

# California Consumer Privacy Act Notice

*Effective January 1, 2020*

*Last Updated June 30, 2026*

This California Privacy Notice (“Notice”) describes how Follett Software, LLC (“Follett Software,” “we,” “us,” or “our”) collects, uses, and discloses personal information of California residents and explains your rights under the California Consumer Privacy Act, as amended by the California Privacy Rights Act (“CCPA/CPRA”).

This Notice applies to residents of California as required under the California Consumer Privacy Act, as amended by the California Privacy Rights Act (CPRA).

This Notice supplements our [Privacy Policy](#) and provides California-specific disclosures.

We encourage you to read this document in full and contact us if you have any questions.

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## Collection, Use, And Disclosure of Personal Information

Our [Privacy Statement](#) contains a definition of “personal information.” More specifically, “personal information” is information that identifies, relates to, describes, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with a natural person or household, such as a name, postal address, e-mail address, telephone number, and/or payment information. Other information directly associated with personal information also may be considered to be personal information. Information that is aggregated, de-identified, or anonymized is not considered personal information. Publicly

available information that is made available from federal, state, or local government records also is not considered personal information.

The following categories reflect our data practices over the preceding 12 months, including the categories of personal information collected, sources, business purposes, and disclosure practices:

<b>Category of Personal Information</b>	<b>Sources</b>	<b>Business Purpose</b>	<b>Disclosed To</b>
Identifiers (name, email, phone)	You (forms, inquiries), customers	Respond to inquiries, provide services, account management	Service providers (CRM, support tools)
Internet/Network Activity (website usage)	Cookies, analytics tools	Improve website functionality, security, performance	Analytics providers, service providers
Commercial Information (interactions, inquiries)	You, customers	Customer engagement, service delivery	Service providers
Payment Information	You (transactions)	Payment processing	Payment processors
Professional/Employment Information	You or your organization	Customer relationship management	Service providers

We do not use personal information for purposes materially different from those described without providing additional notice as required by law.

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# Sensitive Personal Information & Data Retention

We may collect limited sensitive personal information, such as account credentials or payment-related data.

We do not use or disclose sensitive personal information for purposes requiring the right to limit use under California law.

We retain personal information for as long as reasonably necessary to fulfill the purposes for which it was collected, including to respond to inquiries, provide requested services, maintain security and integrity, and comply with legal obligations. Retention periods vary depending on the nature of the information and applicable legal requirements. For customers using our products and services, retention of personal data is governed by contractual agreements and customer configuration.

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## Sale/Sharing of Information

Follett Software does not sell or share personal information, as those terms are defined under California law. Accordingly, Follett Software is not required to provide a “Do Not Sell or Share My Personal Information” link unless its practices change.

We honor user preferences expressed through our cookie consent banner and recognized browser signals such as the Global Privacy Control (GPC), where applicable.

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## Your Rights Under California Law

California residents may have the right to know/access, delete, and correct personal information, to opt out of the sale or sharing of personal information, to limit the use of sensitive personal information where applicable, and to non-discrimination for exercising their rights under the CCPA/CPRA.

Follett does not discriminate against users or customers on the basis of their exercising any of their rights afforded by California law.

You have the right to opt out of the sale or sharing of personal information.

We use analytics, advertising, and marketing technologies on our websites. Certain data collected through these technologies may be disclosed to third-party advertising, analytics, or marketing providers.

Follett Software is currently reviewing these data flows and related contractual arrangements to determine whether any activities constitute a “sale” or “sharing” of personal information under applicable California privacy laws.

California residents may exercise applicable privacy rights and manage cookie preferences through our cookie preference tools and by using recognized browser privacy signals where supported.

Where applicable, we honor opt-out preferences via cookie consent tools and Global Privacy Control signals.

You have the right to limit the use of sensitive personal information. Follett Software does not use sensitive personal information in a manner requiring this right.

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## How to Exercise Your Rights

To request access to your personal information or request that we delete your personal information, you may contact us through any of the following methods:

Via email at [privacy@follettsoftware.com](mailto:privacy@follettsoftware.com) (please include “California Privacy Request” in the subject line); or

Via phone at 800-350-6418 or 872-350-0007

Mail: Follett Software, LLC, Attn: Privacy, 1340 Ridgeview Dr., McHenry, IL 60050.

Please specify in your request the details of what personal information you would like to access or delete.

To protect your personal information, we will verify your identity using data points you provide to us. Please have this information available so that we can verify your request. If you have a password-protected account with us, we may verify your identity through our existing practices for your account.

You may designate an authorized agent to submit a request on your behalf. We may require the authorized agent to provide proof that you gave the agent signed permission to submit the request, and we may require you to verify your identity directly with us or directly

confirm with us that you provided the authorized agent permission to submit the request. If the authorized agent has valid power of attorney under applicable California law, additional authorization steps may not be required.

We will respond to verifiable consumer requests within the timeframes required by applicable law.

This Notice is intended to be reasonably accessible to consumers with disabilities. If you need this Notice in an alternative format, please contact us using the methods above.

A PDF version of this **California Privacy Notice** may be downloaded [here](#).

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## Information Security, Integrity, And Retention

We take reasonable precautions, including the use of physical, electronic, and procedural safeguards, to protect your information. It is important that you also take precautions to protect against unauthorized access to your Follett products, account credentials, and computers or other devices. If you feel that the security of your account or personal information has been compromised, please immediately [Contact Us](#). Please be aware that, despite our efforts, no security system is impenetrable. In the event of a security breach, we will promptly notify you and the proper authorities if required by law.

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## Changes To This CCPA Notice

We may update this Notice from time to time. When we do, we will revise the “Last Updated” date at the top of this page.

Your continued use of our products and services after the effective date of the notice means that you accept the revised notice. If you do not agree, please refrain from using our products or services and contact us to close any account you may have created.

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## Contact Us

If you have any questions regarding this Notice or its implementation, you may contact us via email at [privacy@follettsoftware.com](mailto:privacy@follettsoftware.com), via phone at 800-350-6418 or 872-350-0007, or

by mail at: Follett Software, LLC, Attn: Privacy, 1340 Ridgeview Dr., McHenry, IL 60050.

Follett Software related pages:

[Terms of Use](#), [Privacy Policy](#), [European Economic Area Privacy Policy](#),  
[Cookie Statement](#), [Notice to Vendors](#)

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We empower educators across roles with technology that streamlines processes and manages information and resources to improve their schools, increase student success, and drive the future of education.

Tel: [800-323-3397](tel:800-323-3397)

## Company

[About Us](#)  
[Meet Follett Software](#)  
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[Follett Newsletters](#)  
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## Roles

[District Administrators](#)  
[Librarians](#)  
[Teachers](#)  
[Technology Leaders](#)  
[Finance Leaders](#)  
[Facilities Leaders](#)

## Solutions

[Meet the Suites](#)  
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[Finance Suite](#)  
[A K-12 Student Information System Built for Modern Schools](#)  
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## Resources

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