

PRIVACY POLICY

This Privacy Policy (“Policy”) tells you about Roto-Rooter’s privacy practices governing personal information we may collect when you visit our website or mobile app (the “Site”), and how we may use and share that information. Your prior activities on the Site may have been governed by an earlier version of this Policy. If you have questions about our offline privacy practices, please contact your local Roto-Rooter.

From time to time, we may use your information for new, unanticipated uses not previously disclosed in our Policy. If our information practices do change materially, we will post the changes to our Site and revise our Policy accordingly. In addition, if we have collected personally-identifying information from you, we will notify you and secure your consent before using your personal information in new ways.

What Information Do We Collect?

Personal Information:

We collect personal information you choose to provide to us in connection with your activities on the Site, such as finding a local plumber, scheduling service, finding local coupons, and providing service feedback. This information may include your name, email and postal address, phone number, and the like. If you make purchases, it will also include credit card information, collected by a third-party credit card processor.

If you are seeking job opportunities through the Site, we may also collect your contact information and job experience to consider your job application. Successful candidates may be required to possess a valid driver’s license and pass pre-employment drug screening and background checks, including driving record and criminal history before confirmation of hiring. Optional information about gender, race, disability, and other more sensitive pieces of demographic-related information is collected through a third-party tool. We only collect and process this category of information when required for legitimate employment-related purposes.

We use the Google Maps Geolocation API to retrieve certain information when you make location-specific requests. This includes your estimated latitude/longitude, zip code, city, and state or province. Google Maps/Google Earth Additional Terms of Service (including the Google Privacy Policy) also apply and may be accessed at https://www.google.com/intl/en-US_US/help/terms_maps.html.

Other User Information We Collect:

In addition, for each visitor to our Site, we automatically collect certain other potentially identifying information and store it in log files. This information includes (as applicable) browser type and version, operating system and network, referring/exit pages, date/time stamp, whether you are a new or returning visitor, and frequency of visits. We collect and store this information only in aggregate, or combined, form; we do not connect it to an individual user's personal information.

Cookies:

A cookie is a small text file that is stored in a user's computer that recognizes your IP address for record-keeping purposes. We use session cookies to make it easier for you to navigate our site. Session cookies also record session information, such as which web pages a user has visited, and to track user activity on our Site. Cookies will expire when browser cache is cleared.

Our ad partners also place cookies on your computer. As you browse our Site, advertising cookies will be placed on your computer to help us understand what products and services you are interested in. When you visit other sites, our display advertising partners let us show you retargeting advertising based on your interaction with our Site. In addition, we may show you ads of other companies on our Site, based on your activities on other sites. Our ad partners do not collect any other personal information than from your visit.

Portions of our Site may contain tracking technologies implemented by our contractors or franchisees, including cookies, web beacons, Facebook Pixel, or similar future technologies, to track user activity on our Site in connection with their marketing initiatives and other business activities. Any data collected via

these technologies is collected directly by the applicable contractor or franchisee and is subject to their separate privacy practices as described in “Information about Independent Franchisees’ and Contractors’ Sites” below.

You can reject cookies through your browser. If you reject cookies, you may still use our Site, but your ability to use some of the areas of our Site will be limited.

Analytics:

To determine how many users visit our Site, how often they visit the Site, and to better understand the areas of greatest interest to our visitors, we use a tool called “Google Analytics” to compile this information for us. As a result of your visit to our Site, Google may collect information such as your domain type, your IP address and clickstream information, and eschedule order numbers. We do not combine the information collected through the use of analytics tools with personally identifiable information. For more information about the analytics company’s ability to use and share information about your visits to this Site, see <https://policies.google.com/privacy?hl=en>.

“Do Not Track” Signals:

We do not currently have the capability to recognize browser “Do Not Track” signals. We adhere to the standards set forth in this Policy.

How Do We Use and Share the Information We Collect?

We store and process your personal information to process and fulfill orders, to provide locally relevant information, to assist with our promotional and recruitment efforts, to respond to inquiries, and to provide other services through the Site. We may also send you information and marketing materials we believe will be of interest to you. You can opt out of email correspondence at any time by using the unsubscribe mechanism in any email from us; however, we may still send you emails to facilitate agreed-upon transactions.

Because we operate through local contractors and franchisees, we share your information with them as appropriate, such as to schedule and provide services as requested, to provide feedback, and so on.

