

Last Updated: December 5, 2023

This Privacy Policy (or “Policy”) describes how Covanta Holding Corporation and its affiliates and subsidiaries (“Covanta,” “we,” “us,” or “our”) collect, use and may disclose your personal information via the Covanta website and in the course of providing our services to you (collectively, the “Services”). As used in this Policy, “personal information” means information that uniquely identifies, relates to, describes, or is reasonably capable of being associated with or linked to you. If you have questions or concerns about Covanta's privacy practices, please contact us at privacy@covanta.com.

This Policy is available to consumers with disabilities. To access this Policy in an alternative downloadable format, please click [here](#).

PERSONAL INFORMATION WE COLLECT OR OBTAIN

We collect personal information about you in various ways.

Personal Information You Provide to Us. We collect personal information you provide directly through the use of the Services, such as your name, email address, postal address, zip or postal code, phone number, employment and education history, family information, reference information, information such as password and security questions necessary to create and maintain a Covanta account, and any other information you choose to provide. Some of this information will be personal information.

Personal Information We Collect When You Use Our Services. When you use or otherwise interact with the Services, we may collect personal information about you and we may combine this information with other information we believe to be about you. For example, we may collect:

- Log Information. When you visit or use some of the Services, such as our websites, some information is automatically logged, such as your computer's operating system, Internet Protocol ("IP") address, access times, browser type and language and the sites you visited before navigating to our sites.
- Cookies and Similar Technologies. We use various technologies to passively collect information, and this may include placing cookies, flash cookies, web beacons, or other tracking technologies on your computer or mobile device. Cookies are small data files stored on your hard drive or in device memory by a website. Web beacons (also referred to as "clear gifs") are electronic images that may be used on our websites or in our communications. We may use web beacons to deliver cookies, count visits, understand usage and campaign effectiveness and understand how you interact with our Services and communications. For more information about cookies and similar technologies, please see our [Cookies Policy](#).

We may be required to collect certain personal information about you by law or as a consequence of a contractual relationship we have with you. Failure to provide this information may prevent or delay the fulfillment of these obligations.

USE AND RETENTION OF PERSONAL INFORMATION

We use the personal information we collect and obtain described above to provide and improve existing services, to communicate valuable offers, and to develop new and exciting services. For example, we may use your personal information to:

- Meet our legitimate or contractual interests, such as operating and improving the Services and creating or attempting to create new products and services;
- Monitor and analyze trends, usage and activities in connection with the Services;

- Personalize the Services and provide content and features we think will be of interest to you;
- Respond to your comments and questions and provide customer service;
- Provide and deliver products and services and send you related information, including confirmations, notices, updates, alerts, surveys, and support and administrative messages;
- Communicate with you about upcoming events and other news and information about products and services offered by Covanta, including in electronic form where you have consented to receive such information;
- Detect, investigate and prevent fraudulent transactions and other illegal activities and protect the rights and property of Covanta and others;
- Maintain secure online and offline environments;
- Meet our legal obligations to comply with lawful requests from law enforcement and other government entities or organizations; and
- Link or combine information about you with other information we get from third parties to help understand your needs and provide you with better service.

Data Retention. We may keep your personal information for as long as we have a relationship with you. We take into account our business goals and legal obligations when deciding how long to keep your personal information after our relationship with you has ended. We may retain records to investigate or defend potential legal claims. Third party partners may have different data retention policies.

SHARING OF PERSONAL INFORMATION

We may share your personal information with third parties under the following circumstances:

- Service providers and business partners. We may share your personal information with our service providers and business partners that perform marketing services and other business operations for us. For example, we may partner with other companies to process secure payments, fulfill orders, optimize our Services, send newsletters and marketing emails, support email and messaging services, and analyze information.
- Covanta Holding Corporation is the parent company of several subsidiaries. We work closely with the businesses and companies that fall under the Covanta family. We may share the personal information we collect and obtain about you (e.g. your name, email address, and IP address) with other Covanta companies for security, marketing, contract fulfillment, internal or external legal or compliance obligations, and as allowed or required by law.
- Law enforcement agency, court, regulator, government authority or other third party. We may share your personal information with these parties where we believe this is necessary to comply with a legal or regulatory obligation, or otherwise to protect our rights or the rights of any third party, or as otherwise required or permitted by law.
- Asset purchasers. We may share your personal information with any third party that purchases, or to which we transfer, all or substantially all of our assets and business. Should such a sale or transfer occur, we will use reasonable efforts to try to ensure that the entity to which we transfer your personal information uses it in a manner that is consistent with this Privacy Policy.

