

Privacy Statement

This Privacy Statement and Notice at Collection applies to Canon Solutions America, Inc. (“CSA”) job applicants, former employees and B2B business users of CSA products and services, including the CSA website and any websites that link to this Privacy Statement. Current CSA employees should contact their Human Resources Representative.

Last updated: January 1, 2023

If you are a California resident, you have certain rights under the California Privacy Rights Act (“CPRA”). To find the California Notice of Collection and to learn more about your rights, click [here](#).

Introduction

As a member of the Canon family of companies, Canon Solutions America, Inc. (“CSA” “we,” “our” or “us”) respects your concerns about privacy and values its relationship with you. This Privacy Statement (“**Privacy Statement**”) is intended to inform you of the types of information we collect from you, either online through this website, mobile applications, or any of the products, services, solutions (including cloud services and solutions), software, websites, subsites, interactive features, forms, mobile and social media pages offered, owned, or operated by CSA or its affiliates, or your interaction with CSA’s agents, contractors or employees or subsites (collectively “**Services**”), whether accessed online via computer, tablet, mobile device or any other technology or device now known or hereafter developed, or offline, and how that information will be used. The Services are intended for business use by business users residing and located in the United States. This Privacy Statement applies to CSA and any Services that link to this Privacy Statement.

Please read this Privacy Statement carefully, because by using the Services, you are acknowledging that you have read, understand and agree to the terms of this Privacy Statement, and consent to the manner in which we may collect, use and disclose the information described herein. In addition, by using the Services, you are acknowledging that you have read, understand and agree to the Terms of Use (/internet/portal/us/csa/terms-and-conditions) which govern your use of the Services and any content you submit or purchases you make via the Services. While this Privacy Statement is intended to generally describe our privacy practices, our goal is to also provide more detailed information at times when it is most meaningful to you. Please look for this information within the Services. If you do not agree to the Terms of this Privacy Statement and the Terms of Use, you are not permitted to use the Services.

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1. THE INFORMATION WE COLLECT AND HOW WE COLLECT IT

We and our service providers may collect information when you provide information to us and when information is collected automatically from your interaction with the Services.

Personal Information

You may choose to give us personal information to allow us to communicate with you, process your orders, or provide you with Services. Our online forms ask for a small amount of relevant information necessary to communicate with you, process your orders, or provide you with Services.

The types of personal information CSA may collect from you may include:

As to B2B Business Users:

- Personal and business contact information, such as name, company name, postal address, phone number, and email address;
- Other unique information such as product functionality, product and service preferences, and contact preferences;
- Details of the products and services you have purchased from us or which you have inquired about, together with any additional information necessary to deliver those products and services and to respond to your inquiries, including product serial number;
- Technical information related to your device (including model, serial number, unique device identifier, diagnostic information, usage data, system logs, application configurations, consumables status, etc.);
- Any additional information relating to you that you provide to us directly through our websites or applications or indirectly through use of our websites, applications or online presence, through our representatives or otherwise; and
- Information you provide to us through our service center or visits by our representatives from time to time.

As to Former Employees and Job Applicants:

- Professional or employment-related information that you provide through the application and recruitment process, or collected from employment agencies, screening services,

background check providers, former employers, credit references or other sources that supply employment verification services, such as work history, prior employer, education information, information relating to references, details of qualifications, skills, experience, professional memberships and licenses, and job interest information, human resources information and information necessary for benefits and related administration services;

- Email communications, and personal information collected in the course of your job-related activities, such as your computer, application, system or network access and usage, and your use of phones and other devices;
- Health information, such as biological testing/screening for controlled substances, if applicable, medical information or disability status required in order to provide accommodations;
- Audio, electronic, visual or similar information such as, photographs of you for identification and security verification, video recordings of you on security cameras, monitoring of phone calls when accessing CSA resources such as IT services, monitoring of CSA computers, networks, systems and applications for security, safety and integrity of CSA assets;
- Demographic information, such as nationality, citizenship, visa status, gender/sex, disability status, veteran's status, and marital status; and
- Sensitive Personal Information, including social security number, driver's license number, passport number, ethnicity, race, biometric information such as hand scan, used for security purposes and geolocation information if you are using a company issued mobile device, computer or vehicle as part of your employment duties.

