

Appendix A

Privacy Information for California Residents

Effective Date: [1/1/2020]

This Appendix applies solely to individuals who reside in the State of California (“consumers” or “you”). This Appendix complies with the California Consumer Privacy Act of 2018 (“CCPA”) and any terms defined in the CCPA have the same meaning when used in this Appendix. This Appendix does not apply to personal information outside the scope of the CCPA, including:

- Personal information collected, processed, sold, or disclosed pursuant to the Gramm-Leach-Bliley Act, and implementing regulations, or the California Financial Information Privacy Act.
- Personal information bearing on a consumer’s credit worthiness, credit standing, credit capacity, character, general reputation, personal characteristics, or mode of living as set forth in the Fair Credit Reporting Act.

1. Rishi Tea & Botanicals *as a Service Provider*

When we act as a service provider for our customers, we collect personal information on behalf of our customers subject to our contractual obligations. When we act as a service provider, we follow the instructions of our customer on how to process personal information on our customer’s behalf. The provisions of this Appendix do not apply to the personal information that we process on behalf of our business customers.

2. *Disclosures*

The below chart lists the categories of personal information that we may collect and have collected in the past 12 months and how we use such information.

Categories of Personal Information	Categories of Sources from which the Personal Information is Collected	How We Use the Personal Information (Business Purposes)	Categories of Services Providers and Third Parties with whom Personal Information is Shared
<p>Identifiers. This may include a real name, alias, address, email address, phone number, Social Security Number, driver’s license number, online identifier, IP address, account username and password, job title, or other similar identifiers.</p>	<p>You, your agents, our other customers; through our third party service providers, ad networks, data analytics providers, our affiliates, social media networks, and online third party marketplaces.</p>	<p>To provide you with information, products, or services; to advertise or market to you; and for our own legal obligations and business needs.</p>	<p>Entities that we are legally required to share with pursuant to law; service providers; our affiliates; ad networks; data analytics providers; prospective purchasers of our business; outside auditors and lawyers; and social networks.</p>
<p>Internet and network information. This may include information on your interaction with a website, application, or advertisement, such as browsing history and how you use your account.</p>	<p>You, your agents, through our third party service providers, ad networks, our affiliates, data analytics providers, social media networks, and online third party marketplaces.</p>	<p>To provide you with information, products, or services; to advertise or market to you; to improve our services and products; for our own business needs; and to secure our websites.</p>	<p>Entities that we are legally required to share with pursuant to law; service providers; our affiliates; ad networks; data analytics providers; and social networks.</p>
<p>Device information. This may include the operating system of your device, device identifier, the type of device you are using, or your geolocation information.</p>	<p>You, your agents, through our third party service providers, our affiliates, ad networks, data analytics providers, social media networks, and online third party market places.</p>	<p>To provide you with information, products, or services; to advertise or market to you; to improve our services and products; to secure our websites; and for our own business needs.</p>	<p>Entities that we are legally required to share with pursuant to law; service providers; ad networks; data analytics providers; and social networks.</p>

<p>Order information. This may include information about what you order, shipping, returns, product complaints, or warranties.</p>	<p>You, your agents, through our third party service providers, our affiliates, and online third party marketplaces.</p>	<p>To provide you with information, products, or services; to advertise or market to you; for our own legal obligations and business needs; and to improve our services and products.</p>	<p>Entities that we are legally required to share with pursuant to law; service providers; our affiliates; ad networks; data analytics providers; prospective purchasers of our business; outside auditors, insurers, and lawyers; and social networks.</p>
<p>Payment and credit information. This may include your credit or debit card information, banking information, information about your payment transaction, or other financial information you provide us.</p>	<p>You, your agents, our other customers; through our third party service providers, ad networks, data analytics providers, our affiliates, social media networks, and online third party marketplaces.</p>	<p>To provide you with information, products, or services; to advertise or market to you; and for our own legal obligations and business needs.</p>	<p>Entities that we are legally required to share with pursuant to law; service providers; our affiliates; ad networks; data analytics providers; prospective purchasers of our business; outside auditors and lawyers; and social networks.</p>
<p>Other information you submit to us. This may include requests or communications you submit to us, including emails, ratings, or customer service call recording.</p>	<p>You, your agents, our other customers; through our third party service providers, ad networks, data analytics providers, our affiliates, social media networks, and online third party marketplaces.</p>	<p>To provide you with information, products, or services; to advertise or market to you; and for our own legal obligations and business needs.</p>	<p>Entities that we are legally required to share with pursuant to law; service providers; our affiliates; ad networks; data analytics providers; prospective purchasers of our business; outside auditors and lawyers; and social networks.</p>

