

Privacy Policy

Effective date: March 6th, 2025

Equans North America (“Equans Nor Am”, “we”, “us”) is dedicated to safeguarding and honoring your privacy. This Privacy Policy outlines our practices of collecting and handling personal information that we obtain from various sources such as customers, prospective customers, website visitors (“you” or “your”), as well as affiliates, service providers, and other third parties. This Privacy Policy furthermore applies both to our offline and online information practices, including information collected via the website <http://www.equans-na.com>. The term “personal information” in this Privacy Policy refers to any information that can be used to identify you or that identifies you directly.

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(A) Personal Information We Collect

As a business, we collect personal information for the purposes of providing services to you and for related business purposes disclosed in this Privacy Policy. The types of personal information relating to you that we may collect, and the purposes for which we process this information, depends on the nature of your interaction with us.

In particular, we may have collected the following categories of personal information within the last twelve (12) months:

Nature of Your Interaction With Us	Categories of Data Collected
Visitors to our Website	<p>If you visit our website or interact with us via our website, we may collect the following categories of information about you:</p> <ul style="list-style-type: none"> • Identifiers such as your real name, alias, postal address, unique personal identifier, online identifier, Internet Protocol address, email address, account name, or other similar identifiers. • Personal information described in the California Consumer Records Act, Section 1798.80, subdivision (e) such as your name, address, telephone number, and employment. • Characteristics of protected classifications under California or federal law. • Internet or other electronic network activity information, including, but not limited to, browsing history, search history, and information regarding your interaction with an internet website application, or advertisement. • Approximate geolocation data. For example, we may receive information about what city and state your device is located in when accessing our website. • Professional or employment-related information. For example, we may receive information as to which company you are employed by or affiliated with.

<p>Customers</p>	<p>While providing services to customers or prospective customers, we may collect and use personal information about individual customers, employees of customers, and business owners; as well as other parties who may have dealings with our customers in the context of providing services.</p> <p>The categories of information we may collect regarding our customers or prospective customers (depending on the nature of the services provided) include:</p> <ul style="list-style-type: none"> • Identifiers, such as a real name, alias, postal address, unique personal identifier, online identifier, Internet Protocol address, email address, account name, or other similar identifiers. • Personal information described in the California Consumer Records Act, Section 1798.80, subdivision (e), such as name, address, telephone number, and employment. • Characteristics of protected classifications under California or federal law. • Commercial information, including records of products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies. • Internet or other electronic network activity information, including, but not limited to, browsing history, search history, and information regarding a customer’s interaction with an internet website application, or advertisement. • Approximate geolocation data. For example, we may receive information about what city and state your device is located in when accessing our website. • Professional or employment-related information. For example, we may receive information as to which company you are employed by or affiliated with.

(B) Categories Of Sources From Which We Collect Personal Information

We may obtain the categories of personal information listed above from the following categories of sources:

- Directly from you or your representatives. For example, information that our customers provide to us related to doing business with us or when contacting us using our Contact Form.
- Operating systems and platforms. For example, we collect information about your device's interaction with our website.
- Information available on public websites and social media platforms, such as LinkedIn.
- Our service providers. For example, data analytics companies that provide information that helps us understand how you use our website.
- Our affiliates. For example, we may direct customers' service requests received by any of our affiliates to the Equans affiliate nearest the requested service location.

(C) Business and Commercial Purposes For Collecting Personal Information From Consumers

We may use your personal information for the following business purposes:

- Provide the information and/or services you request.
- To operate, troubleshoot, and improve our offering of services.
- Respond to your inquiries.
- To understand how people use our services, including by generating and analyzing statistics.
- Operate and improve online services.
- Personalize online and offline content.
- Market, advertise and assess the effectiveness of our promotional campaigns, publications, and services.
- To send you publications, press releases, marketing communications, and other information or materials related to us that may interest you.
- Maintain safety in our offices and combat illegal activities.
- For internal administration, data analysis, billing, and detecting, preventing, and responding to actual or potential fraud, illegal activities, or intellectual property infringement.
- Comply with legal obligations and to enforce our rights
- To host, store and otherwise process information needed for business continuity and disaster recovery
- To evaluate or conduct a merger, reorganization, dissolution, or other sale or transfer of some or all of our assets, or similar corporate transaction or proceeding, in which personal information held by us is among the assets transferred.