Usage Information

In addition to the information you may voluntarily provide, CSA may collect information automatically when you access or use the Services or a website "powered by" another company on behalf of CSA through our use of data collection technologies, including web beacons, Cookies (as defined in the following paragraph), and embedded web links. These technologies collect certain traffic information that your browser sends to a website, such as your operating system, browser type and language, browser history, access times, time spent on the Services, your use of Services features, and the address of the website from which you arrived. They may also collect information about your IP address, unique device identifier, geolocation information, clickstream behavior (e.g., the pages you view, the links you click, and other actions you take in connection with CSA websites or "powered by" websites) and product information. CSA may also use some of these technologies in connection with emails and communications sent from CSA and therefore may collect information using these tools when you open the email or click on a link contained in the email.

Cookies

Cookies are data files placed on a device when you use it to visit any of the Services ("Cookies"). We may use Cookies: (i) to collect and store certain information about you, (ii) for security purposes, (iii) to store your preferences and settings, (iv) to enable your sign-in, (v) to provide personalized product suggestions, (vi) to maintain and improve our website, (vii) to generate analytics regarding the performance of the Services, (viii) to facilitate site navigation, and (ix) to personalize your experience while using the Services. Cookies can remain in your computer for

the duration of a browsing session or for a predetermined period of time. Cookies that remain in your computer for the duration of a browsing session ("session cookies"). Cookies that remain in your computer for a predetermined period of time ("persistent cookies"). We may use persistent cookies to show you recently-viewed products, provide you with product or service recommendations, or otherwise provide you with a customized experience.

If you would prefer not to accept Cookies, most browsers will allow you to: (i) change your browser settings to notify you when you receive a Cookie, which lets you choose whether or not to accept it; (ii) disable existing Cookies; or (iii) set your browser to automatically reject any Cookies.

To manage your Cookie preferences, please go to the Cookie Settings link in the footer of our website or [click here](#).

Please be aware that if you disable or reject Cookies, some features and services offered or present on the Services may be slower or may not work or display properly.

Other Technologies

We may use standard Internet technology, such as web beacons (also called clear GIFs or pixel tags) and other similar technologies, to track your use of our Services. We also may include web beacons in email messages or other communications to determine whether messages have been opened and acted upon. The information we obtain in this manner enables us to customize the Services we offer and measure the overall effectiveness of our online content and the products and services we offer through the Services.

Analytics Services

We use web analytics tools such as Google Analytics to assist us in understanding how people use the Services and related marketing and promotions. Google Analytics is not used for interest-based marketing. To manage your preferences with respect to Google Analytics [click here](https://policies.google.com/technologies/partner-sites) (<https://policies.google.com/technologies/partner-sites>) . You can opt out of data collection or use by Google Analytics by clicking the following link: <https://tools.google.com/dlpage/gaoptout> (<https://tools.google.com/dlpage/gaoptout>) (requires you to install a browser add-on).

Use of Public Information

CSA also collects information from publicly or commercially available sources that it deems credible. Such information may include your name, address, email address, preferences, company name, title, specific devices that are financed or leased (Uniform Commercial Code), interests, and firmographic or demographic/profile data. The information CSA collects from its public or commercial sources may be used along with the information CSA collects when you access or use the Services. For example, CSA may compare the geographic information acquired from publicly available sources with the IP address collected by the technologies discussed above to derive your general geographic area.

