



Privacy Notice Disclosure for California Residents Effective January 1, 2020

This privacy notice disclosure (“disclosure”) applies to the personal information of California residents only pursuant to the California Consumer Privacy Act of 2018 (“CCPA”). This notice does not apply to personal information collected, used, or disclosed pursuant to the Gramm-Leach-Bliley Act (“GLBA”), the California Financial Information Privacy Act, the California Confidentiality of Medical Information Act, or the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”). This notice does not apply to employees, contractors or job applicants. Any terms defined in the CCPA have the same meaning as the term in this disclosure.

Continental General Insurance Company (“Continental”) does not market or sell any products or services. Additionally, Continental does not use your personal information for commercial purposes or sell your personal information as defined by the CCPA.

Continental collects information that identifies, relates to, describes, is reasonably capable of being associated with, or could be reasonably linked, directly or indirectly, with a particular consumer or household (“personal information”). Personal information does not include publicly available, or de-identified or aggregated information.

If you are a policyholder, insured, or beneficiary under an insurance policy or contract, our [Customer Privacy Notice](#) applies to you. Our [website privacy notice](#) applies when you visit our website.

Information We Collect

We may collect personal information directly from you and from other sources. This may include contact information (such as name, mailing address, email address, and telephone number), bank account number, medical information, social security number, and resume information. Other sources that we may collect personal information from may include insurance policy beneficiaries, government agencies, other individuals associated with an insurance policy, a policyholder’s financial institution, medical professionals, our service providers, publicly available and demographic information, from public sources and third parties (such as data aggregators).

Purposes We Collect Personal Information

We use the personal information we collect about you for business purposes, such as performing administrative, customer service, claims management, and IT support functions, to prevent fraud, and to perform data analytics.

Categories of Third Parties that We Share Personal Information

We may disclose your personal information to our service providers to perform various business functions, such as data analytics, mailings, fraud prevention, and other IT and administrative support functions. The personal information disclosed to them may include your contact information and demographic information. We do not authorize our service providers to use or disclose information except as necessary to perform services or functions on our behalf, or to comply with legal requirements.

We may also share your personal information with third parties (1) when required to do so by law or legal process; (2) to respond to requests from government agencies; (3) to establish, exercise or extend our legal rights; (4) if disclosure is necessary or appropriate to prevent physical or other harm; (5) pursuant to

an investigation of possible illegal activity; or (6) in conjunction with the sell or transfer of the company's business or assets.

Rights Under the CCPA

California residents whose personal information is covered by the CCPA and this Privacy Notice may have certain rights under the CCPA as indicated below. Only you, or your authorized agent, may make a request related to your personal information.

Request to Access

California residents as described above have the right to request that we disclose to you the following information within the preceding 12 months:

- Categories and specific pieces of personal information that we have collected about you.
- Categories of sources from which your personal information was collected.
- Business purpose for collecting your personal information.
- Categories of third parties with whom we have shared your personal information.

You may make up to two requests in any twelve-month period.

Request to Delete

California residents as described above have the right to request that we and our service providers delete any personal information that we have collected from you. Your personal information will not be deleted if it is necessary and permissible for us or our service providers to maintain the personal information pursuant to the CCPA or other applicable law.

Request Personal Information Shared

California residents as described above have the right to request that we disclose to you the following information within the preceding 12 months:

- Categories of personal information we have disclosed about you for a business purpose and the categories of third parties to who the personal information was disclosed.
- Whether we have sold your personal information (we do not sell your personal information).

You may make up to two requests in any twelve-month period.

You can exercise your rights by calling us at (866) 830-0607 or emailing us at ltclientservices@continental-ins.com. When you submit a request, we will use the phone number you provide us to contact you and verify your identity and authority to make the request. Please provide sufficient information for us to assist you, including a policy number, state of residence, and let us know what you are requesting.

Nondiscrimination

Continental will not discriminate against you for exercising your rights under the CCPA.