

Late Updated: December 30, 2024

INTRODUCTION

Progressive Solutions, LLC (collectively, the “Company” or “we”) has adopted this privacy policy to explain how we collect, use and disclose the personal information of our customers and users (“user” or “you”). Should we ask you to provide certain information by which you can be identified when using this website or our services, that information will be used in accordance with this privacy policy. By providing us with personal information, you consent to our processing it in accordance with this policy. If you do not agree to any processing of personal information described in this policy, you may exercise the choices we describe below, or you can choose not to provide us with that personal information.

The “website” includes the following URLs: <https://www.progressivesolutions.net>. We may from time to time include other similar terms that redirect away from the above URL. Please read this privacy policy carefully. If you do not agree with the terms of this privacy policy, please do not access the website and do not provide us with personal information. You may also exercise those choices we describe in this policy. We may change this policy from time to time for any reason. You may see the last time the policy was updated from the Last Updated text in the header. This will serve as the only notification and any changes or modifications, and unless otherwise indicated, will be effective immediately upon posting the updated Privacy Policy on the website.

If you wish to access this privacy policy in an alternate format or require an accommodation to access this privacy policy, please contact us at: [855-483-8543](tel:855-483-8543) or privacy@utilservllc.com.

Para solicitar una copia de esta política en español, por favor envíe un correo electrónico: privacy@utilservllc.com.

We may collect information about you in a variety of ways. The following table sets forth the categories of personal information we may collect on the website, the source of that personal information, the purposes for collecting such information and how we share such personal information:

CATEGORIES OF PERSONAL INFORMATION WE COLLECT	SOURCES OF THE PERSONAL INFORMATION	PURPOSES FOR COLLECTING THE PERSONAL INFORMATION	CATEGORIES OF RECIPIENTS WITH WHOM WE SHARE THE PERSONAL INFORMATION
<p><u>Identifiers</u>, such as your name, mailing address, email address, telephone number, unique personal identifier, online identifier, IP addresses and employment information in connection with your submitting any resume for consideration of employment or other similar identifiers.</p>	<p>You and/or our customers</p>	<ul style="list-style-type: none"> • Providing services and performing other business activities as needed, and communicate with you about those services • Communicate with you about appointments, services, and/or reminders and updates related to such appointments and services • Marketing purposes and communications, such as sending you communications to let you know of updates to or new services • Compile anonymous statistical data and analysis for use internally or with third parties • Increase the efficiency and operation of the website • Improve the content and terms included in our service descriptions • Monitor and analyze usage and trends • Respond to customer service or website requests • For any purpose for which we obtained your consent • Otherwise communicate with you 	<p>Company personnel</p> <p>Affiliates</p> <p>Third-Party Service Providers that provide services and support to us</p> <p>Applicable law enforcement and government agencies and other third parties</p>

<p><u>Professional and employment-related information</u>, such as information relating to your position, (e.g., job title, job description, or department), employment status, employment history, or business email address</p>	<p>You</p>	<ul style="list-style-type: none"> • Providing services and performing other business activities as needed, and communicate with you about those services • Marketing purposes and communications, such as sending you communications to let you know of updates to or new services • Compile anonymous statistical data and analysis for use internally or with third parties • Increase the efficiency and operation of the website • Improve the content and terms included in our service descriptions • Monitor and analyze usage and trends • Respond to customer service or website requests • For any purpose for which we obtained your consent • Otherwise communicate with you 	<p>Company personnel</p> <p>Affiliates</p> <p>Third-Party Service Providers that provide services and support to us</p> <p>Applicable law enforcement and government agencies and other third parties</p>
<p><u>Communications</u>, such as communications we have with you including when you contact us through the website</p>	<p>You</p>	<ul style="list-style-type: none"> • Marketing purposes and communications, such as sending you communications to let you know of updates to or new services • Providing services and performing other business activities as needed • Respond to customer service or website requests • Otherwise communicate with you 	<p>Company personnel</p> <p>Affiliates</p> <p>Third-Party Service Providers that provide services and support to us</p>