2. HOW WE USE THE INFORMATION WE COLLECT

Personal Information

We may store, analyze, combine, and otherwise use the information we collect, either directly or indirectly:

As to B2B Business Users:

- Provide the Services;
- Improve the Services and the way we do business with our customers, dealers, distributors, partners and resellers;
- Verify your identity;
- Respond to your questions and requests;
- Communicate with you about your transactions on the Services and about CSA products and solutions;
- Deliver the products and Services you have requested, such as remote diagnostics, analytics, and software update services, the uploading, storing and downloading of backup information from a device, and the installation of a device;
- Provide you with information about CSA, its parent, successors, subsidiaries, affiliates and related entities (collectively, “Canon” or “Canon Group”), Canon products and services, or any other offers that may be of interest to you, unless you opt out or request not to receive this information;
- Perform research and analysis about usage and potential interest in our products, services, or content;
- Develop and display content tailored to your interests on the Services;
- Help us improve the overall accuracy and completeness of the information;
- Allow us to deliver personalized and responsive Services, which can take actions based on the data you provide;
- Enforce and ensure compliance with this Privacy Statement, the Terms of Use (</internet/portal/us/csa/terms-and-conditions>) and applicable law, including to protect the rights, property or safety of CSA, CSA’s dealers, distributors, partners, resellers, employees, contractors, customers or any other person and the copyright-protected content of the Services, or for internal or external auditing purposes;
- Ensure the security and operability of our networks, systems and applications;
- Prevent, detect or investigate a crime or other breach of law or requirement, loss prevention or fraud;
- Support the technical functionality of the Services, develop new products and services, and analyze your use of the Services, including your interaction with advertising, products and services that are made available, linked to or offered in the Services; and
- As otherwise stated in this Privacy Statement.

As to Former Employees and Job Applicants:

- Communicate with you about your application status and future opportunities with CSA, if applicable;
- Make employment-related decisions, including decisions regarding your recruitment, eligibility for employment, employment, job performance, qualifications, job duties, salary and other

compensation, promotion, retention and eligibility to receive accommodations;

- Provide you with information about CSA, its parent, successors, subsidiaries, affiliates and related entities (collectively, “Canon” or “Canon Group”), pertaining to promotions and jobs;
- Verify your identity; and
- Respond to your questions and requests.

3. HOW WE DISCLOSE THE INFORMATION WE COLLECT

Affiliates

We are part of the Canon Group and may disclose your information to our affiliates which may be located outside of the country you reside and are located in, including, but not limited to, our parent company Canon Inc., located in Japan. When you provide information via the Services, we will also disclose your information to our affiliates to enable them to inform you of products or other offers that may be of interest to you.

Service Providers

CSA retains service providers and suppliers to manage or support its business operations, provide professional services, deliver products, services and customer solutions and to assist with marketing and communication initiatives. These providers include, for example, hosting and IT service providers, website management and support service providers, email service providers, automated data processors, shipping agents, and providers of communications, order fulfillment, delivery, customer support, live-help, talent acquisition, employment management, payroll, health and welfare benefit, and security services. We may disclose your information to these companies to enable them to provide you with services on our behalf, and for the purpose of conducting general business analysis. For example, we may disclose website usage and marketing information to our marketing partners.

In addition, if you inquire about products, services, software or other goods that CSA does not sell directly, we may forward your information to a Canon dealer, distributor, partner or other reseller, with your consent, and they may reach out to you about your needs. In any event, we expect our service providers to use your information only to perform the service for which they are engaged, while also complying with all applicable laws, and pursuant to our instructions. You expressly consent to your information being used as set forth in this Section.

Government Entities

CSA may disclose your personal information to government entities in order to comply with mandatory reporting.

Legal Proceedings

We may also disclose your personal information:

- In response to a subpoena or similar investigative demand, a court order, or a request for cooperation from law enforcement or other government agency; to establish or exercise our

legal rights; to defend against legal claims; or as otherwise required by law; (In such cases, we may raise or waive any legal objection or right available to us.)

- When we believe disclosure is appropriate in connection with efforts to investigate, prevent, or take other action regarding illegal activity, suspected fraud or other wrongdoing; to protect and defend the rights, property or safety of CSA, our company, our users, our employees, or others; to comply with applicable law or cooperate with law enforcement; to address security or technical issues or to enforce our website Terms of Use (</internet/portal/us/csa/terms-and-conditions>) or other agreements or policies; and
- In connection with a corporate transaction, such as the sale of our business, a divestiture, merger, consolidation, or asset sale, or in the unlikely event of bankruptcy.

