

## **Introduction**

RoadRunner Recycling, Inc. (“RoadRunner”, “us”, “we”, and “our”) is committed to protecting the privacy of our website visitors, business partners, customers and other end users.

This page informs you of the policies regarding RoadRunner’s collection, use, and disclosure of personal information. We will not use or share your information with anyone except as described in this Privacy Policy.

We use your Personal Information for providing and improving our services. By using our website or services, you agree to the collection and use of information in accordance with this policy.

## **What personal information do we collect?**

Personal information we collect may include the following:

- Name, Address, Telephone Number, Email Address, Company Name, Job Title, and Department Information

We may also collect information you choose to provide to us in “open answer” sections of forms, surveys, or service reviews including, but not limited to, information related to (i) services that we provide to you, (ii) waste hauler and related services utilized by you and (iii) your location related to the provision of services for which our relationship with you exists. When using our website, we may log IP addresses, referring URLs, domain names, browser type and language, image meta data and information concerning the use of our website. Additionally, when purchasing our services, we may collect billing information.

## **When do we collect information?**

When submitting a request regarding our services, completing forms and surveys, requesting support, using live chat, entering information on our website, participating in RoadRunner webinars, or subscribing to marketing communications, you may be asked to provide Personal Information. Additionally, we may collect Personal Information at events you attend or during phone calls with our representatives. This information is collected when you choose to provide it to us.

## **How do we use your information?**

We may use the information we collect from you when you send us an electronic mail or similar message, sign up for our blog, respond to a survey or marketing communication, visit the website, or use certain other site features in the following ways:

- To personalize your experience and to allow us to deliver the type of service offerings in which you are most interested.
- To allow us to better service you in responding to your customer service requests.

- To administer a contest, promotion, survey or other site feature.
- To ask for ratings and reviews of our services.
- To follow up with you after correspondence (live chat, email or phone inquiries).
- To develop new service offerings.
- To send emails and communications related to our services, policies, marketing and similar promotions and new features
- Referring URLs are logged as a means to better understand the usage of our customers, products and business partners

### **How do we protect your information?**

The security of your Personal Information is important to us, and we strive to implement and maintain reasonable, commercially acceptable security procedures and practices appropriate to the nature of the information we store in order to protect it from unauthorized access or use, destruction, modification, or disclosure.

The RoadRunner website is scanned on a regular basis for security holes and known vulnerabilities in order to make your visit to our site as safe as possible.

Your Personal Information is contained behind secured networks and is only accessible by a limited number of persons and third parties who have special access rights to such systems and are required to keep the information confidential. In addition, we implement a variety of security measures when a user enters, submits, or accesses their information to maintain the safety of your Personal Information.

RoadRunner will only retain Personal Information for as long as it is necessary and in accordance with applicable law.

### **Compliance with Laws**

We will disclose your Personal Information where required to do so by law or subpoena or if we believe that such action is necessary to comply with the law and the reasonable requests of law enforcement or to protect the security or integrity of our products and services.

### **International Transfer**

Your information, including Personal Information, may be transferred to, and maintained on computers located outside of your state, province, country or other governmental jurisdiction where the data protection laws may differ than those from your jurisdiction.

If you are located outside United States and choose to provide information to RoadRunner, please note that we transfer the information, including Personal Information, within the United States and process it there.

Your use of this website followed by your submission of any such information represents your agreement to that transfer pursuant to the terms of this Privacy Policy.

## **User Privacy Rights**

**Marketing Communications:** You can opt-out of marketing communications by clicking the “unsubscribe” link included at the bottom of all marketing emails. Additionally, you may contact us at anytime to opt-out of these communications.

### **Additional Rights for the European Union:**

**Right of Access:** You may have the right to obtain the personal data we hold about you and the purposes of the processing.

**Right to Erasure:** You may have the right to request we erase personal data we hold about you, in certain situations.

**Right to Restriction of Processing:** You may have the right to restrict processing of your personal data.

**Right to Object:** You may have the right to object to us processing your Personal Information or to stop sending you marketing communications.

**Right to Data Portability:** You may have the right to receive the personal data we hold about you, in a structured, commonly used and machine-readable format.

**Right to Rectification:** You may have the right to correct any inaccurate Personal Information.

Please contact us at [privacy@roadrunnerwm.com](mailto:privacy@roadrunnerwm.com) if you would like to utilize any of the above rights, so that we may consider your request in a timely manner. To further protect your Personal Information, we may use precautionary steps to verify your identity before complying.

