Costco Mobile Text Alert Privacy Notice

Effective Date: October 2026

This Mobile Text Alert Privacy Notice ("Privacy Notice") describes how Costco Wholesale Corporation ("Costco") and its subsidiaries, affiliates, and related entities (collectively, "Costco," "we," or "us") collect and process personal information about employees and contractors globally to send and manage optional mobile text alerts. This Privacy Notice supplements the applicable Employee Agreement and/or any other privacy statements or notices you have received related to your employment or contract with Costco.

This Notice describes Costco's privacy practices; it does not constitute or form part of any contract with you. By adopting the rigorous standards of the European General Data Protection Regulation (GDPR), this unified global notice ensures comprehensive privacy rights for all Costco personnel worldwide.

1. Personal Information We Collect

To operate the mobile text alert system, we adhere to data minimization principles and collect only the following strictly necessary information:

- Contact Information: Your name, personal mobile phone number, and job location (used solely to ensure you only receive alerts relevant to your facility). This is collected directly from you when you choose to opt in via our systems (e.g., ServiceNow).
- Alert System Metadata: Basic delivery and system logs regarding the text alerts sent to your number (e.g., timestamp of the message sent, delivery status, and your opt-in/opt-out preference records).

2. Our Use of Personal Information and Lawful Basis

We will use your information for the following business purposes:

- Facilitating the delivery of automated safety, incident, and emergency text notifications.
- Managing your opt-in and opt-out preferences within the alert system.

Lawful Basis for Processing: Under Article 6(1)(f) of the GDPR, the processing of this data is grounded in Costco's Legitimate Interests to ensure business continuity, workplace safety, and effective incident communication. System enrollment is strictly optional, and employees and contractors may manage, update, or delete their mobile contact details from the alert system at any time via the self-service portal.

3. How We Share Your Personal Information

We restrict access to your personal information and only share the specific data necessary to operate the mobile text alert system. We may disclose your information to the following limited categories of recipients:

- Service Providers: We share your contact information and alert metadata strictly with the specific third-party service providers contracted to host and facilitate the text alert system (e.g., ServiceNow and Twilio). These providers act as data processors and are contractually prohibited from using your data for any other purpose.
- Affiliates & Corporate HQ: We may share information with other entities in our corporate family, including our global headquarters in the United States, solely for the purpose of administering this global alert system.
- Legal & Safety: We may share your information where strictly necessary to comply with applicable law, respond to lawful requests from government authorities, or in emergency situations to protect the health and safety of our workforce and property.

International Transfers: As a global organization headquartered in the United States, your data may be transferred internationally. Costco ensures that all international data transfers, particularly those originating from the European Economic Area (EEA) and the UK, are protected by legally recognized transfer mechanisms, such as Standard Contractual Clauses (SCCs), to guarantee your data retains comprehensive protection globally.

4. Our Retention of Personal Information

Costco will retain the information described in this notice for the length of time for which the information is required to achieve its business purposes as described. Specifically:

- Contact Information: Information associated with your employment or contract is maintained for the length of employment or contract and for a reasonable time thereafter, or until you exercise your right to delete your number from the alert system.
- Alert Logs: Logs of notifications sent to employees will be retained for a maximum of 30 days to observe data minimization principles.
- Proof of your "opt-in/opt-out" will be retained in alignment with standard employee data retention schedules to demonstrate compliance.

5. Data Subject Rights

Depending on your location, you may have specific rights regarding your personal information under applicable local privacy laws (such as the GDPR in Europe, federal laws in Canada, or state-specific laws in the United States). To ensure a consistent and high standard of privacy, Costco provides the following core rights to all personnel globally, alongside additional rights where legally required.

All Costco employees and contractors, regardless of location, may exercise the following rights

regarding the text alert system:

- Right to Access: You have the right to request a copy of the personal data we hold about you in the alert system. You can review your basic information at www.costco.com/employee-website.html or by contacting Human Resources.
- Right to Correction (Rectification): You have the right to request the correction of inaccurate or incomplete personal data. We encourage you to promptly update your personal information if it changes.
- Right to Deletion (Erasure): You have the right to request the deletion of your personal mobile number from the text alert system at any time.

