

Privacy Policy

Last Updated: December 30, 2022

Welcome to New Leaf Community Markets, Inc.! This Privacy Policy describes how New Leaf Community Markets, Inc. (“**New Leaf**,” “**we**,” “**us**,” “**our**”) collects, uses, stores, and shares your information when: (1) you access and use our website located at <https://www.newleaf.com/> or other websites and/or applications owned and operated by us (“**Sites**”); (2) you purchase our products or services (“**Products**”); (3) you visit one of our physical store locations (“**Stores**”); (4) you communicate with us in any manner (“**Communications**” or “**Communicate**”); and/or (5) when we interact with certain third parties, such as our service providers (“**Third Parties**”).

What Information Do We Collect & How Do We Collect It?

Depending on how you use our Sites, Products, visit our Stores, Communicate with us, and how we may interact with certain Third Parties, we may collect the following information from and about you.

Information Provided By You

When you interact with our Sites, Products, visit our Stores, or Communicate with us, we may collect the following information directly from you:

- **Contact Information**, such as your first and last name, mailing address, delivery address, email address, and telephone number.
- **Account Credentials**, such as your username, password, password hints, and information used for authentication and account access.
- **Demographic Information**, such as your age, gender, zip code, and country.
- **Billing Information**, such as your payment information (e.g., credit or debit card number), expiration date, security code, bank account information, or other financial information relating to your purchase of our Products.
- **Profile Information**, such as your interests, preferences, shopping lists, email preferences, purchasing history, and favorites.
- **Communications**, such as any messages you send to us through feedback and questions to customer support, information you publicly post on our Sites or other websites (such as product reviews or blog comments), e-mail messages, and recordings of telephone calls with customer service or other New Leaf representatives.
- **Surveillance Information**, such as surveillance footage from our Stores.

Information Collected Automatically

When you visit our Sites, information about your device hardware and software is automatically collected, including but not limited to your IP address, browser type, domain name, access times, geographic location, referring website address and other technical information. For more information about how we collect this information through the use of cookies and related technologies, see [Cookies & Related Technologies](#) below.

Information Collected From Third Parties

We use a variety of Third Parties to provide you with the Sites, Products, and Stores. From time to time, we may collect information about you from those Third Parties, including for fraud protection purposes, credit checks, address verification, account authentication and verification, and other related business and commercial purposes.

How Do We Use Your Information?

We use the information we've collected from and about you for a variety of business and commercial purposes, including to:

- Offer, deliver, and improve our Sites, Products, and Stores;
- Respond to your requests, questions, and inquiries;
- Process and complete transactions, including the delivery of our Products;
- Verify your identity and/or eligibility to purchase certain Products;
- Contact you regarding lost items in our Stores, such as your keys, purse, or wallet;
- Personalize our Sites and Products;
- Provide you with information about our Sites, Products, and Stores;
- Provide general customer service;
- Secure our Sites, Products, and Stores, and to detect fraud and other illegal or inappropriate activity;
- Conduct internal research and analysis;
- Facilitate a business transaction, such as a merger, acquisition, asset sale, bankruptcy, or other related proceeding;
- Measure advertisement effectiveness, the delivery of ads, marketing, and other ways to personalize our Sites and Products for you; and
- To comply with the law, enforce our policies, or respond to a legal request such as but not limited to a subpoena.

How Do We Share Your Information?

Depending on the circumstances, we may share your information in the following circumstances:

- **With Your Consent.** We may disclose, share, or make available your information with your consent, which may be obtained in writing, online, through “click-through” agreements, when you accept our terms for our Sites, orally (including over the telephone), or by other means. For example, if you purchase Products with a credit card and have them shipped to your home, you consent to the disclosure of your name and mailing address to our third-party shipping service providers, and of your

credit card number to the credit card processor to authorize the transaction and to the bank to collect payment.

