

# **MATRIX**

## **ABSENCE MANAGEMENT**

**A MEMBER OF THE TOKIO MARINE GROUP**

This **Privacy Notice for California Residents** supplements the information contained in our Privacy Notice and applies solely to consumers who reside in the State of California (consumers or you).

### **Information covered by California Privacy law**

The California Consumer Privacy Act of 2018 (CCPA) grants new rights to California consumers. As a third party benefits administrator providing administrative services for managing employee leaves of absence, disability benefits, worker's compensation benefits, and ADA accommodations, Matrix Absence Management, Inc., (Matrix) is subject to federal privacy regulation under Gramm-Leach-Bliley Act and implementing regulations (collectively GLBA). California Privacy law exempts information "collected, processed, sold or disclosed" pursuant to GLBA. This includes information Matrix collects and shares information from you related to administrative services for leaves of absence, disability benefits, worker's compensation benefits, and ADA accommodations. For purposes of this notice, "California Personal Information" refers to any information collected by Matrix that falls outside of the GLBA definition of personal information and is subject to California Privacy law.

### **California Consumer Rights to California Personal Information**

1. The right to know what personal information is collected, used, shared or sold, both as to the categories and specific pieces of personal information;
2. The right to delete personal information held by businesses and by extension, a business's service providers;
3. The right to opt-out of the sale of personal information.
4. The right to non-discrimination when a consumer exercises a privacy right under CCPA.

### **Sources of Your Personal Information**

You are the most important source of California Personal Information but we may also verify or collect information on you from: (1) an insurance agent or group policy holder servicing your policy, (2) physicians; (3) other health care providers; (4) employers; (5) consumer investigative organizations.

### **Information That We Collect and How We Use It**

Matrix may collect, use, and share California Personal Information about consumers to provide consumers with our services and perform a contract.

### Collection of information

All information collected is collected and used for the business purpose of providing a service to you and fulfilling a contractual obligation. We collect information about individual consumers from our group policyholders, from employers, from consumers' recorded phone calls with our customer service and/or claims agents, and from consumers' medical providers. Matrix has collected the following categories and specific types of personal information about consumers in the past 12 months: Identifiers, Personal information categories listed in the California Customer Records statute (Cal. Civ. Code § 1798.80(e)), Protected classification characteristics under California or federal law, Sensory data, and Employment data.

### Use of information

We may use and/or disclose the personal information we collect for one or more of the following business purposes: To set up a new client; To process claims; To communicate about a claim; For general claim administration purposes; To comply with our legal and regulatory obligations; To defend or prosecute legal claims; or To investigate or prosecute fraud.

### Sharing of Information

Matrix may disclose information to a service provider or third party for a business purpose. When we disclose your personal information, we request that the recipient both keep that personal information confidential and not use it for any purpose except performing the contract. We share your personal information with the following categories: to our group companies; to group policyholders/employers to determine claimant eligibility; to perform medical reviews during the claims process; to investigative services for the purposes of fraud detection; to any competent law enforcement body, regulatory, government agency, court or other third party where we believe disclosure is necessary (i) as a matter of applicable law or regulation, (ii) to exercise, establish or defend our legal rights, or (iii) to protect a consumer's vital interests or those of any other person; and to any other person with consumer's consent to the disclosure.

### **Request for Access to Specific Information, Data Portability Rights**

If you are a California Resident, California Civil Code Section 1798.93 permits you to request information about the collection and disclosure of your California Personal Information over the past 12 months. Matrix endeavors to respond to a verifiable consumer request within forty-five (45) days of its receipt. If we require more time (up to 90 days), we will inform you of the reason and extension period in writing. Any disclosures we provide will only cover the 12-month period preceding the verifiable consumer request's receipt and is only applicable to California Personal information. The response we provide will also explain the reasons we cannot comply with a request, if applicable.

### **Verification of person making the request**

Matrix values the responsibility of handling sensitive personal information. An individual making a request will need to provide information to us to verify that he/she is legally entitled to the information requested.

### **Request for Deletions**

You may have the right to ask Matrix to delete a piece of California Personal Information collected about you. We may deny your request for any California Personal Information that falls under an exemption permitted by an applicable California or Federal law.

### **Submitting Requests**

If you wish to exercise your rights under California privacy law, you may call our Customer Service Department at 1-888-238-4002; email your request to [MatrixCompliance@matrixcos.com](mailto:MatrixCompliance@matrixcos.com) or write to us at: Privacy Officer, Attn: California Privacy Rights, Matrix Absence Management, Inc., 2421 W Peoria Ave #200, Phoenix, Arizona 85029.

### **Sales of Personal Information**

In the preceding twelve (12) months, Matrix has not sold any categories of personal information (for both minors and non-minors).

### **Non-Discrimination**

You have a right not to receive discriminatory treatment for the exercise of the privacy rights conferred by the CCPA. We will not discriminate against you in any way for exercising any of your CCPA rights.

### **An Explanation of Cookies and How We Use Them**

Please see the **About Cookies** disclosure on our website.

### **Changes to Our Privacy Notice**

This privacy notice may be updated and changed from time to time. We will post the new policy on this page.