We may also process your personal information for the following commercial purposes:

- Analyze traffic on our website and on the websites of third parties
- For interest-based advertising
- For conducting research and analysis
- For cross-context and cross-device linking
- Identify and share advertising that is relevant to you based on your preferences, patterns of interaction with our website or advertising, and location that enables us to deliver more relevant marketing and advertising to you on our website and on third party sites and applications.
- Evaluate and optimize your use of our website and the advertising you see and/or with which you interact.

(D) Disclosure Of Personal Information To Our Service Providers

In order to fulfill the purposes identified in Section C above, we may partner with service providers. For example, we may partner with electronic communication partners to communicate with you and to provide our online services to you. We may disclose your personal information to a service provider for a disclosed business purpose. When we disclose personal information for a business purpose, we enter a contract that describes the purpose and requires the service provider to both keep that personal information confidential and not use it for any purpose except performing the contract. Our agreements with our service providers shall impose similar terms with respect to information practices as set forth in this Privacy Policy, and will be not less protective than those imposed on Equans Nor Am.

(E) Categories Of Personal Information We May Have Sold Or Shared In The Preceding 12 Months; Categories of Third Parties To Whom Such Information May Have Been Sold Or Shared

While under most circumstances Equans Nor Am's information practices do not involve sale or sharing of consumer personal information, some consumer privacy laws broadly define these and similar terms. According to California consumer privacy law, a "sale" includes disclosing, making available or communicating personal information to a third party (except our affiliates, service providers or contractors) in exchange for monetary or other valuable consideration. "Sharing" includes disclosing, making available or communicating personal information to a third party for cross-context behavioral advertising, whether or not for any monetary or valuable consideration.

Under no circumstances does Equans Nor Am sell or share personal information we collect from our customers, prospective customers, and website visitors (other than as disclosed under Cookies below). Equans Nor Am does not sell or share the personal information of known minors under 18 years of age.

Certain of our services to our customers and prospective customers may be deemed a "sale" or "sharing" under applicable law. For example, we utilize web analytics services

such as YouTube (Google) to track the performance of our website, to understand our target audiences better and tailor our content strategies accordingly. This data helps us identify areas for improvement and make informed decisions to enhance our digital presence, to analyze traffic sources and measure the effectiveness of marketing channels, allowing us to allocate resources effectively. Furthermore, we can assess the performance of our content, identify popular pages, and create more valuable content for our audience.

In the preceding twelve (12) months, we may have shared with or sold to third parties the following categories of personal information:

Categories of Personal Information Sold or Shared	Categories Of Third Parties To Whom The Information Was Sold Or Shared
Internet or other electronic network activity information	Web analytics providers, such as YouTube

Consumers have the right to opt out of the sale and sharing of personal information. To exercise this right, please follow following the instructions on our Do Not Sell or Share My Personal Information link.

(F) Information On Consumers Under The Age of Eighteen (18)

We do not knowingly collect any personal information from visitors or users of our website who are under the age of 18. If you have reason to believe that a child under the age of 18 has provided personal information to us, please contact us, and we will endeavor to delete that information from our databases.

(G) Our Use Of Consumers' Sensitive Personal Information

Equans Nor Am does not collect or use “sensitive personal information” within the meaning of the CCPA.

(H) Cookies And Similar Technologies

Cookies are small text files placed on your device to store data that can be recalled by a web server in the domain that placed the cookie. We use cookies and similar technologies for storing and honoring your preferences and settings when accessing and interacting with our website, combating fraud, analyzing how our website performs, customizing advertisements, and fulfilling other legitimate purposes. We also may use “web beacons” to help deliver cookies and gather usage and performance data. Our website may include web beacons, cookies, or similar technologies from third-party service providers.