- **With Service Providers & Business Partners.** We may disclose, share, or make available your information with Third Parties, such as service providers, affiliates and subsidiaries, business partners, credit / debit card processing partners, partners that facilitate billing, shipping, and customer service, third-party auditors and law firms, marketing and advertising networks (including those that provide ad measurement services), internet service providers, data analytics providers, companies that help debug and identify and repair errors that may impair the functionality of our Sites, and third parties that help protect against malicious, deceptive, fraudulent, or illegal activity.
- **In A Business Transfer.** We may disclose, share, or make available your information as part of a business transaction, such as a merger or acquisition, joint venture, corporate reorganization, financing, or sale of company assets, or in the unlikely event of insolvency, bankruptcy, or receivership, in which such information could be transferred to third parties as a business asset in the transaction.
- **For Legal Process & Protection.** We may disclose, share, or make available your information to satisfy any law, regulation, legal process, governmental request, or where we have a good faith belief that access, use, preservation or disclosure of such information is reasonably necessary to: (1) enforce or apply agreements, or initiate, render, or bill for use of the Sites; (2) protect our rights or interests, property or safety or that of others; (3) in connection with claims, disputes, or litigation - in court or elsewhere; (4) protect users of our Sites and other carriers, providers, or partners from fraudulent, abusive, unlawful, or otherwise improper use of our Sites; (5) facilitate or verify the appropriate calculation of taxes, fees, or other obligations due to a local, state, or federal government.

Cookies & Related Technology

From time to time, our Sites may use cookies, beacons, pixel tags, scripts, and other similar technologies. We use these technologies to support the functionality of our Sites, perform analytics, advertise our Sites and Products, determine how users interact with our Sites, and for other related purposes. Below is an overview of these technologies. To learn more about your choices with regard to these technologies, see [Your Choices](#) below.

- **What Are Cookies?** A cookie is a small file containing a string of characters that is sent to your computer or device when you visit a website or use an online service. The cookie then communicates with servers, ours (e.g., first-party cookies) or those of another third-party (e.g., third-party cookies) that we have authorized to place on our Sites. When you visit our Sites again, the cookie allows us to recognize your browser or device. Cookies may store unique identifiers, user preferences, and other information.
- **How Long Do Cookies Last?** We may use “session cookies” or “persistent cookies.” Session cookies are temporary and expire once you close your browser or once your

session ends. Persistent cookies remain on your device for much longer or until you or your browser erase them. Persistent cookies have varying durations that are dependent on their expiration date. To find out more about cookies, including how to manage and delete cookies through browser settings, visit www.allaboutcookies.org.

- **What Types Of Cookies Do We Use?**

- **Necessary Cookies.** These cookies are necessary for you to browse the Sites and use their features, such as accessing secure areas of the Sites. Without these cookies, certain aspects of the Sites may not be available to you.
- **Preferences Cookies.** These cookies collect information about how you have used the Sites in the past and allow the Sites to remember the choices you have made. These cookies allow us to improve how the Sites work for you and tailor the Sites to your preferences.
- **Statistics Cookies.** These cookies collect information about how you use the Sites, such as which pages you most often visit on the Sites, the time you spend on the Sites, which links you click on, and any issues encountered. These cookies help us understand how visitors interact with the Sites. All information collected is aggregated and does not identify you.
- **Marketing Cookies.** These cookies track your online activity to help deliver advertisements that are relevant to you and your interests and measure the effectiveness of the advertising campaigns. They also limit how many times you see a certain advertisement. We may share the information collected through these cookies with others, such as advertisers.

Beacons. Our Sites, and some of our e-mail communications, may from time to time contain small electronic files known as beacons (also known as web beacons, clear GIFs, pixel tags, single-pixel GIFS) that permit us, for example, to count users who have visited those pages or opened an email communication, and for other related statistical analysis. Beacons in email marketing campaigns allow us to track your responses and your interests in our content, offerings, and Sites. You may use the tools in your device to disable these technologies as well.

