

This Privacy Policy for Simpler Postage, Inc. (d/b/a EasyPost) (“Company”, “we”, “us” “our”) describes how we collect, use and disclose information about users of our website ([www.easypost.com](http://www.easypost.com)) and our mobile and desktop applications and platform, services, tools and features, including when interacting with us in the context of an application for employment or in a “business to business” capacity, including when we conduct a transaction or communicate with a representative of our business partners, vendors and other companies we do business with (collectively, the “Services”). For the purposes of this Privacy Policy, “you” and “your” means you as the user of the Services, a job applicant or a representative of a company with whom we do business.

This Privacy Policy does not apply to any third-party carriers or any third-party applications or software that integrate with the Services through the EasyPost platform (“Third-Party Services”), or any other third-party products, services, or businesses.

Please read this Privacy Policy carefully. By using, accessing, or downloading any of the Services, you agree to the collection, use, and disclosure of your information as described in this Privacy Policy. If you do not agree to this Privacy Policy, please do not use, access, or download any of the Services.

## 1. UPDATING THIS PRIVACY POLICY

We may modify this Privacy Policy from time to time in which case we will update the “Last Revised” date at the top of this Privacy Policy. If we make material changes to the way in which we use information we collect, we will use reasonable efforts to notify you (such as by emailing you at the last email address you provided us, by posting notice of such changes on the Services, or by other means consistent with applicable law) and will take additional steps as required by applicable law. If you do not agree to any updates to this Privacy Policy, please do not access or continue to use the services.

## 2. COMPANY’S COLLECTION AND USE OF INFORMATION

When you access or use the Services, we collect certain categories of information about you from a variety of sources.

Some features of the Services may require you to directly enter certain information about yourself, your customers, or other end users. You may elect not to provide this information, but doing so may prevent you from using or accessing these features. Information that you directly submit through our Services may include:

- Basic contact details, such as name, email address, phone number, and address for you, your customers, or other end users.
- Account information to maintain and secure your account with us. If you choose to use the Services and register an account, you are responsible for keeping your account credentials

safe. We highly recommend that you do not share your username, password, or other access details with anyone else. If you believe your account has been compromised, please contact us immediately.

- Applicant details to evaluate your candidacy and process your application for employment.
- Any other information you choose to include in communications with us, including, for example, when purchasing labels or other products or services, sending a message through the Contact Sales web form or other online forms, requesting support or making customer service inquiries, or interacting with our social media accounts.

If you choose to register an account with us, we also automatically collect certain information about your interaction with the Services (“**Usage Data**”). To do this, we may use cookies, web beacons / clear gifs, and other geolocation tracking technologies (“**Tracking Technologies**”), including through the use of third-party providers and their tools, such as Stripe, Inc. We may also collect and analyze information, including both transactional data and advanced fraud detection indicators (device and activity signals), that helps us to identify bad actors and internet bots. Usage Data may include:

- Unique device identifier;
- Device type, such as your phone, computer, or tablet;
- IP address;
- Browser type;
- Date and time stamps, such as the date and time you first accessed the Services;
- Operating system;
- Log data;
- Precise location; and
- Other information regarding your interaction with the Services, such as clickstream data and ad impressions.

We use the information we collect directly and automatically for the following purposes:

- To create, maintain and secure your account;
- To complete transactions and provide you with product(s) and/or service(s) that you have requested, including through the sharing of information with third-party carriers as directed;
- To complete billing, account management, and perform other administrative matters and/or to process payments from you;
- To evaluate your candidacy and process your application for employment;

- To send service notices, provide customer support, and to market to you;
- To prevent or address service errors and security or technical issues;
- To facilitate your engagement with the Services, personalize your experience, monitor and analyze trends in connection with the Services and conduct internal research and development; and
- To provide, improve and develop the Services and our product offerings.

We may obtain information about you from outside sources. Such information may include:

- Information we collect about you from other sources, such as:
  - Career websites, such as LinkedIn, Monster, or Indeed, which are used to process your application for employment; and
  - Websites, such as ZoomInfo, Seamless.AI, LinkedIn, or other marketing databases, which are used to better customize advertising and marketing to you.
- Information from third parties that you choose to share with us, for example:
  - When you choose to link your account with any third-party carrier, such as the United States Postal Service, Federal Express, or UPS. This information is used to complete transaction(s) and provide you with the Services you requested as well as other account management purposes.

Any information we receive from outside sources will be treated in accordance with this Privacy Policy. We are not responsible or liable for the accuracy of the information provided to us by third parties and are not responsible for any third party's policies or practices. See Section 6 below for more information.

In addition to the foregoing, we may use any of the above information to comply with any applicable legal obligations, to enforce any applicable terms of service, to protect or defend the Services, our rights, the rights of our users or others, and to combat fraud or other protect the operations of our business.