You have a variety of tools to control the data collected by cookies, web beacons, and similar technologies: You have a variety of tools to control the data collected by cookies and similar technologies:

- **Cookies and Tracking Technologies:** Cookies may generally be disabled or removed by tools available as part of most commercial web browsers, and in some instances blocked in the future by selecting certain settings. Browsers offer different functionalities and options, so you may need to set them separately. Please review your browser's Help menu for instructions or visit www.allaboutcookies.org for more information. Please note that if you disable all cookies, some features of our website may not function properly.
- **Do Not Track Signals:** Your browser settings may allow you to automatically transmit a "Do Not Track" signal to online services you visit. Note, however, there is no consensus among industry participants as to what "Do Not Track" means in this context. Like many online services, we currently do not alter our practices when we receive a "Do Not Track" signal from a visitor's browser.
- **Analytics and Advertising Technologies:** You may exercise choices regarding the use of cookies from Google Analytics by going to <https://tools.google.com/dlpage/gaoptout> or downloading the Google Analytics Opt-out Browser Add-on.

We also use advertising services provided by Google Ad Services, such as remarketing with analytics and interest-based ads. We may use first-party cookies or other first-party identifiers as well as third-party cookies or other third-party identifiers to, e.g., deliver advertisements, measure your interests, and/or personalize content. For more information on how Google Analytics uses data collected through our services, visit <http://www.google.com/policies/privacy/partners>. To opt out of Google Analytics cookies, visit <https://tools.google.com/dlpage/gaoptout> or download the Google Analytics Opt-Out Browser Add-On.

You may choose not to receive some interest-based advertising by submitting opt-outs. Some of the advertisers and providers that perform advertising-related services for us may participate in the Digital Advertising Alliance's ("DAA") Self-Regulatory Program for Online Behavioral Advertising and/or the Network Advertising Initiative ("NAI"). To learn more about how you can exercise certain choices regarding interest-based advertising, including use of cross-device data for serving ads, visit <http://www.aboutads.info/choices/>. To learn more about the NAI and your opt-out options for their members, see <http://www.networkadvertising.org/choices/>. Please be aware that opting out only means that those selected members should no longer deliver certain interest-based advertising to you but does not mean you will no longer receive any targeted content and/or ads (e.g., from other ad networks).

Depending on your device settings, you may also opt out of certain interest-based advertising through the device's "Limit Ad Tracking" or equivalent feature. Refer to your device for more information on what this opt out affects. For instance, you can adjust or reset the advertising identifiers on your mobile device in the device settings. iOS users can visit Settings > Privacy > Advertising > Reset Advertising Identifier. Android users can visit Google settings > Ads > Reset advertising ID.

In addition, we may serve ads on other online services that are targeted to reach people on those services who are also identified in one of more of our databases ("Matched List

Ads”). This is done by using tracking technologies or by matching common factors between our databases and the databases of the other online services such as Facebook/Meta or Twitter. We are not responsible for these services, including without limitation the security of the data they hold about you. If we use Facebook to serve Matched List Ads on Facebook services, you should be able to hover over the box in the right corner of such a Facebook ad, or go to your account settings, to find out what options Facebook offers you to control such ads. If we use X Matched List Ads, you should be able to review your ad options in your account settings on X.

We are not responsible for the effectiveness of any other parties’ opt-out options or the accuracy of their statements regarding their programs.

We may allow certain third parties, such as data analytics or online advertising service providers, to collect your browsing activity on our website in a manner that may be deemed to involve a sale of personal information under applicable law.

Through our use of these third party tools, we may have sold to such third parties the following categories of personal information of our website within the last twelve (12) months:

- Internet or other electronic network activity information

Depending on your state of residence, you may have the right to opt out of the sale and sharing of personal information. To exercise this right, please follow the instructions on our Do Not Sell or Share My Personal Information link.

For more information, please see our Cookie Policy.

(I) How Long Your Personal Information Will Be Kept

We will keep your personal information while you have an account with us or while we are providing services to you. Thereafter, we will keep your personal information for as long as is necessary:

- To respond to any questions, complaints or claims made by you or on your behalf
- To provide services as contracted for by you
- To comply with legal obligations and to enforce our rights
- To show that we treated you fairly
- To keep records required by law

We will not retain your personal information for longer than necessary for the purposes set out in this Policy. Different retention periods apply for different types of personal information. When it is no longer necessary to retain your personal information, we will delete or anonymize it.