			Applicable law enforcement and government agencies and other third parties
<u>Preference Information</u> , such as account settings (if applicable) and marketing preferences	You and our website technology's interaction with your browser or devices.	<ul style="list-style-type: none"> • Marketing purposes and communications, such as sending you communications to let you know of updates to or new services • Compile anonymous statistical data and analysis for use internally or with third parties • Help develop our marketing plans • Providing services and performing other business activities as needed 	<p>Third party service providers, including those who perform website analytic services for us</p> <p>Company personnel</p> <p>Affiliates</p>
<u>Internet or other electronic network activity information</u> , such as geolocation data related to use of an internet website, application or device, your usage details relating to our websites and services, information you provide when filling in forms on our websites, or information you provide when requesting further information, or services from us, browsing history, IP address, internet provider, operating system and browser used, type of	You and our website technology's interaction with your browser or devices, including using cookies or similar technologies to identify your browser or device.	<ul style="list-style-type: none"> • Protect Company information, equipment and systems and other security purposes • Compile anonymous statistical data and analysis for use internally or with third parties • Increase the efficiency and operation of the website • For marketing purposes • Monitor and analyze usage and trends • Providing services and performing other business activities as needed • Respond to customer service or website requests 	<p>Third-Party Service Providers that provide services and support to us</p> <p>Company personnel</p> <p>Affiliates</p> <p>Applicable law enforcement and government agencies and other third parties</p>

device, and other device details.			
<u>Business Data</u> , such as: organization information (company name, company type); and project information (services required, information regarding appointments, estimated start date).	You	<ul style="list-style-type: none"> • Communicate with you about business opportunities • Marketing purposes and communications, such as sending you communications to let you know of updates to our services • Compile anonymous statistical data and analysis for use internally or with third parties • Help develop our marketing plans • Monitor and analyze usage and trends • Offer new services and/or recommendations to you • Providing services and performing other business activities as needed • Respond to customer service or website requests 	<p>Company personnel</p> <p>Affiliates</p> <p>Third-Party Service Providers that provide services and support to us</p> <p>Applicable law enforcement and government agencies and other third parties</p>
<u>Sensory or surveillance information</u> , such as call monitoring	You and through monitoring services	<ul style="list-style-type: none"> • Respond to customer service, compliance or website requests • Resolve disputes and troubleshoot problems • Providing services and performing other business activities as needed 	<p>Company personnel</p> <p>Affiliates</p> <p>Third-Party Service Providers that provide services and support to us</p>

			Applicable law enforcement and government agencies and other third parties
<u>Inferences and profiles based on other personal information</u> , such as information about your browser, IP address, and device.	You and our website technology's interaction with your browser or devices, including using cookies or similar technologies to identify your browser or device.	<ul style="list-style-type: none"> • Help us improve content of our website and develop marketing plans. • Increase the efficiency and operation of the website. 	Company personnel Affiliates Third-Party Service Providers that provide services and support to us Applicable law enforcement and government agencies and other third parties

For purposes of this table, where the following recipients are referenced in the table above, the identifiers include the following descriptions:

- **Affiliates:** Affiliates include our parent company and any subsidiaries or other companies that we control or that are under common control with us, and we will require those affiliates to honor this privacy policy.
- **Third-Party Service Providers that provide services and support to us,** such as marketing purposes, as permitted by law, professional advice, data analysis, email delivery, hosting services and customer service.
- **Applicable law enforcement and government agencies and other third parties:** 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 (i) meet any applicable law, regulation, legal process or enforceable governmental request, (ii) enforce applicable Terms of Service, including investigation of potential violations, (iii) detect, prevent, or otherwise address fraud, security or

technical issues and (iv) protect against harm to the rights, property or safety of our employees or the public as required or permitted by law.

Deidentified Personal Information

We may also hold or generate de-identified personal information by removing any details that identify you personally. If we do so, we will maintain and use the de-identified information without attempting to re-identify it. De-identified data will not be subject to this policy and will be used to the extent permissible under applicable law. We may share non-personally identifiable information publicly and with our partners or in connection with surveys and public reports. For example, we may share information publicly to show trends about the general use of our services or company website.

During Acquisitions

If we are involved in an acquisition of our business or asset sale, we will continue to ensure the confidentiality of any personal information and give affected users notice of such a transaction and any potential changes to the processing of your personal information in accordance with applicable law.

TRACKING TECHNOLOGIES

Cookies and Web Beacons

We may use cookies and similar technologies when you access the website. A cookie is a small file which is placed on your computer's hard drive. Cookies help perform actions such as analyzing web traffic. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences. We use traffic log cookies to identify which pages on our website are being used and how many visitors they receive. This helps us analyze data about webpage traffic and improve our website in order to tailor it to customer needs. We also use this information for statistical analysis purposes. Overall, cookies help us provide you with a better website experience by enabling us to monitor which pages you find useful and which you do not.

Most browsers are set to accept cookies by default. You can remove or reject cookies, or may choose to have your browser alert you for each one, but be aware that such action could affect the availability and functionality of the website.

We use Google Analytics on our Website. Google Analytics uses cookies to help us analyze how visitors use our website. If you so choose, you may be able to opt out by turning off cookies in the preferences settings on your browser. For more information on Google Analytics, including how Google Analytics collects, uses, and discloses information from sites or apps

that use its services, and for information on the ability to opt-out as offered by Google, refer to the following page: <https://policies.google.com/technologies/partner-sites>. You may be able to restrict the collection of personal data through your device's operating system or by disabling cookies, but doing so may prevent you from using the functionality of the website.