Additional Regional Rights (Including EU/UK and Other Jurisdictions) Depending on the privacy laws applicable in your specific jurisdiction, you may also possess the following legal rights:

- Right to Object: The right to object to the processing of your data.
- Right to Restriction of Processing: The right to request that we temporarily restrict the processing of your data under certain legal conditions (e.g., while verifying its accuracy).
- Right to Data Portability: The right to receive your personal data in a structured, commonly used, and machine-readable format.

Depending on your location, you may have specific rights regarding your personal information under applicable local privacy laws (such as the GDPR in Europe, federal laws in Canada, or state-specific laws in the United States). To ensure a consistent and high standard of privacy, Costco provides the following core rights to all personnel globally, alongside additional rights where legally required.

Global Privacy Rights All Costco employees and contractors, regardless of location, may exercise the following rights regarding the text alert system:

- Right to Access: You have the right to request a copy of the personal data we hold about you in the alert system. You can review your basic information at www.costco.com/employee-website.html[cite: 1] or by contacting Human Resources.
- Right to Correction (Rectification): You have the right to request the correction of inaccurate or incomplete personal data. We encourage you to promptly update your personal information if it changes[cite: 1].
- Right to Deletion (Erasure): You have the right to request the deletion of your personal mobile number from the text alert system at any time.

Additional Regional Rights (Including EU/UK and Other Jurisdictions) Depending on the privacy laws applicable in your specific jurisdiction, you may also possess the following legal rights:

- Right to Object: The right to object to the processing of your data when we rely on

Legitimate Interests (or a similar legal concept) as our lawful basis.

- Right to Restriction of Processing: The right to request that we temporarily restrict the processing of your data under certain legal conditions (e.g., while verifying its accuracy).
- Right to Data Portability: The right to receive your personal data in a structured, commonly used, and machine-readable format.
- Right against Discrimination/Retaliation: The right to exercise your privacy rights without facing unlawful discrimination or retaliation in the workplace.
- Right to Lodge a Complaint: The right to lodge a formal complaint with your local data protection supervisory authority or regulatory body if you believe your privacy rights have been violated.

To exercise any of these rights, please use the self-service options provided by Human Resources or contact the privacy team at costcoprivacy@costco.com. Personnel located in the EU or UK should direct requests to the European Data Protection Officer at privacy@costco.com.

6. Security

Costco is committed to protecting your personal information. We implement and maintain appropriate physical, technical, and organizational security measures designed to safeguard the data we collect against accidental or unlawful destruction, loss, alteration, unauthorized disclosure, or access.

These measures include strict access controls, encryption, and rigorous security assessments of the third-party service providers (such as ServiceNow and Twilio) used to operate the text alert system. While no data transmission or storage system can be guaranteed to be 100% secure, we continuously monitor our systems and apply industry-standard protections to ensure the ongoing confidentiality, integrity, and resilience of your personal data.

7. Workplace Privacy

Please see the Acceptable Use Notice and Employee Agreement regarding expectations of privacy in Costco's facilities or when using Costco's property or systems. While Costco physically and electronically monitors its facilities, information technology systems, and corporate network, including the content of communications and other traffic, all monitoring is conducted only to the extent strictly necessary and proportionate to safeguard IT security and legal compliance. Costco respects your fundamental right to privacy in the workplace and will not use the mobile text alert system for general employee surveillance.

8. Updates to this Notice

We may change this Privacy Notice from time to time. You can see when the Notice was last updated by checking the effective date on the cover of this Privacy Notice. The most recent version of this Privacy Notice may also be found with the Employee Agreement. We may also notify you in

other ways from time to time about the collection, use, and disclosure of your personal information described in this Notice.

9. Contact Us

Please direct questions and requests related to this Privacy Notice or your personal information to costcoprivacy@costco.com or write us at PO Box 35128, Seattle, WA 98124. Personnel located in the EU or UK should direct inquiries to our European Data Protection Officer at privacy@costco.com.