(J) Websites Operated By Affiliates, Service Providers, And Third Parties

Equans Nor Am's website may include hyperlinks to websites or applications operated by third parties, service providers and affiliates. These separately operated websites may use their own cookies, web beacons, and other tracking technologies to independently collect information about you and may also solicit personal information from you. For example, a service provider operates Equans Group's job postings and application website, and visitors to that website who apply for a job may be asked to provide personal information such as job and educational history, citizenship, disability information, gender, and ethnicity, etc. Additionally, our affiliates operate their own websites, and may collect personal information for additional business purposes, for example, completing financial transactions related to services performed by an affiliate. Equans Nor Am is not responsible for the privacy policies and practices, nor the content of websites or applications operated by affiliates, service providers, and third parties, each of which has their own privacy policies. We encourage you to read them. You agree that Equans Nor shall not be held liable for any function or content of such websites or applications operated by affiliates, service providers, and third parties.

(K) U.S. Consumers Privacy Rights

Depending on your state of residence, you have certain rights with respect to your personal information that we collect and use. These may include:

Right to Know: the right to know what personal information the business has collected about the consumer, 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.

You may also have the right to request that we transfer information about you to a third party. Once we receive and confirm your verifiable consumer request, we will disclose to you:

- The categories of personal information we collected about you.
- The categories of sources for the personal information we collected about you.
- Our business or commercial purpose for collecting or selling that personal information.
- The categories of third parties with whom we share that personal information.
- The specific pieces of personal information we collected about you (also called a data portability request).
- If we sold or disclosed your personal information for a business purpose, two separate lists disclosing:
 - sales, identifying the personal information categories that each category of recipient purchased; and
 - disclosures for a business purpose, identifying the personal information categories that each category of recipient obtained.

- If requested by you, we will provide you with a copy of the personal information you provided to us, in a structured, commonly used and machine-readable format and/or transmit that data to a third party.

Right to Delete: the right to request that we delete any of your personal information that we collected from you and retained, subject to certain exceptions. Once we receive and confirm your verifiable consumer request, we will delete (and direct our service providers to delete) your personal information from our records, unless an exception applies.

We may deny your deletion request if retaining the information is necessary for us or our service providers to:

- Complete the transaction for which we collected the personal information, provide a product or service that your employer requested, take actions reasonably anticipated within the context of our ongoing business relationship with you, or otherwise perform our contract with you.
- Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity, or prosecute those responsible for such activities.
- Debug products to identify and repair errors that impair existing intended functionality.
- Exercise free speech, ensure the right of another consumer to exercise their free speech rights, or exercise another right provided for by law.
- Comply with the California Electronic Communications Privacy Act (Cal. Penal Code § 1546 seq.).
- Engage in public or peer-reviewed scientific, historical, or statistical research in the public interest that adheres to all other applicable ethics and privacy laws, when the information's deletion may likely render impossible or seriously impair the research's achievement, if you previously provided informed consent.
- Enable solely internal uses that are reasonably aligned with consumer expectations based on your or your employer's relationship with us.
- Comply with a legal obligation.
- Make other internal and lawful uses of that information that are compatible with the context in which you or your employer provided it.

Right to Correct: the right to request that we update any information about you that is inaccurate or incomplete. Once we receive and confirm your verifiable consumer request, we will update (and direct our service providers to update) your personal information in our records. You also have the right to require us to restrict processing of your personal information in certain circumstances, e.g. if you contest the accuracy of the personal information.

Right to Opt-Out of the Sale or Sharing of Personal Information: the right to opt-out of the sale or sharing of your personal information by us. Once we receive and confirm your verifiable consumer request, we will no longer sell or share your personal information.

Right to Limit the Use or Disclosure of Sensitive Personal Information: the right to request that we limit our use of your sensitive personal information to that which is necessary to perform the services or provide the goods that you reasonably expect of us, with some narrowly tailored exceptions. As noted above, Equans Nor Am does not process sensitive personal information.