Additionally, we may use third-party software to implement email marketing campaigns and manage other interactive marketing initiatives. This third-party software may use cookies or similar tracking technology to help manage and optimize your online experience with us.

Opt-Outs and Preference Signals (Global Privacy Control)

You may use an Opt-Out Preference Signal, such as the Global Privacy Control (GPC), to opt-out of the sale/sharing of your personal information for advertising purposes. We will notify you if we identify a GPC when you browse on our website. If you are a California or Texas resident and do not use a GPC, but wish to opt out from sale/sharing of your information for advertising purposes, please see information about California or Texas, as applicable, resident rights below.

THIRD-PARTY WEBSITES

The website may contain links to third-party websites that are not affiliated with us. Once you have used these links to leave the website any information you provide to these third parties is not covered by this privacy policy, and we cannot guarantee the safety and privacy of your information. Before visiting and providing any information to any third-party websites, you should inform yourself of the privacy policies and practices (if any) of the third party responsible for that website and should take those steps necessary to, in your discretion, protect the privacy of your information. We are not responsible for the content or privacy and security practices and policies of any third parties, including other sites, services or applications that may be linked to or from website.

SECURITY

We use physical, organizational and technological safeguards to help ensure that your information is secure. In order to help prevent unauthorized access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online. While we have taken steps to help secure the personal information you provide to us, please be aware that despite our efforts, no security measures are perfect or impenetrable, and no method of data transmission can be guaranteed against any interception or other type of misuse. Any information disclosed online is

vulnerable to interception and misuse by unauthorized parties. Therefore, we cannot guarantee complete security if you provide personal information.

CHILDREN

We do not knowingly solicit information from or market to children under the age of 13. If you become aware of any data we have collected from children under age 13, please contact us using the contact information provided below. We also do not knowingly collect information from minors in any jurisdiction.

OPTIONS REGARDING YOUR INFORMATION

We do not maintain an account for your behalf, but we may store the data you provide for the uses shown above. If you do not wish us to send you emails or communications, then you may contact us via the opt-out method specified in the communication, emailing us at: privacy@utilservllc.com or calling us at: [855-483-8543](tel:855-483-8543). Please specify in your request that you wish to be removed from email or other communications.

If you no longer wish to receive emails or other communications from third parties, you are responsible for contacting the third party directly.

CALIFORNIA PRIVACY RIGHTS

California Civil Code Section 1798.83, also known as the “Shine The Light” law, permits our users who are California residents to request and obtain from us, once a year and free of charge, information about categories of personal information (if any) we disclosed to third parties for direct marketing purposes and the names and addresses of all third parties with which we shared personal information in the immediately preceding calendar year. If you are a California resident and would like to make such a request, please submit your request in writing to us using the contact information listed in the “CONTACT US” section below and specify you are making a Shine The Light law request.

CCPA Addendum

This part of this policy is intended to comply with applicable data privacy laws and regulations, including the California Consumer Privacy Act as amended by the California Privacy Rights Act, together with any amendments, rules, regulations, and decisions (collectively, the “CCPA”).

Collection

For information about what we collect, and how this information is processed and shared, please see the table above.

Consumer Rights

California residents have the following privacy rights regarding your personal information:

- The right to know and right to access the personal information we have collected about you, including the categories of personal information; the categories of sources from which the personal information is collected; the business or commercial purpose for collecting, selling, or sharing personal information; the categories of third parties to whom the business discloses personal information; and the specific pieces of personal information the business has collected about the consumer;
- The right to delete personal information that we have collected from you, subject to certain exceptions;
- The right to correct inaccurate personal information that we maintain about you;
- The right of portability, or right to have us transfer your personal information to other persons or entities upon your request;
- The right to limit the use of your sensitive information if we decide in the future to use such information for purposes other than the purposes listed above;
- The right to opt out of any sale or sharing of personal information, as those terms are defined by law; and
- The right not to be discriminated or retaliated against for exercising your privacy rights.

You can exercise your privacy rights by submitting a request to us by [clicking here](#), emailing us at: privacy@utilservllc.com or calling us at: [855-483-8543](tel:855-483-8543). To protect the security of your personal information, we will require you to provide us with identifying information for you such as personal email address, personal telephone number, employee identification number, and/or other information that we can match with the personal information we have collected about you to verify your identity.