Links To Third Party Sites

Our Sites, from time to time, may contain links to third-party websites and services. Please note that these links are provided for your convenience and information, and may operate independently from us and have their own privacy policies and/or notices. You are strongly encouraged to review such policies or notices. We do not endorse or make any representations or warranties concerning, and will not in any way be liable for, any informational content, products, services, software, or other materials available on other websites, even if one or more pages of the other websites are framed within, or linked to, a page of our Sites.

Do Not Track

Our Sites may, from time to time, collect information about your online activities, overtime time and across our Sites. Third parties may also collect information about your online activities, over time and across different internet websites, online or cloud computing

services, online applications, or mobile applications. Some browsers support a “Do Not Track” feature, which is intended to be a signal to websites that you do not wish to be tracked across different websites you visit. Our Sites do not currently change the way they operate based upon detection of a “Do Not Track” or similar signal.

How Do We Store & Protect Your Information

Although no system or website can guarantee the complete security of your information, we take all commercially reasonable steps to ensure your information is protected in accordance with all applicable laws and regulations, as appropriate to the sensitivity of your information.

How Long Do We Keep Your Information?

We keep your information for as long as necessary in accordance with the purposes for which it was collected, our business needs, and our legal and regulatory obligations. If we dispose of your information, we will do so in a way that is commercially reasonable taking into account the sensitivity of the information.

Children

Our Sites are not intended for children under the age of 18. This includes any links to other websites that we provide for our convenience. We do not intend to or knowingly collect personal information online from children under the age of 16 for any reason, and we encourage parents or guardians to participate in and monitor their children’s online activity. If a child under 16 has provided personal information, a parent or guardian may inform us of that fact by contacting us using one of the methods listed under the caption “Contact” that appears below, and we will then delete the information from our database. If you are under the age of 16, do not provide us with any personal information.

Your Choices

We provide you with the ability to exercise certain controls and choices about how we collect, use, share, and store your information.

Please note, for some of these rights (such as the Right to Correct, Right to Access, and Right to Delete), we may take steps to verify your identity by matching the information you provide with your request with the information we have on file about you. Depending on the sensitivity of the information at issue, we may utilize more stringent verification methods, including but not limited to requiring you to sign a declaration under penalty of perjury.

To submit any of the requests below, or have a request submitted by your representative, please submit your request by completing our [online form](#). You may also call us toll-free at (888) 914-9661 x 279 173 to submit a request.

- **Right to Correct.** Depending on where you live, you may have a right to ask that we correct or update the information we have about you.
- **Right of Access.** Depending on where you live, you may have a right to ask that we disclose to you the categories and in some cases specific information we have collected about you in the 12 months preceding the date of your request, or as

otherwise required under applicable law, including information about from where we collected this information and how it has been shared.

- **Right to Delete.** Depending on where you live, you may have the right to ask that we delete your information, subject to appropriate legal exceptions such as, but not limited to, if the information is necessary to complete a transaction with you, detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity, comply with the law, or to use internally for purposes aligned with your expectations.
- **Right to Opt-Out of the Sale of Personal Information.** If you are a resident of California, you have a right to opt-out of the sale of your personal information. Although we do not sell your personal information in the traditional sense, we do share some of your information, such as your IP address and other identifiers, with third-party advertising partners which may constitute a sale under California law. To exercise this right, you may submit your request by completing our [online form](#), visiting our **Do Not Sell or Share My Personal Information** page, or calling us toll-free at (888) 914-9661 x 279 173.
- **Right to Limit the Use of Sensitive Personal Information.** Depending on where you live, you may have the right to ask that we limit how we use and disclose your sensitive personal information. This right does not apply to sensitive personal information that we collect or process without the purpose of inferring characteristics about you. To exercise this right, you may submit your request by completing our [online form](#), or calling us toll-free at (888) 914-9661 x 279 173.
- **Right to Opt-Out of Receiving Communications.** We may send you e-mail messages, direct mail offers, or other communications regarding our Products unless you ask us not to do so. At any time, if no longer want to receive certain communications from us via email or text message, simply click the “unsubscribe” link in the email or reply STOP (or as otherwise instructed) to the message. You may also submit a request to unsubscribe by completing our [online form](#) or by calling us toll-free at (888) 914-9661 x 279 173. Please note, you may not be able to unsubscribe from service-related correspondence from us, such as message relating to your account and use of our Sites.
- **Right to Non-Discrimination.** We will not discriminate against you in any way if you choose to exercise your rights under this section and applicable law.
- **Changing Cookie / Related Technology Settings.** Web browsers allow some control of most cookies through browser settings. To find out more about cookies, including how to manage and delete cookies through browser settings, visit www.allaboutcookies.org. Some web browsers provide settings that allow a user to reject cookies or to alert a user when a cookie is placed on the user’s computer, tablet or mobile device. Most mobile devices also offer settings to reject mobile device identifiers. Although users are not required to accept cookies or mobile device identifiers, blocking or rejecting them may prevent access to some features available