Right to Opt Out of Automated Decision Making: The right to opt out of automated decision making, including profiling, against any information Equans Nor Am collected about you.

Right to Non-Discrimination:

We will not discriminate or retaliate against you for exercising any of your privacy rights. In that regard, we will not take the following actions in response to your exercising of your privacy rights, unless permitted by the applicable laws:

- Deny you services.
- Charge you different prices or rates for services, including through granting discounts or other benefits, or imposing penalties.
- Provide you a different level or quality of services.
- Suggest that you may receive a different price or rate for services or a different level or quality of services.

(L) Canadian Residents' Privacy Rights

This notice should be read in conjunction with the rest of our Privacy Policy. This section is intended to inform Canadian residents of their rights. This notice applies to personal data that Equans Nor Am collects or processes about an individual resident of Canada.

For information on what personal data we collect and for what purposes, please go to the section labeled “Personal Information We Collect” and “Business and Commercial Purposes of Collecting Personal Information From Consumers” in our Privacy Policy.

For information on what personal information we may disclose to third parties, please go to the sections labeled “Disclosure of Personal Information to Our Service Providers” and “Categories of Personal Information We Have Sold Or Shared In The Preceding 12 Months.”

For more information on cookies, how Equans Nor Am uses cookies, what types of cookies we use, and how to manage your cookies, please go to the section labeled “Cookies and Similar Technologies.”

1. Canadian Residents' Rights And Choices

Right to Access – Canadian residents have the right to request a copy of the information we hold about you. Before we provide a substantive response to your request to access

your personal information, we will verify your identity to make certain you are who you say you are. We will respond within 30 days of receiving your written request.

We will not disclose in response to an access request your government-issued identification number, financial account number, health insurance or medical identification number, an account password, security questions and answers, biometric data, or biometric identifiers. We will, however, inform you or your representative with sufficient particularity if we have collected that type of information.

Right to Accurate Data – You have the right to request that we update any information about you that is inaccurate or incomplete. Once we receive and confirm your rectification request, we will update (and direct our service providers to update) your personal information in our records, except archive or backup systems. In the alternative, we may provide you with instructions as to how you may correct your personal information yourself. We may request documentation supporting that your requested correction is accurate. You also have the right to require us to restrict processing of your personal information in certain circumstances, e.g. if you contest the accuracy of the personal information.

Quebec's Law 25 furthermore provides enhanced privacy rights to the residents of Quebec. Please see Section "Right and Choices of Residents of Quebec" below for more information.

To exercise your rights, please go to the section labeled "Managing Your Privacy Rights and Choices."

2. Rights And Choices of Residents of Quebec

Right to Access, verification, rectification and deletion of Personal Information in our possession – If Equans Nor Am retains personal information about you, except where prohibited by law, you have the right to: (i) verify the personal information held about you by Equans Nor Am; (ii) request that your personal information be rectified or updated; and (iii) withdraw your consent to the use of your personal information by Equans Nor Am and have your personal information deleted from Equans Nor Am's records. Should you wish to know or verify the personal information Equans Nor Am holds about you, rectify it or have it permanently and entirely deleted from our records, please contact us using the contact information provided in the "Managing Your Privacy Rights and Choices" section below.

Please note that, in an effort to prevent fraudulent or unauthorized access requests, we may require you to identify yourself and to verify your identity.

Upon receipt of such a request, Equans Nor Am undertakes to respond to your request within 30 days. Under some circumstances, we may need an extension of time to respond to your request, in which case we will inform you of the basis for our need for an extension. If Equans Nor Am is unable to provide access to all the personal information it holds about

you, the reasons why shall be communicated to you. You may also request the deletion of your personal information, subject to legal and contractual restrictions; however, please note that the deletion of certain information may affect our ability to provide you with certain services. Should you request the deletion of your personal information, Equans Nor Am reserves the right to retain some of it for a reasonable period of time in order to meet its legal obligations.

