintain administrative, technical, and physical safeguards designed to protect personal information against accidental, unlawful, or unauthorized destruction, loss, alteration, access, disclosure, or use.

## **7. How can you access and/or modify your personal information?**

You may have the right to access, update, and correct inaccuracies in your personal information in our custody and control, subject to certain exceptions prescribed by law. You may access, update, and correct inaccuracies in certain personal information through your account. You may request access, updating, and correction of inaccuracies in other personal information we have about you by emailing or writing to us at the contact information set forth below. We may request certain personal information for the purposes of verifying the identity of the individual seeking access to their personal information records. To modify your personal information, contact us at [Privacy@RepublicServices.com](mailto:Privacy@RepublicServices.com). We will make every effort to respond to your requests in a timely manner.

## **8. How do our Sites interact with third-party websites and content?**

We may enable you to navigate to third-party sites through links on our Sites. We do this for your convenience. If it is not one of our Sites, we don't endorse and may not have any affiliation with the third-party sites, and we do not control and aren't responsible for their Internet and web practices. Whether the third-party content appears within our Site environment (like a map frame) or you leave our Site for another website to view it, the terms, conditions, and privacy policies of those other websites govern your online experience. Please review their terms of service and privacy policies if you have any questions about their practices.

## **9. Will this Privacy Policy change?**

We may make changes to this Privacy Policy at any time to take into account new or changing circumstances, so please review it periodically. If we make a material change to our information collection, use, or disclosure practices specified in this Privacy Policy, it will be applied only to information collected on a going forward basis. We will update the effective date of the Privacy Policy at the time a change is made.

## **10. Children's Privacy**

The Sites are intended for a general audience. We do not knowingly collect personal information online from children under the age of 13.

## **11. How can I contact Republic Services?**

If you have any questions, comments, or concerns about this Privacy Policy, please contact us by e-mail at [Privacy@RepublicServices.com](mailto:Privacy@RepublicServices.com), by telephone at the following toll free number: 833-455-0316, or write to us at: Republic Services, Inc., Attn: Privacy Policy, 18500 North Allied Way, Phoenix, AZ 85054, making sure



to include your name and mailing address or telephone number so that we can contact you. For all other concerns, please refer to our [Customer Service Contact page](#).



## ANNEX A

### Republic Services, Inc.

#### **CALIFORNIA CONSUMER PRIVACY STATEMENT**

This California Consumer Privacy Statement (“Statement”) supplements the [Privacy Policy](#). It applies solely to California consumers and addresses personal information we collect online and offline. This Statement does not apply to Republic’s personnel or job applicants or the personnel of our business customers.

This Statement uses certain terms that have the meanings given to them in the California Consumer Privacy Act of 2018 and its implementing regulations (the “CCPA”).

#### **1. Notice of Collection and Use of Personal Information**

We may collect (and may have collected during the 12-month period prior to the effective date of this Statement) the following categories of personal information about you:

- **Identifiers:** identifiers such as a real name, alias, postal address, unique personal identifier (such as a device identifier; cookies, beacons, pixel tags, mobile ad identifiers and similar technology; customer number, unique pseudonym, or user alias; telephone number and other forms of persistent or probabilistic identifiers), online identifier, internet protocol address, email address, account name, and other similar identifiers
- **Additional Data Subject to Cal. Civ. Code § 1798.80:** signature, physical characteristics or description, bank account number, credit card number, debit card number, and other financial information
- **Protected Classifications:** characteristics of protected classifications under California or federal law, such as age, sex, gender, gender identity
- **Commercial Information:** commercial information, including records of personal property, products or services purchased, obtained, or considered, and other purchasing or consuming histories or tendencies
- **Online Activity:** Internet and other electronic network activity information, including, but not limited to, browsing history, search history, and information regarding your interaction with websites, applications or advertisements
- **Geolocation Data**
- **Sensory Information:** audio, electronic, visual, and similar information
- **Inferences:** inferences drawn from any of the information identified above to create a profile about you reflecting your preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes.

We may use (and may have used during the 12-month period prior to the effective date of this Statement) the categories of personal information listed above for the purposes described in our [Privacy Policy](#), and for the following business purposes specified in the CCPA:

- Performing services, including maintaining or servicing accounts, providing customer service, processing or fulfilling orders and transactions, verifying customer information, processing payments, providing advertising or marketing services, providing analytics services, or providing similar services



- Auditing related to a current interaction with you and concurrent transactions, including, but not limited to, counting ad impressions to unique visitors, verifying positioning and quality of ad impressions, and auditing compliance
- Short-term, transient use, including, but not limited to, the contextual customization of ads shown as part of the same interaction
- Detecting security incidents, protecting against malicious, deceptive, fraudulent, or illegal activity, and prosecuting those responsible for that activity
- Debugging to identify and repair errors that impair existing intended functionality
- Undertaking internal research for technological development and demonstration
- Undertaking activities to verify or maintain the quality or safety of a service or device that is owned, manufactured, manufactured for, or controlled by us, and to improve, upgrade, or enhance the service or device that is owned, manufactured, manufactured for, or controlled by us

## **2. Sources of Personal Information**

During the 12-month period prior to the effective date of this Statement, we may have obtained personal information about you from the following categories of sources:

- Directly from you, such as when you register an account with us
- From your devices, such as when you visit our Sites
- Our affiliates
- Vendors who provide services on our behalf
- Joint marketing partners
- Social networks
- Online advertising services
- Government entities

## **3. Sale of Personal Information**

We do not sell your personal information in exchange for monetary compensation. We may allow certain third parties (such as online advertising services) to collect your personal information via automated technologies on our Sites in exchange for non-monetary consideration. We share the categories of personal information listed below for online advertising purposes as described in our Privacy Policy. You have the right to opt out of this disclosure of your information, which may be considered a “sale” under California law.