through the Sites. In addition to adjusting your browser and device settings, as outlined above, you may also control how cookies and related technologies are set and used on your device by visiting the following sites:

- o <http://networkadvertising.org/>
- o <http://optout.aboutads.info/>
- o <http://youradchoices.com/>

California Residents

California Consumer Privacy Act (CCPA)

All terms and phrases used under this section have the same meaning as those phrases are defined under the CCPA and its implementing regulations, as amended (collectively, the “CCPA”).

Definitions

Term	Definition
Personal information	Information that identifies, relates to, describes, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, to you or your household.
Sensitive Personal information	Social security number, driver’s license number, state identification card, passport number, account log-in and password, financial account and password, debit or credit card number and access code, precise geolocation information, race, ethnic origin, religious or philosophical beliefs, union membership, the content of your mail, email or texts other than those communications with us, genetic data, biometric information, health information, and information that concerns your sex life or sexual orientation.
Sell, sale, or sold	Selling, renting, releasing, disclosing, disseminating, making available, transferring, or otherwise communicating orally, in writing, or other means, your personal information to a third party for money or other valuable consideration.
Share or shared	Sharing, renting, releasing, disclosing, disseminating, making available, transferring, or otherwise communicating orally, in writing, or by electronic or other means, your personal information to a third party for cross-context behavioral advertising, whether or not for money or other valuable consideration, including transactions between a business and a third party for cross-context behavioral advertising for the benefit of a business in which no money is exchanged.

Notice of Financial Incentive

Material Terms of Incentive

From time to time, we may provide discounts or financial incentives on our Sites or in Stores, such as reward programs, in exchange for your personal information, such as your email address. We may use the information you provide to send you messages, market future services or Sites, and for other internal statistical purposes.

How The Incentive Is Reasonably Related To The Personal Information Provided

Any discounts or discount programs are based upon our reasonable but sole determination of the estimated value of the personal information California residents provide, which takes into consideration, without limitation, estimates regarding the anticipated revenue generated from such information, the anticipated expenses which might be incurred in the collection, storage, and use of such information in the operation of our business, and other relevant factors related to the estimated value of such information to our business, as permitted under applicable law.

Opt-In

By providing your personal information when signing-up for a discount or financial incentive, you are affirmatively opting-in to our incentive program. If you wish to opt-out of the program, do not submit the personal information.

Right to Withdraw

If you wish to withdraw from receiving a discount or sample, you may submit such a request by completing our [online form](#) or by calling us toll-free at (888) 914-9661 x 279 173 before completing your order.

Notice at Collection

Below is a summary of the categories of information we collect from and about you when you use our Sites, Products, visit our Stores, Communicate with us, and when we interact with certain Third Parties. Also included in this section is information about: (1) why the various categories of information are collected and used; (2) whether the category of information is “sold” or “shared” to third parties; (3) whether the information is disclosed for a business purpose to third parties; (4) whether the information constitutes “sensitive personal information”; and (5) a description of how long we keep each category of information.

Category: Identifiers (Includes Sensitive Personal Information)

This category includes information such as your name, alias, postal address, and telephone number, unique personal identifier, online identifier, IP address, account log-in, email address, account name, social security number, driver’s license number, or passport number.

