Privacy Policy

January 2012

This online privacy policy describes the information Sodexo Management, Inc. (“Sodexo”) collects through the services available on its web site http://rphospitalityservices.com (“web site”). Sodexo recognizes and respects the importance of maintaining the privacy of our customers and has established this privacy policy to inform you of:

- the personal information we may collect from you when you visit the web site, respond to our emails, place orders via mail or fax, or otherwise contact us via telephone, email, fax or mail,
- why we gather information from you,
- how we collect it,
- how we use it, and
- the choices you have regarding our use of personal information you have provided.

What type of information does Sodexo collect about me?

Sodexo may collect personal information to help improve our services, to communicate with you and to process your orders. Personal information means information about an identifiable individual and may include identifying information, such as name, address, phone number, mail address; or financial information, such as credit card number and expiration date.

In addition to the personal information you actively provide us, we may also collect web site use information which includes, but is not limited to, information about your Internet service provider, browser type, domain name, IP address, the web site that referred you to us, the web pages you request, the date and time of those requests, and entry and exit points.

Sodexo may also collect aggregated data, which is data from which the identity of an individual cannot be determined. Since it is not personal information, Sodexo may use aggregated data in any way it considers appropriate.

How does Sodexo use personal information?

Sodexo may use personal information in order to:

- Process and manage your purchase of services;
- Communicate with you about your order or purchases;
- Respond to customer service inquiries;
- Communicate to the extent required, with and manage our relationship with Sodexo’s consultants, strategic partners, agents, distributors, suppliers, contractors and other third parties in order to provide services or products you have requested;
- Meet any applicable legal and regulatory requirement

Is my personal information shared with third parties?

Before you receive marketing or promotional materials from us or other retailers or companies, we will give you the option on whether you would like to receive these communications.

Our web site may share information with companies that provide support services to us (such as mailing houses or web hosts) or that help us market our products and services (such as e-mail vendors). These companies may need information about you in order to perform their functions in accordance with the preferences you indicate. These companies may only use your information in accordance with the preferences you select and are not authorized to use the information we share with them for any other purpose.
We may disclose specific information upon governmental request, in response to a court order, when required by law, to enforce our corporate policies, or to protect our or others’ rights, property, or safety. We do not provide information to these agencies or companies for marketing or commercial purposes.

In the event of a sale of some or all of our business, Sodexo may disclose personal information to those involved in a transfer of all or part of the assets or business.

Unless permitted by law, no personal information is collected, without first obtaining your consent for the collection, use and sharing of that information. By providing personal information to Sodexo, you agree and consent that we may collect, use and share your personal information in accordance with this privacy policy.

In most cases, and subject to legal and contractual restrictions, an individual is free to refuse or withdraw his or her consent at any time upon reasonable, advance notice. It should be noted that in some circumstances, certain Sodexo products and services can only be offered if a person provides personal information to Sodexo. If you choose not to provide us with any required personal information, we may not be able to offer the products or services requested.

How can I change what promotional communications I receive?

We may use your e-mail address and other contact information provided to us through the web site to correspond about your order. Please note, we may use your information to communicate with you for other purposes, such as, order and purchases, customer service responses and other communications we consider necessary.

How do I modify my personal information? You may change your personal information by calling or emailing the catering department.

Why does Sodexo collect web site information?

During your visit to the web site, we will collect certain web site use information for a number of purposes, namely to:

- Make your access to services and products more convenient and efficient;
- Establish Site activity trends;
- Monitor Site performance; and
- Improve Site design and functionality.

Our collection of web site use information may involve the use of cookies. A cookie is a small removable data file that is stored by your web browser on your computer. Cookies allow us to enhance and personalize your online surfing experience. We use cookies to recognize you when you return to our web sites and analyze visitor behavior.

You can choose to have your computer warn you each time a cookie is being sent or you can choose to turn off all cookies. You do this through your browser (like Netscape Navigator or Internet Explorer) settings. Each browser is a little different, so look at your browser Help menu to learn the correct way to modify your cookie settings. If you turn cookies off, you won't have access to many features that make your site experience more efficient and some of our services will not function properly.

We also use pixel tags – tiny graphic images – to help us analyze your online behavior, but we do not tie that behavior to any personal information.

How is my personal information secured?

Sodexo strives to maintain appropriate physical, procedural and technical security with respect to its offices and information storage facilities so as to prevent any loss, misuse, unauthorized access, disclosure, or modification of personal information.

We encrypt the pipe through which personal information, such as credit card numbers, is sent, using Secure Socket Layer (SSL) technology to ensure that your information is safe as it is sent over the Internet to our server.

We are intended as a general audience site that is not designed nor intended to collect personal information from
children under the age of 13. Sodexo does not knowingly collect personal information from anyone under the age of 13, and does not use such information if it discovers that it is has been provided. To respect the privacy of children and to comply with the Children's Online Privacy Protection Act, children under the age of 13 should not provide any personal information on this Site. We ask that parents supervise their children while online.

This site is intended as a site for users who reside in the United States. Sodexo does not knowingly collect personal information from individuals residing outside of the United States and protects and uses personal information pursuant to the laws of the United States.

What about links to other sites?

Sodexo wants you to be aware that when you click on links and/or ad banners that take you to affiliated or third-party web sites, you will be subject to the privacy policies and terms of use of those web sites, not ours. We encourage you to read the posted privacy statement and user terms whenever using, and prior to providing any personal information to, any other web site.

If we decide to change our privacy policy, we will post a new statement on our web site and change the date at the top of the policy. Therefore, we encourage you to check the date of our privacy policy whenever you visit this site for any updates or changes.

Your Comments

Sodexo welcomes questions, comments, or concerns about this Privacy Policy. Please send your comments and questions to Ron.Knoth@sodexo.com.