4. OUR LEGAL BASIS FOR PROCESSING YOUR PERSONAL INFORMATION

We will use your personal information:

- With your consent, which you may withdraw at any time;
- If it is in our legitimate interest to do so (for example, when we need to disclose your information to our service providers to provide the Services); or
- If we need to do so in order to comply with a legal obligation.

5. CHILDREN'S PRIVACY

CSA does not target its Services to children under 18 and we do not knowingly collect, use or disclose personal information from children under 18.

6. YOUR PRIVACY RIGHTS, CHOICE AND ACCESS

You have the right to request us to:

- Not send you emails or other communications;
- Correct or update your personal information; and
- Not contact you in the future.

If you wish to access, correct or delete your personal information, please email your request to: privacyrequest@csa.canon.com (<mailto:privacyrequest@csa.canon.com>).

We are under no obligation to store your personal information indefinitely and disclaim any liability arising out of, or related to, the destruction of such personal information.

It may not always be possible to completely remove or delete all of your personal information from our databases without some residual data remaining because of backups and other reasons. Additionally, please be aware that we may need to retain some of your personal information in order to maintain our records, comply with our legal obligations, resolve disputes, or enforce our agreements. We may also keep a record of correspondence with you (for example if you have made a complaint about a product or our Services) to protect us from a legal claim. We may send you other types of transactional and relationship email communications, such as service

announcements and administrative notices without offering you the opportunity to opt out of receiving them. Additionally, if you are a business customer, we may communicate with you from time to time about certain solutions that may be of interest to you.

7. CALIFORNIA PRIVACY RIGHTS

Collection, Disclosure, and Sale or Sharing of Personal Information

We collect, and in the last twelve (12) months, we have collected, disclosed for a business purpose and sold/shared the following categories of personal information **as designated**:

Category of Personal Information	Specific Personal Information Collected	Disclosed for Business Purpose	Entities that We Disclose Personal Information for a Business Purpose	Sold or Shared	Entities to which we Sell or Share Personal Information
As to B2B Business Users:					
Personal Identifiers , such as name, email address, online identifiers and other information	• Name • Company name • Postal address • Phone number • Email address • Phone support verification question and answer	Yes	• Affiliates • Service Providers • Other third parties when required by law or to protect Canon or other persons, as described in this Privacy Statement	No	Not applicable
Payment Information	None	No	Not applicable	No	Not applicable

Commercial Information, such as purchase or ordering history, and other information relating to thereto	• Product and service preferences • Products and services purchased • Purchase date • Technical information related to your Canon products (including model, serial number, unique device identifier, diagnostic information, usage data, system logs, application, configurations, consumables status, etc.); • Inquiries about products and services purchased • Service center responses • Details on your customer service, warranty and repairs interactions with Canon	Yes	• Affiliates • Service Providers • Other third parties when required by law or to protect Canon or other persons, as described in this Privacy Statement	No	Not applicable
Internet/Network Information, such as IP address, Device Information, and Log and Analytics Data.	• Information about your browsing behavior, device information and interactions (including repeated site visits, interactions, keywords, online content production, etc.) • IP Address • Browser type • Browser language • Browser history • Access times • Originating website (referring URL) • Unique device identifier • Clickstream behavior	Yes	• Affiliates • Service Providers • Other third parties when required by law or to protect Canon or other persons, as described in this Privacy Statement	No	Not applicable

Sensory Information , such as recordings of phone calls between you and us, where permitted by law.	Record customer calls to our service centers for purchase and maintenance of products and services	Yes	- Affiliates - Service Providers - Other third parties when required by law or to protect Canon or other persons, as described in this Privacy Statement	No	Not applicable
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As to Former Employees and Job Applicants:

Personal Identifiers , such as name, email address, online identifiers and other information	- Name - Postal address - Phone number - Email address - Nationality - Citizenship - Visa status - Gender/sex - Disability status - Veteran's status - Marital status	Yes	- Affiliates - Service Providers - Other third parties when required by law or to protect Canon or other persons, as described in this Privacy Statement	No	Not applicable
Health Information	- Biological testing - Medical conditions - Medical or other leave information - Disability status - Accommodations	Yes	- Affiliates - Service Providers - Other third parties when required by law or to protect Canon or other persons, as described in this Privacy Statement	No	Not applicable
Protected Classification Characteristics , such as age, ethnicity and gender.	- Ethnicity - Gender/sex	Yes	- Affiliates - Service Providers - Government entities	No	Not applicable

Professional or Employment Related Information , including resume, references and cover letter	• Education • Degree(s) awarded • Employment history • Employment records • Professional member-ships/licenses • Credit references • Job titles • Disciplinary history • Performance evaluation information • Grievance information • Salary history • Training records • National citizenship	Yes	• Affiliates • Service Providers • Other third parties when required by law or to protect Canon or other persons, as described in this Privacy Statement	No	Not applicable
Other Personal Information , such as information you submit to us.	• Right to work documentation • Work history • Prior employer • Job title • Salary history • Education information • Training history • Details of qualifications, skills and experience • Professional licenses and memberships • References information • Job interest data	Yes	• Affiliates • Service Providers • Other third parties when required by law or to protect Canon or other persons, as described in this Privacy Statement	No	Not applicable
Geolocation Data , such as Location Information from your device.	• Geolocation of employees with assigned company cell devices	Yes	• Service Providers	No	Not applicable

Sensitive Personal Information

As to former employees and job applicants, we may collect social security number, driver's license number passport number and biometric information which are considered types of Sensitive Personal Information. We do not use or disclose Sensitive Personal Information outside of the permitted purposes for which it was shared with us. We do not sell or share Sensitive Personal Information.

Retention of Your Personal Information

For each of these categories of personal information, we retain your information for as long as it is reasonably necessary for the purposes for which the information was collected, and in accordance with applicable retention policies. The criteria used to determine our retention policies include the length of our relationship with you, your requests, ongoing contract and service obligations, business need and our legal obligations. Generally, we will retain your employment-related personal information until the end of your employment with us, plus a reasonable period of time after that where necessary to respond to any employment inquiries, deal with legal, tax, accounting or administrative matters, or to provide you with ongoing pensions or other benefits. We also retain information as otherwise required by applicable law.

Sources of Your Personal Information

As described above in the “The Information We Collect And How We Collect It” section, we collect information directly from you when you provide it to us, automatically using cookies and other tracking technologies, from the categories of third parties listed in that section, and from publicly or commercially available sources that we deem credible.

Purposes for Your Personal Information

We collect or disclose personal information about you for the business purposes further described in the “How We Use the Information We Collect” section above.

Do Not Track

Some browsers offer you the ability to opt out of cookie-based and other online tracking, which may be considered a “sale” or “sharing” of your personal information. As we do not sell or share any personal information, as defined by the CPRA, if you activate a browser-based opt-out signal sent through the Global Privacy Control, we cannot effectuate your request.

The CSA websites are not currently configured to recognize “do not track” or other browser-based signals. However, other settings within your browser may permit you to block Cookies or other technology that enable websites to collect information that can be used to tailor advertisements to your interest. Please check your browser’s settings or consult your browser’s help information for more details. To learn more about browser tracking signals and Do Not Track please visit www.allaboutdnt.org (<http://www.allaboutdnt.org/>).

7. YOUR CALIFORNIA PRIVACY RIGHTS

If you are a California resident, you have the right, under the California Privacy Rights Acts (“CPRA”), subject to certain exemptions, to:

- Access, request and receive a portable copy of the personal information that we have collected about you in the last 12 months, and specifically:
 - The categories and specific pieces of personal information we have collected about you;
 - The categories of the sources of the personal information;

- The purposes for which your personal information is collected and used;
- The categories of personal information that the business disclosed for a business purpose, and for each category identified, the categories of third parties to whom that particular category of personal information was disclosed;
- The categories of personal information that the business sold or shared, and for each category identified, the categories of third parties to whom that particular category of personal information was sold or shared;
- Correct inaccuracies in your personal information;
- Delete your personal information;
- Limit the use of your sensitive personal information;
- Opt-out of or object to having your personal information sold to or shared with third parties; and
- Not be discriminated against by us for exercising any of these rights.