We may also aggregate and de-identify your personal information so that it cannot reasonably be used to identify you, and we may then share this aggregated or de-identified information.

THIRD PARTY WEBSITES

The Services may include links to websites, web applications, or connected resources we do not control. This Privacy Policy does not apply to such third-party content and we are not responsible for the

content of these linked sites or their treatment of your personal information. Such third party websites and online services may include social sharing features or other integrated tools, which let you share actions you take on the Services with other media, and vice versa. The use of such features enables the sharing of information with your friends or the public, depending on the settings you establish with the third party that provides the social sharing feature. You should review the privacy policies and terms of use for such third-party websites and online services prior to providing them with your personal information, although we are unable to verify the accuracy of these terms.

THIRD-PARTY ADVERTISING AND ANALYTICS SERVICES

We may allow others to serve interest-based advertisements across the internet and to provide analytics services. These entities may use cookies, web beacons and other technologies to collect information about your use of the Services and other websites over time, including your IP address, web browser, pages viewed, time spent on pages, links clicked and conversion information. This information may be used by Covanta and others to, among other things, analyze and track data, determine the popularity of certain content, deliver better advertising and content targeted to your interests both on our Services and across the web, and better understand your online and offline activities. For more information about interest-based ads, or to opt out of having your web browsing information used for behavioral advertising purposes, please adjust your advertising settings in Google and other platforms you use..

We may also work with third parties to serve ads on other websites or platforms, and these ads may sometimes be customized based on information we have about you. To opt out of us using your information in this way, please email us at privacy@covanta.com.

INFORMATION CHOICES

Promotional Communications. You may opt out of receiving promotional emails and text messages from Covanta by following the instructions in those communications. Please allow up to 10 days for these opt outs to take effect. If you opt out, we may still send you non-promotional messages, such as emails about your accounts or our ongoing business relations.

Cookies. Most web browsers are set to accept cookies by default. If you prefer, you can usually choose to set your browser to remove cookies or reject cookies. If you choose to remove cookies or reject cookies, this could affect certain features or aspects of the Services.

Location Information. When you first visit one of the pages on our websites that collect location information, you will be asked to consent to the collection of location information. If you initially consent to our collection of location information, you can later stop this collection by changing the settings on your mobile device or web browser. If you do so, certain features of the Services will no longer function. You can also stop our collection of location information by mobile applications by following the standard uninstall process and removing any Covanta application(s) from your mobile device.

Do Not Track. Some web browsers may be configured to send “Do Not Track” signals to the online services that you visit. There is no consensus among industry participants as to what “Do Not Track” means in this context. Like many websites and online services, the Services do not alter practices when a “Do Not Track” signal is received from a visitor’s browser. To find out more about “Do Not Track,” please visit <https://www.allaboutdnt.com>.

SECURITY OF INFORMATION

Covanta takes commercially reasonable measures to protect personal information from loss, misuse and unauthorized access, disclosure, alteration and destruction. However, due to the nature of the internet and the nature of information technology in general, we cannot guarantee the security of your information. Please do not share

information that may involve export controls, national security matters, or other highly sensitive information.

LOCATION OF INFORMATION

Covanta is based in the United States and the information we collect is governed by U.S. law, which may have privacy protections that are different from the laws in your home jurisdiction.

INTERNATIONAL USE OF OUR WEBSITE

Our website is hosted in the United States. If you are visiting our website from outside of the United States, please note that by providing your personal information, it is being transferred to, stored, collected, or processed in the United States, where our servers are located and operated.