Question	Answer
How do we collect this	We collect this information directly from you or automatically from your device(s). We also may collect this information from

information?	third parties such as service providers and government agencies.
What is the business purpose for collecting this information?	See How Do We Use Your Information?
Does this category include sensitive personal information? If so, do we use the sensitive personal information for a purpose outside of what is permitted under the CCPA?	Yes. Sensitive personal information can include information that reveals your social security number, driver's license number, state identification card number, and passport number. We do not process your sensitive personal information other than for the purposes permitted under the CCPA.
Is this information "sold" or "shared"?	Yes. Your unique online identifier and IP address may be "sold" within the meaning of the CCPA to third parties. You may opt-out of the sale of your information by going to Your Choices .
Do we otherwise disclose this information to third parties for a business purpose?	Yes. See How Do We Share Your Information?
How long do we keep this information?	We keep this category for so long as is reasonably necessary and proportionate to the original purpose for which we collected the information. We base our criteria in determining appropriate retention periods on regulatory and legal requirements, contractual requirements, business needs, and the expectations of our consumers.

Category: Personal Characteristics (Includes Sensitive Personal Information)

This category includes information such as your signature, race, color, national origin, sex, sexual orientation, gender, gender identity, gender expression, religious creed, mental disability, physical disability, medical condition, military / veteran status, marital status, age, genetic characteristics, ancestry, or reproductive health decision making.

Question	Answer
How do we collect this information?	We collect this information directly from you. We also may collect this information from third parties, such as service providers.

What is the business purpose for collecting this information?	See How Do We Use Your Information?
Does this category include sensitive personal information? If so, do we use the sensitive personal information for a purpose outside of what is permitted under the CCPA?	Yes. Sensitive personal information can include information pertaining to your race, ethnicity, religious beliefs, philosophical beliefs, sex, sex life, union membership, and health. We do not process your sensitive personal information other than for the purposes permitted under the CCPA.
Is this information "sold" or "shared"?	No.
Do we otherwise disclose this information to third parties for a business purpose?	Yes. See How Do We Share Your Information?
How long do we keep this information?	We keep this category for so long as is reasonably necessary and proportionate to the original purpose for which we collected the information. We base our criteria in determining appropriate retention periods on regulatory and legal requirements, contractual requirements, business needs, and the expectations of our consumers.

Category: Financial Information (Includes Sensitive Information)

This category includes information such as bank account number, credit card number, debit card number, or any other financial information with a required access or security code, password, or credentials.

Question	Answer
How do we collect this information?	We collect this information directly from you. We also may collect this information from third parties, such as service providers.
What is the business purpose for collecting this information?	See How Do We Use Your Information?

Does this category include sensitive personal information? If so, do we use the sensitive personal information for a purpose outside of what is permitted under the CCPA?	Yes. Sensitive personal information can include information that reveals your account log-in with password, and financial or payment account with password. We do not process your sensitive personal information other than for the purposes permitted under the CCPA.
Is this information “sold” or “shared”?	No.
Do we otherwise disclose this information to third parties for a business purpose?	Yes. See How Do We Share Your Information?
How long do we keep this information?	We keep this category for so long as is reasonably necessary and proportionate to the original purpose for which we collected the information. We base our criteria in determining appropriate retention periods on regulatory and legal requirements, contractual requirements, business needs, and the expectations of our consumers.

Category: Internet or other Electronic Network Activity Information

This category includes information such as network activity information, browsing history, search history, and information regarding a consumer’s interaction with an Internet website, application, or advertisement.

Question	Answer
How do we collect this information?	We collect this information directly from you or automatically from your device(s). We also may collect this information from third parties such as service providers and government agencies.
What is the business purpose for collecting this information?	See How Do We Use Your Information?
Does this category include sensitive personal information? If so, do we use the sensitive personal information for a	No.

purpose outside of what is permitted under the CCPA?	
Is this information “sold” or “shared”?	No.
Do we otherwise disclose this information to third parties for a business purpose?	Yes. See How Do We Share Your Information?
How long do we keep this information?	We keep this category for so long as is reasonably necessary and proportionate to the original purpose for which we collected the information. We base our criteria in determining appropriate retention periods on regulatory and legal requirements, contractual requirements, business needs, and the expectations of our consumers.