Right to opt out - You may generally withdraw your consent to the use or disclosure of your personal information at any time, subject to the restrictions provided by law or contract. If you wish to withdraw your consent, please contact us using the contact information provided in the “Managing Your Privacy Rights and Choices” section below. However, without such consent, we may be unable to provide you with certain services or benefits. You may contact us for further information on the implications of such withdrawal.

If you wish to withdraw your consent to the placing of non-essential cookies on your device, please follow following the instructions on our Do Not Sell or Share My Personal Information link. Your consent and opt-out options with respect to our digital marketing practices are set forth in said section.

(M)Notice To Residents Of Jurisdictions Other Than United States and Canada

The server on which our website is hosted and/or through which the services are processed may be outside the country from which you access them and may be outside your country of residence. Our computer systems are based in the United States and Canada. If you reside in other jurisdictions and if you visit our website, we may collect and process your personal data in the United States or Canada, where data protection and privacy regulations may or may not be equal to the level of protection as in other parts of the world. BY VISITING OUR WEBSITE, YOU UNEQUIVOCALLY AND UNAMBIGUOUSLY CONSENT TO THE COLLECTION AND PROCESSING IN THE UNITED STATES AND/OR CANADA OF YOUR PERSONAL INFORMATION COLLECTED OR OBTAINED BY US THROUGH YOUR VOLUNTARY SUBMISSIONS, AND THAT UNITED STATES OR CANADA LAW GOVERNS ANY SUCH COLLECTION AND PROCESSING, AS MAY BE APPLICABLE.

Equans Nor Am may share personal Information with its affiliates, service providers and other third parties, some of which may be located outside of the United States or Canada. Personal information may be transferred to, stored, and maintained on Equans’ Group servers, some of which are located outside of the United States or Canada. Your use of our website, or provision of any information via our website, therefore, constitutes your consent to the transfer to and from, processing, usage, sharing, and storage of your information, including personal Information both in and outside the United States and/or Canada as set forth in this Privacy Policy.

If you are a resident of a jurisdiction other than United States or Canada, please be aware that the laws of your jurisdiction may confer upon you similar or additional rights with respect to your personal information compared to the rights outlined in this Privacy Policy. To learn more about your specific rights and how to exercise them, we encourage you to contact us at communications.equansna@equans.com. Your privacy is important to us, and we are dedicated to assisting you in understanding and exercising your privacy rights.

(N) Managing Your Privacy Rights and Choices:

To exercise the rights described above, please submit a verifiable consumer request to us by either:

Email: communications.equansna@equans.com

Postal Address:

Equans North America
52 Vanderbilt Ave.
Floor 7
New York, NY 10017

You may be limited in the number of verifiable consumer requests for access or data portability in any given 12-month period (for example, twice per 12-month period for California residents). The verifiable consumer request must:

- Provide sufficient information that allows us to reasonably verify you are the person about whom we collected personal information or a legally authorized representative.
- Describe your request with sufficient detail that allows us to properly understand, evaluate, and respond to it.
- Before responding to your privacy rights request, we must verify your identity. We will do so by matching at least two reliable data points from your request to the information that we maintain about you. For certain more sensitive personal information, we may require further verification, including obtaining the consumer's signed declaration under penalty of perjury to further confirm that the requestor is the consumer. Once you contact us to exercise your rights, we will further guide you as to our verification process.

We cannot respond to your request or provide you with personal information if we cannot verify your identity or authority to make the request and confirm the personal information relates to you. Making a verifiable consumer request does not require you to create an account with us. We will only use personal information provided in a verifiable consumer request to verify the requestor's identity or authority to make the request.

Authorized Agents:

Only you or a person that you or your employer authorize to act on your behalf may make a verifiable consumer request related to your personal information. You may also make a verifiable consumer request on behalf of your minor child. You may use an authorized agent to submit a privacy rights request on your behalf if you provide the authorized agent a written permission signed by you. We may also require you to do either of the following:

- Verify your own identity directly with us.
- Directly confirm with us that you provided the authorized agent permission to submit the request.

We may deny a request from an authorized agent if the agent does not provide to us your signed permission demonstrating that they have been authorized by you to act on your behalf, or if you do not confirm to us that you provided the authorized agent permission to submit the request.

