

PRIVACY POLICY

Notice of Accessing, Collecting, Storing, Using and Disclosing Energy Usage Information

We respect the privacy of individuals who use the App and the Content and Services available on the App. As such, we've designed the App and Services with your privacy in mind. This Privacy Policy ("Policy") describes how we obtain, use and disclose Covered Information (as defined below) to others in connection with the App. You agree that you will be subject to the terms of this Policy if you access or use the App or register for or use any of the Services. As used in this Policy, the terms "we," "us" and "our" refer to Greenely AB.

Covered Information

The term "Covered Information" means (a) personally identifiable information ("PII") regarding you and your household, including name, address and telephone number, device IDs, e-mail addresses and billing information, and (b) your electricity usage/consumption data ("Usage Data") including electric usage, electric service (including, without limitation, service account number, service agreement, service start date, electricity demand (in kilowatts), monthly billed revenue, billing dates, billing history, rate schedule(s), meter read dates, interval usage or interval time-of-use indicators, or number or type of meters at a location.

"Covered Information" does not include aggregated or anonymized information regarding the usage, load shape, or other general characteristics of a customer, group or rate classification, unless the release of that information would directly or indirectly permit the derivation of the above-referenced PII.

How We Obtain and Use Information About You

We may obtain Covered Information from several sources in connection with the App:

- **When You Use or Register for Services.** When you use or register for the Services (some of the Services may require that you register and others do not), we collect the information that you provide to us about yourself, such as your name, address, e-mail address, PG&E account number and telephone number. We also collect any optional information you elect to tell us about yourself. We use this information for internal tracking purposes, to respond to your requests for Services, to communicate with you, to determine what goods and services may be of interest to you, and to make your use of the Services more rewarding.
- **From PG&E.** We obtain Covered Information directly from PG&E. You hereby consent to our doing so.
- **Your IP Address.** We may note and store your IP address when you use the App. An IP address is a number that is automatically assigned to your computer when you use the Internet. IP addresses are not linked to Covered Information. We use IP addresses to analyze trends, administer the App, track user movements, and gather demographic information for marketing purposes.

- **Local Data.** We may place data on your access device (such as a cellphone or tablet) when you use the App.
- **Logs.** We may utilize logs maintained on our servers to track aggregate information about how the App is being used. Logs track anonymous user information, including the number of users of the App, operating systems and IP addresses.
- **Passwords.** You may provide us with identifying information, such as a password, in order to access certain Services. Do not divulge your password to anyone. **We will never ask you for your password in an unsolicited phone call or in an unsolicited email.** To increase your privacy, be sure to sign off your user account and close the App when you have completed your use of the App and Services.

Sharing Information With Others

We do not sell or provide Covered Information that we obtain about you to third parties unless you request or permit us to do so or the disclosure is permitted or required by law. Some of the circumstances under which we may provide information about you are described below.

- **With Your Permission.** We may forward Covered Information about you to others at your request (e.g., to process a transaction by you or to verify your identity to the third party). These disclosures are at your own risk.
- **Anonymous Data.** We may disclose aggregate user statistics and demographic information to third parties in order to describe the Services to current and prospective shareholders, investors, advertisers, and other third parties, and for other permissible purposes. That data will not contain any PII about you.
- **Service Providers.** To the extent necessary to make the App and Services available to you, we may provide information to vendors (“Service Providers”) who provide operational services related to the App and Services, such as hosting and telecommunications.
- **Law Enforcement and Legal Action.** We may provide information to law enforcement agencies, courts and other appropriate third parties as required by law (a) pursuant to a warrant, court order or subpoena, or (b) with your specific consent or (c) to emergency responders in situations involving an imminent threat to life or property.
- **Technical Problems.** We may disclose information if we believe doing so is necessary to detect, prevent, repair or otherwise address any technical problems such as software bugs.
- **Change of Ownership.** If the ownership of all or substantially all of our business, or individual business units owned by us, were to change, your user information may be transferred to the new owner so the App and Services can continue operations. In any

such transfer of information, your user information would remain subject to the preexisting Privacy Policy until you are notified of any changes.