Right to Request Deletion of Personal Information

You can also request us to delete your personal information. Upon verifying the validity of a deletion request, we will honor your request, and, if applicable, instruct any service providers and/or third parties to which we have disclosed your personal information to delete your personal information; however, please be aware that we may need to retain some of your information in order to maintain our records, comply with our legal obligations, resolve disputes, or enforce our agreements. It may not always be possible to completely remove or delete all of your information from our databases without some residual data remaining because of backups and other reasons. We may also keep a record of correspondence with you (for example if you have made a complaint about a product or our Services) to protect us from a legal claim.

Exercising Your Rights

If you are a California resident, to submit your CPRA request with respect to personal information collected by CSA in connection with use of the Services or job application (unless you were hired in which case please contact your CSA HR Representative) or being a former employee, please:

If you are a B2B business user or job applicant:

- Click here (<https://privacyportal.onetrust.com/webform/a97e69ab-028e-4e5c-9022-578e485c9b3c/b199935d-7d2e-4445-9240-f3ed81958f8f>) ; or
- Call us at 1-800-947-7677

If you are a former CSA employee:

- Email your request to privacyrequest@csa.canon.com (mailto:privacyrequest@csa.canon.com)
- Mail your request to Canon Solutions America, Inc., Attn: Human Resources Department, Privacy, One Canon Park, Melville, NY 11747

In your request, please identify yourself as a CSA business user, former employee or job applicant. When you submit a request to us, we will verify your identity before processing the request. In order to protect your personal information, you may be asked to provide two (2) or three (3) pieces of information to match our records so that we can reasonably verify your identity.

Authorized Agents

If you are a California resident and would like to designate an authorized agent to submit certain requests on your behalf, please send an email to the following email address:

privacyrequest@csa.canon.com (mailto:privacyrequest@csa.canon.com) or mail your request to Canon Solutions America, Inc., Attn: Human Resources Department, Privacy, One Canon Park, Melville, NY 11747.

In order for an authorized agent to be verified, you must provide the authorized agent with signed, written permission to make such requests or a power of attorney. We may also follow up with you to verify your identity before processing the authorized agent's request.

If you are an agent of a California resident and would like to submit a request on behalf of a California resident, please submit the request to the following email address:

privacyrequest@csa.canon.com (mailto:privacyrequest@csa.canon.com) or mail your request to Canon Solutions America, Inc., Attn: Human Resources Department, Privacy, One Canon Park, Melville, NY 11747. After you submit the request, and if the request is not subject to an exemption or exception, we will require additional information to verify the identity of the California resident, as well as your authority to act on behalf of the California resident.

Right to Opt-Out of Sale or Sharing of Personal Information

CSA may disclose your personal information to service providers that support our businesses and perform services on our behalf, such as companies that deliver email marketing messages that you have requested from us. CSA does not sell or share your information.

California "Shine the Light" Disclosure

California Civil Code Section 1798.83 gives California residents the right to request, from a business with whom the California resident has an established business relationship, certain information with respect to the types of personal information the business discloses to third parties for direct marketing purposes by such third party, and the identities of the third parties with whom the business has disclosed such information during the immediately preceding year. To request a copy of the information disclosure provided by CSA pursuant to California Civil Code Section 1798.83, please send an email to the following email address: privacyrequest@csa.canon.com (mailto:privacyrequest@csa.canon.com).

8. THIRD-PARTY LINKS

Links

There are a number of places on the Services where you may click on a link to access other platforms or websites that do not operate under this Privacy Statement. For example, if you click on a third-party logo on the Services, you may be taken to a website that we do not control. These third-party platforms or websites, including subsites owned or controlled by other Canon Group companies, may independently solicit and collect information, including personal information, from you. We are not responsible for the privacy practices of these platforms and websites and cannot guarantee the security of any user data collected there. We recommend that you consult the privacy statements of all third-party platforms and websites you visit by clicking on the "privacy" link typically located at the bottom of the web page you are visiting.