The requirement to obtain and provide written permission from the consumer does not apply to requests made by an opt-out preference signal.

Response Timing and Format:

We will acknowledge your request no later than ten (10) business days after receiving your request to delete, request to correct, or request to know and provide information about how we will process the request. The information provided shall describe in general our verification process and when you should expect a response, except in instances where we have already granted or denied the request.

We shall respond to a verifiable consumer request within forty-five (45) calendar days of its receipt (unless a shorter response time-frame is mandated by applicable law). If we require more time (up to ninety (90) days), we will inform you of the reason and extension period in writing. If you have an account with us, we will deliver our written response to that account. If you do not have an account with us, we will deliver our written response by mail or electronically, at your option. Any disclosures we provide will only cover the 12-month period preceding the verifiable consumer request's receipt. The response we provide will also explain the reasons we cannot comply with a request, if applicable. For data portability requests, we will select a format to provide your personal information that is readily useable and should allow you to transmit the information from one entity to another entity without hindrance.

We do not charge a fee to process or respond to your verifiable consumer request unless it is excessive, repetitive, or manifestly unfounded. If we determine that the request warrants a fee, we will tell you why we made that decision and provide you with a cost estimate before completing your request. For example, in cases where requests from a consumer are distinctly unsubstantiated or excessive, in particular because of their repetitive character, we may either charge a reasonable fee, in our discretion, taking into account the administrative costs of providing the information or communication or taking the action requested; or refuse to act on the request altogether.

Under certain circumstances, we may deny your request for the reasons permitted by the applicable law, which we will specifically identify for you. You have the right to appeal our denial of a rights request. If Equans Nor Am denies or does not take action on your request of a consumer, we shall inform you without undue delay and at the latest, within forty-five (45) days after receipt of your request, of the reasons for not taking action and instructions for how to appeal our decision.

Please see more information on the Appeal Process below.

Appeal process

Equans Nor Am has an internal process whereby you may appeal a refusal to take action on a request to exercise any of the rights above within the controller thirty (30) days after your receipt of the notice sent us informing you that we have rejected your request. If you would like to appeal a denial of a rights request, please contact us via email at communications.equansna@equans.com.

Within forty-five days after receipt of an appeal, we will inform you of any action taken or not taken in response to the appeal, along with a written explanation of the reasons in support of the response. We may extend the forty-five-day period by sixty additional days where reasonably necessary, taking into account the complexity and number of requests serving as the basis for the appeal. We will inform you of an extension within forty-five days after receipt of the appeal, together with the reasons for the delay.

Grievances and Complaints

California residents: Under California Civil Code Section 1789.3, residents of California who use this website are entitled to know that they may file grievances and complaints with:

(by mail) Department of Consumer Affairs
Consumer Information Center
1625 North Market Blvd., Suite N 112
Sacramento, CA 95834

(or by telephone): Main: (800) 952-5210
Hearing-impaired persons: 711, or 1-800-735-2929 (TTY)
California Relay Service: 1-800-735-2922 (Voice)

Texas residents: Under Tex. Bus. & Com. Code §§ 541.053 and 541.152, you have the ability to contact the attorney general if you have concerns about the result of the Appeal Process described above:

Office of the Texas Attorney General
300 W. 15th Street
Austin, TX 78701

[\(800\) 621-0508](tel:(800)621-0508)

<https://consumerprotection.texasattorneygeneral.gov/consumercomplaintportal/s/flow/TCPComplaintInputDataPrivacy>

Nebraska Residents: Under Nebraska Revised Statutes § 87-1109, you have the right to contact the Attorney General and submit a complaint if you are not satisfied with the

results of the Appeal Process described above, using the following link: <https://www.nebraska.gov/apps-ago-complaints/>.