If you apply for a job through the Site, we collect that information either directly or via a third party tool and forward your application information to the contractor or franchisee that posted the job opportunity. This information is used to determine your qualifications for employment and to reach a hiring decision.

If you share credit card information for a purchase, that information is used by a third-party processor to fulfill the transaction.

We also use information we collect to analyze trends, to administer the Site, and to track users' movements around the Site. We also use this information to improve the Site and to make it more useful to visitors.

It is possible that, at some time in the future, our company may be sold along with its assets, or may engage in business transactions in which customer information is one of the assets transferred. In such a case, the customer information which we have gathered may be one of the business assets we transfer.

We do not rent or sell email addresses, postal addresses, or telephone contact information to unaffiliated third parties, except as described above.

How Long Do We Keep the Information We Collect?

We will retain your personal information in accordance with our continuing need to service this relationship and/or to improve our Site. To ensure continuity and excellence in service, we keep a service history for each customer. With respect to applications for job opportunities, we immediately redirect them to the appropriate contractor or franchisee without retaining any information. We do not retain geolocation information collected through Google Maps API.

Security

The security of your personal information is important to us. We follow generally accepted industry standards to protect the personal information submitted to us, and to guard that information against loss, misuse, or alteration. All network

connections are secured via a SSL certificate signed by a trusted certificate authority with SHA-256 encryption.

Please note, however, that no method of transmission over the internet, or method of storage, is 100% secure. Therefore, while we use commercially reasonable means to protect your personal information, we cannot guarantee its absolute security.

How to Correct Information

If you wish to update or correct any personal information we have about you, send your request to privacy.policy@rotorooter.com. To help us process the request, please provide sufficient information to allow us to identify you in our records. We reserve the right to ask for information verifying your identity before we disclose or modify any information in our possession.

Links to Third Party Sites; Information about Independent Franchisees' and Contractors' Sites

This Policy applies only to information collected by this Site. From time to time, the Site may link you to other websites ("Linked Sites") that are not owned by us, even though they provide goods or services related to our company. We do not control the collection or use of any information, including personal information, that occurs during your visit to the Linked Sites. Further, we make no representations about the privacy policies or practices of the Linked Sites, and we are not responsible for their privacy practices.

Be careful of disclosing any of your personally identifiable information when leaving our Site. We encourage you to be aware when you leave our Site and to read the privacy statements of every website that collects personally identifiable information.

Some of our franchisees and contractors may have their own privacy policies, which we encourage you to read if you visit those sites.

SMS Communications

Customers can expect to receive messages such as appointment reminders and account notifications.

If you provide your phone number as contact information for your service appointment, that information is collected through third-parties, including our affiliates, subsidiaries, or vendors, and will be used to contact you with updates on your appointment, or marketing communications, through SMS messaging to that phone number. You agree to receive informational messages (appointment reminders, account notifications, etc.) from Roto-Rooter. Message frequency varies. Message and data rates may apply. For help, reply HELP or to contact Customer Support please call your local office at 800-768-6911. You can opt out at any time by replying STOP.

Message frequency may vary. You may opt-out of these SMS messages entirely by replying "STOP" to at any time. After you send the message "STOP", you will receive a reply message confirming you have unsubscribed and will no longer receive SMS messages from Roto-Rooter.

SPAM

We do not participate in bulk email solicitations that you have not consented to receiving (i.e., "Spam"). We do not sell or disclose customer lists or email address lists to unrelated third parties. Except as otherwise provided herein, we do not share personal information with any third party **to be used for advertising or marketing purposes.**

California Privacy Rights

California's "Shine the Light" Law: Pursuant to California Civil Code Section 1798.83, users who are California residents have the right 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 at the Contact Information provided below.

California Consumer Protection Act ("CCPA"): Pursuant to the CCPA, California residents have additional rights with respect to their personal information. Please see [our CCPA Notice](#) for details, including how to exercise your rights.

Questions About Our Privacy Policy and Practices

If you have any questions about this Policy or our privacy practices, you may contact:

Roto-Rooter Group, Inc.
255 East 5th Street
Suite 2500

Cincinnati, OH 45202
513-762-6690

privacy.policy@rotorooter.com

Effective Date

This Policy was last modified as of 04/16/2025. This version of the privacy policy replaces and supersedes any prior privacy policies applicable to the Site.