### **Do we use ‘cookies’?**

Yes. Cookies are small files that a site or its service provider transfers to your computer’s hard drive through your web browser (if you allow) that enables the site’s or service provider’s systems to recognize your browser and capture and remember certain information. For instance, we use cookies to help us remember and process visitors to our website. They are also used to help us understand your preferences based on previous or current site activity, which may enable us to provide you with improved services. We also use cookies to help us compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools in the future.

### **We use cookies to:**

- Understand and save user’s preferences for future visits.
- Keep track of advertisements.

- Compile aggregate data about site traffic and site interactions in order to offer better site experiences and tools in the future.

We may also use trusted third-party services that track this information on our behalf.

You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You do this through your browser settings. Since each browser is a little different, look at your browser's Help Menu to learn the correct way to modify your cookies.

**If cookies are disabled within a browser:**

If you turn cookies off, some features may not function properly.

**Third-party disclosure**

We do not sell, trade, or otherwise transfer your Personal Information to outside parties.

**Third-party links**

Our website or services may contain links to other sites that are not operated by us. If you click on a third-party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit.

We have no control over, and assume no responsibility for the content, privacy policies or practices of any third-party sites or services.

**California Online Privacy Protection Act**

CalOPPA is the first state law in the nation to require commercial websites and online services to post a privacy policy. The law's reach stretches well beyond California to require any person or company in the United States (and conceivably the world) that operates websites collecting personally identifiable information from California consumers to post a conspicuous privacy policy on its website stating exactly the information being collected and those individuals or companies with whom it is being shared. – See more at: <http://consumercal.org/california-online-privacy-protection-act-caloppa/#sthash.0FdRbT51.dpuf>

**According to CalOPPA, we agree to the following:**

Users can visit our site anonymously.

Once this privacy policy is created, we will add a link to it on our home page or at a minimum, on the first significant page after entering our website.

Our Privacy Policy link includes the word 'Privacy' and can easily be found on the page specified above.

You will be notified of any Privacy Policy changes:

- On our Privacy Policy page

You can change your Personal Information:

- By emailing us at [privacy@roadrunnerwm.com](mailto:privacy@roadrunnerwm.com)
- By calling us

### **How does the RoadRunner site handle Do Not Track signals?**

We honor Do Not Track signals and Do Not Track, plant cookies, or use advertising when a Do Not Track (DNT) browser mechanism is in place.

### **Does the RoadRunner site allow third-party behavioral tracking?**

We may use third-party services such as Google Analytics that collect, monitor and analyze this type of information in order to increase our Service's functionality. These third-party service providers have their own privacy policies addressing how they use such information.

### **Google**

Google's advertising requirements can be summed up by Google's Advertising Principles. They are put in place to provide a positive experience for users. You can learn more on their policy here:

<https://support.google.com/adwordspolicy/answer/1316548?hl=en>

### **Children's Privacy**

When it comes to the collection of personal information from children under the age of 13 years old, the Children's Online Privacy Protection Act (COPPA) puts parents in control. The Federal Trade Commission, United States' consumer protection agency, enforces the COPPA Rule, which spells out what operators of websites and online services must do to protect children's privacy and safety online.

Only persons age 18 or older have permission to access our website and use our services. Our services do not address anyone under the age of 13 ("Children").

We do not knowingly collect personally identifiable information from children under 13. If you are a parent or guardian and you learn that your children have provided us with Personal Information, please contact us. If we become aware that we have collected Personal Information from a child under the age of 13 without verification of parental consent, we take steps to remove that information from our servers.

### **Changes to this Privacy Policy**

This Privacy Policy is effective as of November 27, 2018 and will remain in effect except with respect to any changes in its provisions in the future, which will be in effect immediately after being posted on this page.

We reserve the right to update or change our Privacy Policy at any time and you should check this Privacy Policy periodically. Your continued use of our website or services after we post any modifications to the Privacy Policy on this page will constitute your acknowledgment of the modifications and your consent to abide and be bound by the modified Privacy Policy.

If we make any material changes to this Privacy Policy, we will notify you either through the email address you have provided us, or by placing a prominent notice on our website.

### **Contacting Us**

If there are any questions regarding this privacy policy, you may contact us using the information below:

[roadrunnerwm.com](http://roadrunnerwm.com)

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Pittsburgh, PA 15222  
United States

[privacy@roadrunnerwm.com](mailto:privacy@roadrunnerwm.com)

(888) 871-7623

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