### 3. HOW THE COMPANY DISCLOSES YOUR INFORMATION

In certain circumstances, we may disclose your information to third parties for legitimate purposes subject to this Privacy Policy. Such circumstances may include:

- With vendors or other service providers, such as
  - Payment processors;
  - Data analytics vendors;
  - Cloud storage providers;
  - IT service management vendors;

- Email marketing services vendors;
- HR vendors and related services; and
- Security vendors.
- With our affiliates or otherwise within our corporate group;
- With third parties for marketing purposes;
- When you request that we share information with third parties, such as through your use of third-party carriers, including the United States Postal Service, UPS, and Federal Express, social media widgets, or login integrations;
- To comply with applicable law or any obligations thereunder, including cooperation with law enforcement, judicial orders, and regulatory inquiries;
- In connection with an asset sale, merger, bankruptcy, or other business transaction;
- To enforce any applicable terms of service and ensure the safety and security of the Company and/or its users; and
- With professional advisors, such as auditors, law firms, or accounting firms.

We may also use certain data collected from you along with other data we collect in order to disclose certain aggregated, anonymized, and de-identified information in connection with our business, such as providing information to customers or partners for business or research purposes and to provide reports relating to average shipping times for particular carriers or between particular zip codes.

#### 4. COOKIES AND OTHER TRACKING TECHNOLOGIES

##### *Do Not Track Signals*

Your browser settings may allow you to transmit a “Do Not Track” signal when you visit various websites. Like many websites, our website is not designed to respond to “Do Not Track” signals received from browsers. To learn more about “Do Not Track” signals, you can visit <http://www.allaboutdnt.com/>.

##### *Cookies and Other Tracking Technologies*

Most browsers accept cookies automatically, but you may be able to control the way in which your devices permit the use of Tracking Technologies. If you so choose, you may block or delete our cookies from your browser; however, blocking or deleting cookies may cause some of the Services, including any portal features and general functionality, to work incorrectly.

To opt out of tracking by Google Analytics, click [here](#).

If you have questions regarding the specific information about you that we process or retain, as well as your choices regarding our collection and use practices, please contact us using the information

listed below or click [here](#).

## 5. SOCIAL FEATURES

Certain features of the Services permit you to initiate interactions between the Services and third-party services or platforms, such as social networks (“**Social Features**”). Social Features include features that allow you to click and access our pages on certain third-party platforms, such as Facebook and Twitter, and from there to “like” or “share” our content on those platforms. Use of Social Features may entail a third party’s collection and/or use of your data. If you use Social Features or similar third-party services, information you post or otherwise make accessible may be publicly displayed by the third-party service you are using. Both the Company and the third party may have access to information about you and your use of both the Services and the third-party service. For more information on third-party websites and platforms, see Section 6 below.

## 6. THIRD PARTY WEBSITES AND LINKS

We may provide links to websites or other providers or online platforms operated by third parties, including third-party carriers (*e.g.*, the United States Postal Service, Federal Express, and UPS). If you follow links to sites not affiliated or controlled by us, you should review their privacy and security policies and other terms and conditions. We do not guarantee and are not responsible for the privacy or security of these sites, including the accuracy, completeness, or reliability of information found on these sites. Information you provide on public or semi-public venues, including information you share on third-party social networking platforms (such as Facebook or Twitter) may also be viewable by other users of the Services and/or users of those third-party online platforms without limitation as to its use by us or by a third party. Our inclusion of such links does not, by itself, imply any endorsement of the content on such platforms or of their owners or operators, except as disclosed on the Services.

## 7. CHILDREN’S PRIVACY

Children under the age of 13 are not permitted to use the Services, and we do not seek or knowingly collect any personal information about children under 13 years of age. If we become aware that we have unknowingly collected information about a child under 13 years of age, we will make commercially reasonable efforts to delete such information from our database. If you are the parent or guardian of a child under 13 years of age who has provided us with their personal information, you may contact us using the below information to request that it be deleted.

## 8. DATA SECURITY

Please be aware that, despite our reasonable efforts to protect your information, no security measures are perfect or impenetrable, and we cannot guarantee “perfect security.” Any information you send to us electronically, while using the Services or otherwise interacting with us, may not be secure while in

transit. We recommend that you do not use insecure channels to communicate sensitive or confidential information to us.

## 9. CALIFORNIA RESIDENTS

This section applies only to California residents (“resident” or “residents”).

### *Processing of California Resident Personal Information*

In the preceding 12 months, we collected and disclosed for a business purpose the following categories of personal information and sensitive personal information (denoted by \*) about residents:

We do not collect, use, or disclose personal information, including sensitive personal information, for purposes other than those specified in this Privacy Policy. Further, we only use and disclose sensitive personal information for purposes permitted by applicable law, or otherwise with your consent. The purposes for which we collect your personal information and the categories of sources from which we collect your personal information are described in Section 2.