FOR CALIFORNIA RESIDENTS

This section applies to our collection and use of Personal Information if you are a resident of California, as required by the California Consumer Privacy Act of 2018 and its implementing regulations, as amended by the California Privacy Rights Act (“**CCPA**”), where “**Personal Information**” has the definition set forth in the CCPA.

Covanta makes the following disclosures regarding the Personal Information it has collected within the 12-month period preceding the date this Policy was last updated:

Sources of Personal Information

We collect Personal Information from the categories of sources detailed in the *Personal Information We Collect or Obtain* section above.

Use of Personal Information

We collect Personal Information for the business and commercial purposes detailed in the *Use and Retention of Personal Information* section above.

Disclosure of Personal Information

The categories of third parties to whom we disclose Personal Information for a business or commercial purpose or to whom we sell or share Personal Information include affiliates and subsidiaries; our service providers; business partners; third parties for legal, security, and safety purposes; third parties in connection with a corporate transaction; and other entities to which you have consented to the disclosure. We do not knowingly sell or share the Personal Information of minors under the age of 16.

Categories of Personal Information We Collect	Categories of Third Parties to Whom We Sell or Share Personal Information
Identifiers	<ul style="list-style-type: none"> • Third-party marketers • Analytics providers • Other third parties that set cookies and other online tracking technologies on our website
Personal information, as defined in the California customer records law	We do not sell or share this category of Personal Information
Characteristics of protected classifications under California or Federal Law	We do not sell or share this category of Personal Information

Internet or other similar network activity	<ul style="list-style-type: none"> • Third-party marketers • Analytics providers • Other third parties that set cookies and other online tracking technologies on our website
Audio, electronic, visual, thermal, olfactory, or similar information	We do not sell or share this category of Personal Information
Inferences drawn from other Personal Information	We do not sell or share this category of Personal Information
Professional or employment-related information	We do not sell or share this category of Personal Information

Pursuant to the CCPA, you may have the following rights with respect to Personal Information:

- Access – The right to know what Personal Information we have collected about you and to access such data.
- Deletion – The right to delete your Personal Information that we have obtained, subject to certain exceptions.
- Correction – The right to correct inaccuracies in your Personal Information.
- Opt out of sales or sharing – The right to opt out of the sale or sharing of your Personal Information, as those terms are defined in the CCPA.

Exercising Your Rights

To exercise any of the privacy rights afforded under the CCPA, please submit a request to us by emailing us at privacy@covanta.com.

You will not be discriminated against in any way by virtue of your exercise of the rights listed in this Policy which means we will not deny Services to you, provide different prices or rates for Services to you, or provide a different level or quality of Services to you. Only you, or an authorized agent that you authorize to act on your behalf, may make a request related to your Personal Information.

We must verify your identity before fulfilling your requests, and if we cannot verify your identity, we may request additional information from you. If you are an authorized agent making a request on behalf of another person, we will also need to verify your identity, which may require proof of your written authorization or evidence of a power of attorney. We endeavor to respond to requests within the time period required by applicable law. If we require more time, we will inform you of the reason and extension period in writing.

We do not charge a fee to process or respond to your requests unless they are excessive or repetitive. If we determine that a request warrants a fee, we will tell you why we made that decision and provide you with a cost estimate before completing your request. We may deny certain requests, or only fulfill some in part, as permitted or required by law.

Other California Privacy Rights

Under California Civil Code Section 1798.83, individual customers who reside in California and who have an existing business relationship with us may request information about our disclosure of certain categories of Personal Information to third parties for the third parties' direct marketing purposes, if any. To make such a request, please contact us at privacy@covanta.com. Please be aware that not all information sharing is covered by these requirements and only information on covered sharing will be included in our response. This request may be made no more than once per calendar year.

MERGERS, DIVESTITURES AND OTHER TRANSACTIONS

Should Covanta merge with, be acquired by, or transfer some or all of its assets to another entity, we may share your Personal Information with that entity or another entity in connection with such a transaction.

USE OF OUR SERVICES BY CHILDREN

Our Services are not intended for use by anyone younger than the age of 13 and we do not knowingly collect personal information from individuals younger than age 13.

CONTACT US

If you have any questions about this Policy, please contact us at privacy@covanta.com.