Information Storage and Security

Retention Period. We may (but are not obligated to) retain Covered Information about you during the “Retention Period,” which begins when you first accept the Terms of Service and Privacy Policy and ends at the earlier of (a) promptly after you revoke your consent to our storage and use of your Covered Information or (b) one (1) year after your last use of the App.

Viewing Your Covered Information. You can view your Covered Information by use of the App.

Inquiring About or Disputing Covered Information. You can correct some PII by use of the App, but this will change our records only. To change, inquire about, correct or dispute PG&E’s records of PII, you must contact them. To inquire about, correct or dispute Usage Data, you must contact PG&E.

Revoking or Limiting the Collection, Use, Storage or Disclosure of Covered Information. Our collection, use, storage and disclosure of Covered Information is governed by the terms of this Privacy Policy. You cannot impose further limits, but you can revoke your consent to our collection, use, storage and disclosure of Covered Information by emailing us at us-support@greenely.com. If you do, (a) we will promptly delete your Covered Information and (b) the App will cease to function properly for you because it will no longer have access to necessary data.

Storage. We store information in one or more databases, which may be located in your home country, in the United States, in Sweden and/or in other countries.

Security Measures. Security is an important feature of the App. We maintain physical, electronic, and procedural safeguards to guard your nonpublic personal information. However, no data storage, transmission or safeguards can be guaranteed to be secure. Thus, we do not warrant the privacy or security of any information you provide to us (or to any Service Provider), and you do so at your own risk.

Our Employees. Our employees, contractors and Service Providers are given access to Covered Information only to the extent they have a need to know such information.

When You No Longer Use The App and Services. If you discontinue using the App and Services, we will continue to treat and protect Covered Information about you in accordance with our Privacy Policy. Although we may delete such information from our records after a period of time, we reserve the right to maintain such information until the Retention Period has expired or you have revoked your consent for our storage of Covered Information.

How You Can View and Change Your Account Information. You can review your account information and make changes or corrections, or delete your account, on the [Account Information Page](#).

Other Terms

International Issues. We collect, process and store information in the United States and in other countries, where privacy laws may not be comparable to those of your home country. By providing information to us you are consenting to the transfer of that information to the United States and other countries for collection, processing and storage in a manner consistent with this Privacy Policy.

Services. Some Services may be provided by companies other than us, as indicated. If you provide them with information, their use of that information will be subject to their privacy policy, if any, and will not be subject to our Policy. If you use such a Service, the third party may be able to identify that you have a relationship with us (for instance, the third party may only have made the offer available through us).

Changes to this Policy. We may add to, delete from, update, or change the terms of this Policy from time to time. We may notify you of the changes by mail, email, or by posting a modified Policy on the App. Unless stated otherwise, the revised Policy will apply to all information that we have about you, including information collected before the revision. Your continued use of the App or any Service following such notification or posting will constitute your acceptance of the revised Policy. Accordingly, please check this Policy regularly for revisions.

Consequences of Failure to Provide Required Information. If you fail to provide required information you may not be eligible to receive all Services provided at the App. In addition, you may not be eligible for promotions such as contests, coupons, special offers, etc. unless you provide certain information.

Minors. We do not knowingly collect information from minors. We feel strongly about protecting the privacy of children and teenagers. As such, we do not collect or use any personal information from persons we know to be under the age of 18, and will remove PII about such minors from our system upon notice to us.

Contacting Us

Questions. If you have any questions regarding this Policy, please contact us at Greenely AB, Tegelbacken 4, 111 52 Stockholm, Sweden, Attn: Legal Affairs, email us-support@greenely.com, tel +46736436236. **If you believe someone has gained unauthorized access to, or use of, your account or your personal information, please contact us immediately at us-support@greenely.com.**

PLEASE PRINT OR DOWNLOAD A COPY OF THIS POLICY FOR YOUR RECORDS.

Effective May 4, 2017.