Nebraska Attorney General
2115 State Capitol
Lincoln, NE 68509
(402) 471-2682
(800) 727-6432 Toll-Free

(O) Global Opt Out Preference Signal

Global Opt-Out Preference Signal or Global Privacy Control (GPC) is a feature available in some web browsers that allows users to communicate their preference for not being tracked across websites. Currently, only certain internet browsers (DuckDuckGo, Brave, Mozilla Firefox) or a separately installed plug-in enable universal opt-out signals. While the Global Privacy Control and universal opt-out signals are still developing, we are monitoring the status of implementation and are consistently configuring our website to honor consumer's opt-out signals.

Processing this signal typically involves several steps, including:

Receipt and verification of the signal: When we first receive the opt-out preference signal from the consumer, we will verify that it is authentic and valid. This may involve confirming the identity of the consumer, ensuring that the signal was sent from a valid email or other contact address, or using other methods to ensure that the signal is legitimate.

Updating data systems: Once the opt-out preference signal has been verified, we will update our data systems to reflect the consumer's preferences. This may involve adding your name and contact information to a "do not contact" list or other database, or marking your existing record in a customer relationship management (CRM) system as opted-out.

Communicating changes to relevant parties: If your opt-out preference signal affects other parties who have access to your personal information, such as third-party service providers or partners, we will communicate the changes to those parties and ensure that they also update their data systems accordingly.

Compliance monitoring: We will monitor our data systems and processes to ensure ongoing compliance with your opt-out preference signal. This may involve periodically reviewing our data systems to ensure that your preferences are being respected, and taking corrective action if necessary.

If you want to turn on Global Privacy Control on your browser, you can follow these steps:

1. Open your web browser and go to the settings or preferences menu. The location of this menu may vary depending on the browser you are using.
2. Look for the "Privacy" or "Security" section in the settings or preferences menu.

3. Scroll down to find the option for "Global Privacy Control" or "Do Not Track."
4. Toggle the switch to turn on Global Privacy Control. In some browsers, you may need to check a box or select a radio button to enable this feature.
5. Once Global Privacy Control is turned on, your browser will send a signal to websites that you do not want to be tracked. However, it's important to note that not all websites may honor this signal, and some may continue to track your activity.
6. To verify that Global Privacy Control is working, you can visit the website <https://globalprivacycontrol.org/> and check if it displays a message indicating that your browser is sending the "Do Not Track" signal.

By turning on Global Privacy Control on your browser, you can have greater control over your online privacy and limit the amount of information that websites and advertisers can collect about you.

(P) Keeping Your Personal Information Secure

Equans Nor Am has reasonable technical, physical and administrative security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorized way. These measures offer an appropriate reasonable security level, taking into account the state of the technology, the implementation costs and also the nature, the scale, the context and the processing purposes. We limit access to your personal information to those who have a genuine business need to access it. Those processing your information will do so only in an authorized manner and are subject to a duty of confidentiality. The measures are also intended to prevent unnecessary collection and further processing of personal information. The personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential. We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

(Q) Disclaimer/Limitation Of Liability For Data Input Errors

Equans Nor Am is not responsible for any errors that are made by you in inputting data, nor for data entered by someone using your credentials. PLEASE SECURE YOUR CREDENTIALS AND DO NOT DISCLOSE THEM TO ANYONE ELSE. If your credentials are compromised, please notify us at communications.equansna@equans.com.

Under no circumstances shall Equans Nor Am be liable to you for, without limitation, the website not being available for use, for lost or corrupted data, for errors in the information provided to you, if any, or for the failure of data archiving. Except to the extent required by law, if any, Equans Nor Am will not be liable for any consequential, special, indirect, or punitive damages, even if advised of the possibility of such damages, or for any claim by any third party.

(R) Changes To Our Privacy Policy

We reserve the right to amend this Policy at our discretion and at any time. When we make changes to this Policy, we will notify you by email or through a notice on our website's homepage. You will also be able to determine the date that our current Policy has become effective, by viewing the Effective Date at the beginning of this Policy.

(S) Contact Information

If you have any questions or comments about this Policy, the ways in which we collect and use your personal information, your choices and rights regarding such collection and use, or you wish to exercise your rights under this Policy, please do not hesitate to contact us at:

Email:

communications.equansna@equans.com

Postal Address:

Equans North America
52 Vanderbilt Ave.
Floor 7
New York, NY 10017