We disclosed personal information over the preceding 12 months for the following business purposes:

- To create, maintain and secure your account;
- To complete transactions and provide you with product(s) and/or service(s) that you have requested, including through the sharing of information with third-party carriers as directed;
- To complete billing, account management, and perform other administrative matters and/or process your payments;
- To communicate with you and to market to you;
- To evaluate your candidacy and process your application for employment;
- To send service notices, provide customer support, and to market to you;
- To prevent or address service errors and security or technical issues;
- To facilitate your engagement with the Services, personalize your experience, monitor and analyze trends in connection with the Services and conduct internal research and development; and
- To provide, improve and develop the Services and our product offerings.

We may also use certain data collected from you along with other data we collect in order to disclose certain aggregated, anonymized, and de-identified information in connection with our business, such as providing information to customers or partners for business or research purposes and to provide reports relating to average shipping times for particular carriers or between particular zip codes.

We do not “sell” or “share” personal information (as those terms are defined in applicable law), including sensitive personal information, nor have we done so in the preceding 12 months. Further, we do not have actual knowledge that we “sell” or “share” personal information of individuals under 16 years of age.

## 10. RETENTION OF PERSONAL INFORMATION

We retain your information for as long as is reasonably necessary for the purposes specified in this Privacy Policy. When determining the length of time to retain your information, we consider various criteria, including whether we need the information to continue to provide you the Services and operate our business, to resolve a dispute, enforce our contracts, terms of use and policies, to prevent harm, promote safety, security, and integrity, or protect ourselves, including our rights, property or products.

## 11. PRIVACY RIGHTS

Depending on where you live and subject to certain exceptions, you may have some or all of the following rights:

- **Right to Know.** You have the right to request that we disclose to you the personal information we collect, use, or disclose, and information about our data practices. For California residents, you may ask that we provide you with a copy of the following:
  - categories of and specific pieces of personal information we have collected about you;
  - categories of sources from which we collect personal information;
  - the business of commercial purposes for collecting personal information;
  - categories of third parties to whom the personal information was disclosed for a business purpose; and
  - categories of personal information disclosed about you for a business purpose.
- **Right to Request Correction.** You have the right to request that we correct inaccurate personal information that we maintain about you, subject to certain exceptions.
- **Right to Request Deletion.** You have the right to request that we delete your personal information that we have collected from or about you. In order to process any request for deletion, please provide us with your user account email and/or any public IDs for postage labels, shipments, or addresses associated with your account.
- **Right to Limit Use and Disclosure of Sensitive Personal Information.** For California residents, you have the right to limit our use and/or disclosure of sensitive personal information to only what is necessary to perform the services or provide the goods reasonably expected by an average resident. To exercise this right, please use the form found [here](#).

- **Right to Non-Discrimination.** We will not discriminate against you for exercising any of these rights.

As we do not “sell” or “share” personal information, we do not recognize opt-out preference signals.

Under US privacy laws, you may also designate an authorized agent to make these requests on your behalf. If you use an authorized agent to submit a request, please note that we may need to collect additional information, such as a valid government-issued ID and your user account email, to verify your identity before processing your request to protect your information and the integrity of our products. In addition, where applicable, we will provide you with more information about our appeal process. When you submit a request or launch an appeal, we will limit our collection of your personal information to only what is necessary to securely fulfill your request or process your appeal. We will not require you or your authorized agent to pay a fee for the verification of your request or appeal.

In addition, California law permits users in California to request certain details about how their “personal information” (as defined in California Civil Code Section 1798.83) is shared with third parties for direct marketing purposes. We may from time to time elect to share certain “personal information” about you with third parties for those third parties’ direct marketing purposes. California users may, under certain circumstances, request and obtain certain information regarding our disclosure, if any, of personal information to third parties for their direct marketing purposes. If this applies, you may obtain the categories of personal information shared and the names and addresses of all third parties that received personal information for their direct marketing purposes during the immediately prior calendar year.

To make such a request, please contact us using the information listed below. Please note that we are only required to respond to one request per California resident each year.

## 12. HOW TO CONTACT US

Should you have any questions about our privacy practices or this Privacy Policy, please email us at [privacy@easypost.com](mailto:privacy@easypost.com) or contact us at Simpler Postage, Inc. (d/b/a EasyPost), 2600 N Ashton Blvd, Suite 300A, Lehi, UT 84043, Attn: Privacy Team. You may also contact us [here](#). In order to process any request, please provide us with your user account email and/or any public IDs for postage labels, shipments, or addresses associated with your account.

## Responsible Disclosure Policy

EasyPost is focused on maintaining the safety and privacy of your data. If you have discovered a security vulnerability in one of our products, please contact [security-abuse@easypost.com](mailto:security-abuse@easypost.com). We consider reports to this address to be of the highest priority, and will investigate them as quickly as possible.



For vulnerabilities reported to us in compliance with this disclosure policy, EasyPost commits to validate, respond to, and fix vulnerabilities in a timely fashion and to not take legal or administrative action against responsible vulnerability reporters. EasyPost reserves all of its legal rights in the event of noncompliance.

Please include the following in security submissions:

- Your email address
- Your full name
- Summary of issue (e.g., XSS on Page Foo, CSRF on Page Bar, SQLi in App Baz)
- Steps to reproduce the issue