You may use an authorized agent to request access to or deletion of your personal information. We will require your authorized agent to provide us with either (1) a power of attorney authorizing the authorized agent to act on your behalf or (2) your written authorization permitting the authorized agent to request access to your personal information on your behalf. Further, we will require you or your authorized agent to provide us with identifying information to verify your identity. We may also require you to either verify your own identity directly with us or directly confirm with us that you provided the authorized agent permission to submit the request.

Within 10 days of receiving your request to know, we will confirm receipt of your request and provide information about how we will process your request. Generally, we will respond to your request within 45 days. If we need more time to respond, we

will provide you with notice and an explanation of the reason we need more time to respond. We may deny your request if we cannot verify your identity or are legally permitted to deny your request. If we deny your request, we will explain the basis for the denial, provide or delete any personal information that is not subject to the denial, and refrain from using the personal information retained for any purpose other than permitted by the denial. We will maintain a record of your request and our response for 24 months.

TEXAS CONSUMER PRIVACY RIGHTS ADDENDUM

This part of this policy is intended to comply with applicable data privacy laws and regulations, including the Texas Data Privacy and Security Act (the "TDPSA").

Collection

For information about what we collect, and how this information is processed and shared, please see the table above setting forth the categories of personal information we may collect on the website, the source of that personal information, the purposes for collecting such information and how we share such personal information.

Consumer Rights

The TDPSA provides Texas residents with specific rights regarding their personal data. This section describes those rights and explains how to exercise them. This section applies only to residents of the State of Texas.

- **Know and Access:** Texas residents have the right to confirm whether we are processing their personal data and to request access to their personal data.
- **Correction:** Texas residents have the right to request that we correct their personal data if that information is inaccurate, taking into account the nature of the personal data and the purposes of our processing of the personal data.
- **Opt out:** Texas residents have the right to opt out of targeted advertising, sale of personal information, and profiling in furtherance of a decision that produces a legal or similarly significant effect concerning them.
- **Deletion:** Texas residents have the have the right to request that we delete personal data they have provided or that we have obtained about them.
- **Portability:** Texas residents have the right to obtain a copy of personal data that they previously provided to us in a portable and, to the extent technically feasible, readily useable format that allows them to easily transmit the data to another controller, subject to certain exceptions.
- **Non-Discrimination:** Texas residents have the right to not be discriminated against for exercising their privacy rights.

You can exercise your privacy rights by submitting a request to us by [clicking here](#), emailing us at: privacy@utilservllc.com or calling us at: [855-483-8543](tel:855-483-8543). To protect the security of your personal information, we will require you to provide us with identifying information for you such as personal email address, personal telephone number, employee identification number, and/or other information that we can match with the personal information we have collected about you to verify your identity. You may use an authorized agent to request access to or deletion of your personal information. We will require your authorized agent to provide us with either (1) a power of attorney authorizing the authorized agent to act on your behalf or (2) your written authorization permitting the authorized agent to request access to your personal information on your behalf. Further, we will require you or your authorized agent to provide us with identifying information to verify your identity. We may also require you to either verify your own identity directly with us or directly confirm with us that you provided the authorized agent permission to submit the request.

Generally, we will respond to your request within 45 days. If we need more time to respond, we will provide you with notice and an explanation of the reason we need more time to respond. We may deny your request if we cannot verify your identity or are legally permitted to deny your request. If we deny the request we will, within 45 days of receipt of the request, explain the basis for our denial. To the extent permitted by applicable law, we may decline or charge a reasonable fee to comply with a request if the request is manifestly unfounded, excessive, or repetitive. If we decline to take action in response to a Texas resident's request to exercise their privacy rights, they may appeal our denial by contacting us by emailing us at: privacy@utilservllc.com or calling us at: [855-483-8543](tel:855-483-8543).

DATA RETENTION

We will only retain your personal information for as long as necessary to fulfill the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. To determine the appropriate retention period for personal information, we consider the amount, nature, and sensitivity of the personal information, the potential risk of harm from unauthorized use or disclosure of your personal information, the purposes for which we process your personal information and whether we can achieve those purposes through other means, and the applicable legal requirements. Generally, we retain personal information for the duration of our relationship with you plus any legally required record or data retention period and/or any period of time necessary to exercise our legal rights. Thereafter, we will securely destroy your personal information in accordance with our record retention policies.

In some circumstances, we may anonymize your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you.

CONTACT US

If you have questions or comments about this privacy policy, please contact us at: privacy@utilservllc.com.

JURISDICTION SPECIFIC POLICIES**California**

For details about our privacy policy pertaining to personal information we collect from California residents who apply for employment with us, please see our Privacy Policy for Work-Related Individuals Who Are Residents of California [here](#).

Please see [here](#) for our privacy policy pertaining to personal information we collect from California residents who interact with the Company in a commercial or business-to-business related capacity