During the 12-month period prior to the effective date of this Statement, we may have sold the following categories of personal information about you to online advertising services:

- Identifiers



- Commercial Information
- Online Activity
- Inferences

We do not have actual knowledge that we sell personal information of minors under 16 years of age.

#### 4. Sharing of Personal Information

During the 12-month period prior to the effective date of this Statement, we may have shared your personal information with certain categories of third parties, as described below.

We may have disclosed the following categories of personal information about you for a business purpose to the following categories of third parties:

Categories of Personal Information	Categories of Third Parties
Identifiers	<ul style="list-style-type: none"> <li>• Our affiliates</li> <li>• Vendors who provide services on our behalf</li> <li>• Professional services organizations, such as auditors and law firms</li> <li>• Our joint marketing partners</li> <li>• Online advertising services and advertising networks</li> <li>• Internet service providers</li> <li>• Data analytics providers</li> <li>• Operating systems and platforms</li> <li>• Social networks</li> </ul>
Additional Data Subject to Cal. Civ. Code § 1798.80	<ul style="list-style-type: none"> <li>• Our affiliates</li> <li>• Vendors who provide services on our behalf</li> <li>• Professional services organizations, such as auditors and law firms</li> <li>• Data analytics providers</li> <li>• Social networks</li> </ul>
Protected Classifications	<ul style="list-style-type: none"> <li>• Our affiliates</li> <li>• Vendors who provide services on our behalf</li> <li>• Professional services organizations, such as auditors and law firms</li> <li>• Social networks</li> </ul>
Commercial Information	<ul style="list-style-type: none"> <li>• Our affiliates</li> <li>• Vendors who provide services on our behalf</li> <li>• Professional services organizations, such as auditors and law firms</li> <li>• Our joint marketing partners</li> <li>• Online advertising services and advertising networks</li> <li>• Internet service providers</li> <li>• Data analytics providers</li> <li>• Social networks</li> </ul>
Online Activity	<ul style="list-style-type: none"> <li>• Our affiliates</li> <li>• Vendors who provide services on our behalf</li> </ul>



	<ul style="list-style-type: none"> <li>• Professional services organizations, such as auditors and law firms</li> <li>• Our joint marketing partners</li> <li>• Online advertising services and advertising networks</li> <li>• Internet service providers</li> <li>• Data analytics providers</li> <li>• Operating systems and platforms</li> <li>• Social networks</li> </ul>
Geolocation Data	<ul style="list-style-type: none"> <li>• Our affiliates</li> <li>• Vendors who provide services on our behalf</li> <li>• Our joint marketing partners</li> <li>• Online advertising services and advertising networks</li> <li>• Internet service providers</li> <li>• Data analytics providers</li> <li>• Operating systems and platforms</li> <li>• Social networks</li> </ul>
Sensory Information	<ul style="list-style-type: none"> <li>• Our affiliates</li> <li>• Vendors who provide services on our behalf</li> <li>• Professional services organizations, such as auditors and law firms</li> <li>• Our joint marketing partners</li> <li>• Online advertising services and advertising networks</li> <li>• Internet service providers</li> <li>• Data analytics providers</li> <li>• Operating systems and platforms</li> <li>• Social networks</li> </ul>
Inferences	<ul style="list-style-type: none"> <li>• Our affiliates</li> <li>• Vendors who provide services on our behalf</li> <li>• Professional services organizations, such as auditors and law firms</li> <li>• Our joint marketing partners</li> <li>• Online advertising services and advertising networks</li> <li>• Internet service providers</li> <li>• Data analytics providers</li> <li>• Social networks</li> </ul>

In addition to the categories of third parties identified above, during the 12-month period prior to the effective date of this Statement, we may have shared personal information about you with government entities (e.g., in response to law enforcement requests).

**5. California Consumer Privacy Rights**

You have certain choices regarding your personal information, as described below.

Access: You have the right to request, twice in a 12-month period, that we disclose to you the personal information we have collected, used, disclosed and sold about you during the past 12 months.



Deletion: You have the right to request that we delete certain personal information we have collected from you.

Opt-Out of Sale: You have the right to opt-out of the sale of your personal information.

Shine the Light Request: You also may have the right to request that we provide you with (a) a list of certain categories of personal information we have disclosed to third parties for their direct marketing purposes during the immediately preceding calendar year and (b) the identity of those third parties.

**How to Submit a Request.** To submit an access or deletion request, [click here](#) or call us at 833-455-0316. To submit a Shine the Light request, email us at [privacy@republicservices.com](mailto:privacy@republicservices.com). To opt out of the sale of your personal information, [click here](#) or call us at 833-455-0316. To submit a request as an authorized agent on behalf of a consumer, please email us at [privacy@republicservices.com](mailto:privacy@republicservices.com). For questions or concerns about our privacy policies and practices, please contact us as described in the “How can I contact Republic Services?” section of our Privacy Policy.

**Verifying Requests.** To help protect your privacy and maintain security, we will take steps to verify your identity before granting you access to your personal information or complying with your request. If you have an online account with us, we may verify your identity by requiring you to sign in to your account. If you do not have an online account with us, and you request access to or deletion of your personal information, we may require you to provide any of the following information: a copy of your recent billing statement, a copy of a recent utility bill that includes your service address, or other information necessary to verify your identity. In addition, if you do not have an online account and you ask us to provide you with specific pieces of personal information, we will require you to sign a declaration under penalty of perjury that you are the consumer whose personal information is the subject of the request.

**Additional Information.** If you choose to exercise any of your rights under the CCPA, you have the right to not receive discriminatory treatment by us. To the extent permitted by applicable law, we may charge a reasonable fee to comply with your request.