<p>Research or survey information. This may include survey results, social media data, and other information about your participation in consumer research.</p>	<p>You, your agents, our other customers; through our third party service providers, ad networks, data analytics providers, our affiliates, social media networks, and online third party marketplaces.</p>	<p>To provide you with information, products, or services; to advertise or market to you; and for our own legal obligations and business needs.</p>	<p>Entities that we are legally required to share with pursuant to law; service providers; our affiliates; ad networks; data analytics providers; prospective purchasers of our business; outside auditors and lawyers; and social networks.</p>
<p>Inferences we draw about you. This may include information about your preferences, characteristics, predispositions, behavior, or other trends that help us identify which products you may be interested in.</p>	<p>You, your agents, our other customers; through our third party service providers, ad networks, data analytics providers, our affiliates, social media networks, and online third party marketplaces.</p>	<p>To provide you with information, products, or services; to advertise or market to you; and for our own legal obligations and business needs.</p>	<p>Entities that we are legally required to share with pursuant to law; service providers; our affiliates; ad networks; data analytics providers; prospective purchasers of our business; outside auditors and lawyers; and social networks.</p>

3. Sale of Personal Information

In the past 12 months, we have not sold the above categories of personal information. In addition, we do not sell personal information.

4. California Residents' Rights and Choices

The CCPA provides California residents with specific rights regarding their personal information, described below. Below are your CCPA rights and how to exercise those rights.

a. Access to Specific Information and Data Portability Rights (“Right to Know”)

You have the right to request that we disclose certain information to you about our collection and use of your personal information over the past 12 months. You could request:

- The categories of personal information we collected about you;
- The categories of sources of the personal information we collected about you;
- Our business or commercial purpose for collecting that personal information;
- The categories of third parties with whom we share that personal information; or
- The specific pieces of personal information we collected about you.

Our employees and employees of our business partners and service providers do not have a Right to Know.

b. *Deletion Request Rights*

You have the right to request that we delete some or all of the personal information that we have collected from you and retained, subject to a number of exceptions. We are not required to delete personal information that is: (a) necessary to complete a transaction with you or for warranty or product recalls; (b) used for security purposes, to prevent fraud, to fix errors, or to comply with law; (c) reasonable for us to use for internal purposes given our relationship with you; or (d) compatible with the context in which you provided the information. The list of exceptions above is not exhaustive, and we may also deny a deletion request as otherwise permitted by law.

The same limitations described above with respect to the Right to Know, apply to the Right to Deletion.

c. *Exercising Your Rights*

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

- Calling us at 1-877-552-7977 between 9:00am and 6:00pm CT.
- Visiting <https://www.rishi-tea.com/contact> and filling out the contact form.

Only you, or a person registered with the California Secretary of State that you 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. If you are making a request on behalf of another person, you must provide written legal documentation that you are authorized to act on behalf of that individual.

You may only make a verifiable consumer request for access or data portability twice within a 12-month period. 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 an authorized representative; and
- Describe your request with sufficient detail that allows us to properly understand, evaluate, and respond to it.

We may not be able to fulfill 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. To verify your identity, we may request up to up to three pieces of personal information about you, and we reserve the right to take additional steps as necessary to verify your identity if we have reason to believe a request is fraudulent.

d. *Response Timing and Format*

We endeavor to respond to a verifiable consumer request within 45 days of its receipt. If we require more time (up to 90 days), we will inform you of the reason and extension period in writing.

Any disclosures we provide will only cover the 12-month period preceding the date we receive your verifiable consumer request. 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.

e. *Non-Discrimination*

You have the right to not be discriminated against for exercising any of your CCPA rights. Unless permitted by the CCPA, we will not:

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

However, we may offer you certain financial incentives permitted by the CCPA that can result in different prices, rates, or quality levels. Any CCPA-permitted financial incentive we offer will reasonably relate to your personal information's value and contain written terms that describe the program's material aspects. Participation in a financial incentive program requires your prior opt in consent, which you may revoke at any time. We currently provide the following financial incentives:

15% off your first order when you subscribe to our email list.

5. Other California Privacy Rights

California's "Shine the Light" law (Civil Code Section § 1798.83) permits users of our Website that are California residents to request certain information regarding our disclosure of personal

information to third parties for their direct marketing purposes. To make such a request, please contact us through the information provided above.

6. *Changes to this Appendix*

We reserve the right to amend this Appendix at our discretion and at any time. When we make changes to this Appendix, we will post the updated notice on our website and update the effective date on this Appendix. Your continued use of our website, products, or services following the posting of changes constitutes your acceptance of such changes.

7. *Contact Information*

If you have any questions or comments about this Appendix the ways in which we collect and use your information, your choices and rights regarding such use, or if you wish to exercise your rights under California law, please do not hesitate to contact us by:

- Calling us at 1-877-552-7977
- Visiting <https://www.rishi-tea.com/contact> and filling out the contact form.
- Mailing us at.

ATTN: Ecommerce Team

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