Integrated Third-Party Tools

CSA uses integrated tools and features, including API (Application Programming Interface) clients, from YouTube API Services, which may be accessed via videos through links on our websites. By using, playing or downloading such integrated tools and features, including API clients, you agree to be bound by the YouTube Terms of Service (<https://www.youtube.com/t/terms>). Users should be aware that the API clients use YouTube API Services. We encourage you to carefully review the privacy policies of any third-party services you access, including those of Google LLC at <http://www.google.com/policies/privacy> (<https://policies.google.com/privacy>). CSA does not use API data to personally identify you, and does not share API data with any external parties.

Do Not Track

Some browsers offer you the ability to opt out of cookie-based and other online tracking, which may be considered a "sale" or "sharing" of your personal information. As we do not sell or share any personal information, as defined by the CPRA, if you activate a browser-based opt-out signal sent through the Global Privacy Control, we cannot effectuate your request.

CSA websites are not currently configured to recognize "do not track" or other browser-based signals. However, other settings within your browser may permit you to block Cookies or other technology that enable websites to collect information that can be used to tailor advertisements to your interest. Please check your browser's settings or consult your browser's help information for more details. To learn more about browser tracking signals and Do Not Track please visit www.allaboutdnt.org (<http://www.allaboutdnt.org/>).

9. SECURITY

When you submit information to CSA through the Services, you should be aware that your information is transmitted across multiple computer systems on the Internet. Although we use reasonable and appropriate physical, technical and organizational security measures to protect your information from accidental loss and from unauthorized access, use, alteration and disclosure, no method of transmitting or storing electronic data on the Internet is ever completely secure, and we do not guarantee the security of such information at any time.

10. TRANSFER TO OTHER COUNTRIES

While CSA is a U.S. company, we may collect and you may provide us with information wherever you are located. The CSA servers that process the data you provide us are located in the United States, Japan and other jurisdictions. By using the Services, or providing us with any information, you understand that the collection, processing, maintenance, transfer and storage of such information will occur in the United States, Japan and other countries where the privacy laws may be different from those in the country where you reside or are located, and waive any claims relating to the collection, processing, maintenance, transfer or storage of data outside of such country.

11. RIGHT TO MODIFY THIS PRIVACY STATEMENT

We reserve the right to modify this Privacy Statement at any time at our sole discretion. If we modify the Privacy Statement, we will post the revised statement here, with an updated revision date. Changes will be effective immediately (except for material changes) upon the posting of the revised Privacy Statement on the Services. In the event we make material changes to this Privacy Statement, we will notify you through the Services prior to the changes taking effect. Please note that if you do not agree to the modified Privacy Statement, you may not use the Services. Your continued use of the Services following the posting of the changes or any applicable notice period will mean that you accept those changes.

12. HOW TO CONTACT US

Should you have questions or concerns about this Privacy Statement, please email your inquiry to: privacyrequest@csa.canon.com (<mailto:privacyrequest@csa.canon.com>). or mail your inquiry to Canon Solutions America, Inc. – Legal Division, One Canon Park, Melville, New York 11747.

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Contact Us (</internet/portal/us/csa/contactus>)

1-844-443-INFO (4636)

Quick Links

COVID-19 Update (</internet/portal/us/csa/company/coronavirus-update>)

Newsroom (</internet/portal/us/csa/company/companypressreleases>)

Channel Partner Login (<https://partnernetlogin.usa.canon.com/PortalLogin/login?TARGET=https%3A%2F%2Fpartners.usa.canon.com%2Fonline%2Fmyportal%2Fpartners%2Flanding>)

Careers (</internet/portal/us/csa/company/companycareers>)

Meter Reads (</internet/portal/us/csa/support/meterreads>)

VPAT Search (</internet/portal/us/csa/support/vpat-search>)

Safety Data Sheets (SDS) Search (</internet/portal/us/csa/support/sds-search>)

Sitemap (</internet/portal/us/csa/sitemap>)

Legal

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