Category: Commercial Information

This category includes information such as records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies.

Question	Answer
How do we collect this information?	We collect this information directly from you or automatically from your device(s). We also may collect this information from third parties such as service providers and government agencies.
What is the business purpose for collecting this information?	See How Do We Use Your Information?
Does this category include sensitive personal information? If so, do we use the sensitive personal information for a purpose outside of what is permitted under the CCPA?	No.

Is this information “sold” or “shared”?	No.
Do we otherwise disclose this information to third parties for a business purpose?	Yes. See How Do We Share Your Information?
How long do we keep this information?	We keep this category for so long as is reasonably necessary and proportionate to the original purpose for which we collected the information. We base our criteria in determining appropriate retention periods on regulatory and legal requirements, contractual requirements, business needs, and the expectations of our consumers.

Category: Professional and Educational Information (Includes Sensitive Personal Information)

This category includes information that is not “publicly available personally identifiable information,” such as current or prior job history or performance evaluations.

Question	Answer
How do we collect this information?	We collect this information directly from you or automatically from your device(s). We also may collect this information from third parties such as service providers and government agencies.
What is the business purpose for collecting this information?	See How Do We Use Your Information?
Does this category include sensitive personal information? If so, do we use the sensitive personal information for a purpose outside of what is permitted under the CCPA?	Yes. Some employment information may include sensitive personal information. We do not process your sensitive personal information other than for the purposes permitted under the CCPA.
Is this information “sold” or “shared”?	No.
Do we otherwise disclose this information to third	Yes. See How Do We Share Your Information?

parties for a business purpose?	
How long do we keep this information?	We keep this category for so long as is reasonably necessary and proportionate to the original purpose for which we collected the information. We base our criteria in determining appropriate retention periods on regulatory and legal requirements, contractual requirements, business needs, and the expectations of our consumers.

Additional Notices

- **Notice of Disclosure for a Business Purpose.** To learn more about the categories of personal information we have disclosed for a business purpose about California residents in the past 12 months, please see [What Information Do We Collect & How Do We Collect It?](#), [How Do We Use Your Information?](#), and [How Do We Share Your Information?](#).
- **Notice of Sale or Sharing.** Although we do not sell your personal information in the traditional sense, we do share some of your information, such as your IP address and other identifiers, with third-party advertising partners which may constitute a sale or sharing under California law. We do not have any actual knowledge of selling or sharing the personal information of any California resident who is 16 years or younger.
- **Notice of Processing Sensitive Personal Information.** We do not process your sensitive personal information outside of the purposes outlined in the CCPA.

Consumer Rights

You have a Right to Access, Right to Correct, Right to Opt-Out of the Sale of Personal Information, Right to Delete, Right to Limit Use of Sensitive Personal Information, and a right to exercise those rights free of discrimination. For more information about these rights, please see the [Your Choices](#) section above. To exercise these rights, you may complete this [online form](#) or call us toll-free at (888) 914-9661 x 279 173.

Accessibility

Consumers with disabilities may access this Privacy Policy and other notices in an alternative format by contacting us at <https://www.newleaf.com/contact/>.

Download Printable PDF

Changes

We may change this Privacy Policy from time to time. Any and all changes to this Privacy Policy will be reflected on this page, and where appropriate provided in person or by another electronic method. Material changes to this Privacy Policy will be posted here, and may be provided via e-mail or another method, as appropriate under applicable law. The last

updated date will be stated at the top of this Privacy Policy. You should regularly check this page for any changes to this Privacy Policy.

Contact

If you have any questions, comments or concerns about this Privacy Policy, or privacy related comments or questions, please contact our us via our website or telephone as follows:

- Customer Service Contact Form: <https://www.newleaf.com/ccpa-request/>
- Phone: (888) 914-9661 x 279 173