

## Direct Energy Partners DCIDE Privacy Policy

Last Revised: **5/6/2024**

### 1. GENERAL

We know that your privacy is important to you, and we work hard to earn and keep your trust. Direct Energy Partners Inc. (collectively with its subsidiaries and affiliates, “DEP,” “Company,” “we,” “us,” and “our”), respects your privacy and is committed to protecting your privacy through our compliance with this Privacy Policy (the “Policy”). The words “you” and “your” refer to you as a user of the Platform (defined below), either as a visitor, registered customer, or employee of a DEP customer.

This Policy describes:

- The types of information we collect from you or that you may provide when you use our DCIDE microgrid design tool and its associated or incorporated hardware and software including, without limitation, all associated computer software, media, printed materials, and online or electronic documentation (collectively, the “Tool”), as well as our online repository (the “Platform” and together with the Tool, our “Services”).
- Our practices for collecting, using, maintaining, protecting, and disclosing that information.

This Policy applies to information we collect on the Services or in emails and other electronic messages between you and the Services, and information gathered when you interact with our advertising on third-party websites if such advertisements include links to this Policy.

This Policy does not apply to information collected by us offline or through any other means, including on any other website operated by DEP or any third party, or information collected by any third party through any application or content (including advertising) that may link to or be accessible from the Services (for further information, see below, “Third-party Services”).

Please read this Policy carefully to understand our practices regarding your information and how we will treat it. If you do not agree with our policies and practices, then please do not use our Services. By using our Services, you agree to the terms of this Policy. This Policy may change from time to time (see below, “Changes to this Policy”). Your continued use of our Services after we make changes is deemed to be acceptance of those changes, so please check the Policy periodically for updates.

### 2. TERMS OF USE

This Policy is incorporated by reference and should be read in conjunction with DEP’s Terms of Use and Subscription Agreement.

### 3. THE INFORMATION WE COLLECT

*Personal Information.* To ensure that we provide you with the best possible experience, we will store, use, and disclose personal information about you in accordance with this Policy. Personal information is information that identifies, relates to, describes, references, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular user, household or device (“Personal Information”). The Personal Information that we may receive and collect depends on what you do when you visit our Services.

*Aggregated and De-Identified Data.* We may also collect, use and disclose aggregated and de-identified data such as statistical or demographic data for any purpose. Aggregated and de-identified data could be derived from your Personal Information but is not considered Personal Information under applicable law as this data will not directly or indirectly reveal your identity. However, if we combine or connect aggregated or de-identified data with your Personal Information so that it can directly or indirectly identify you, we treat the combined data as Personal Information which will be used in accordance with this Policy.

*Free-Text Boxes.* The information that you provide in each case will vary. In some cases, you may be able to provide Personal Information via email or free text boxes, such as contacting DEP to request further information. When providing your Personal Information, please provide only relevant information and do not provide unnecessary sensitive information, such as Social Security numbers, credit card information or other sensitive personal data, unless required for our services.

*Username and Password; Other Sources.* We may ask you to create a username and password that should only be known to you. When you provide this information to us, you are no longer anonymous. Additionally, we may receive information about you from other sources and add it to the information you have provided to us.

*Recording Use of the Services.* We partner with trusted third-party vendors to analyze performance and traffic of our Services. This may include things like buttons you click, mouse movements and other behavior on the Services, date and time of access, pages visited, web beacons, and cookie or pixel tag information. Please see our Automatic Information Collection section below to learn more about cookies, pixels tags, and analytic technologies.

#### (a) Information We May Collect on the Services

You may have the opportunity to provide Personal Information on our Services, including but not limited to:

Category	Examples	Collected	Disclosed
Identifiers.	First and last name; email address; mailing address; phone number; company information.	YES	YES – Affiliates and/or Service Providers.

Personal information categories listed in the California Customer Records statute (Cal. Civ. Code § 1798.80(e)).	First and last name; email address; mailing address; phone number.	YES	YES – Affiliates and/or Service Providers.
Protected classification characteristics.	Age (40 years or older), race, color, ancestry, national origin, citizenship, religion or creed, marital status, medical condition, physical or mental disability, sex (including gender, gender identity, gender expression, pregnancy or childbirth and related medical conditions), sexual orientation, veteran or military status, genetic information (including familial genetic information).	NO	NO.
Commercial information.	Records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies.	YES	YES – Affiliates and/or Service Providers.
Biometric information.	Genetic, physiological, behavioral, and biological characteristics, or activity patterns used to extract a template or other identifier or identifying information, such as, fingerprints, faceprints, and voiceprints, iris or retina scans, keystroke, gait, or other physical patterns, and sleep, health, or exercise data.	NO	NO.
Internet or other similar network activity.	Browsing history, search history, information on a consumer's interaction with the Services.	YES	YES – Affiliates and/or Service Providers.
Geolocation data.	Physical location or movements.	YES	YES – Affiliates and/or Service Providers.

Sensory data.	Audio, electronic, visual, thermal, olfactory, or similar information.	NO	NO
Professional or employment-related information.	Current or past job history or performance evaluations.	NO	NO
Non-public education information.	Education records directly related to a student maintained by an educational institution or party acting on its behalf, such as grades, transcripts, class lists, student schedules, student identification codes, student financial information, or student disciplinary records.	NO	NO
Inferences drawn from other Personal Information.	Profile reflecting a person's preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes.	YES	YES – Affiliates and/or Service Providers.

We may obtain the Personal Information listed above from the following categories of sources:

- *Directly from you.* For example, when you:
  - register yourself with the Services;
  - utilize the Services;
  - upload your content and data directly into the Services;
  - place an online order; or
  - otherwise communicate with us, such as contacting us for more information.
- *Indirectly from you.* For example, through information we collect from you in the course of providing our services to you.
- *Directly and indirectly from activity on our Services.* For example, from Services usage details that are collected automatically. For more information on automatic information collection, please review the “Automated Information Collection” section below.

BY PROVIDING US WITH ANY INFORMATION, PERSONAL INFORMATION OR OTHERWISE, YOU WARRANT AND REPRESENT THAT YOU HAVE ALL REQUISITE AUTHORITY UNDER APPLICABLE LAW TO SHARE SUCH INFORMATION AND DATA WITH DEP. YOU AGREE THAT DEP SHALL NOT BE

LIABLE FOR ANY INFORMATION OR DATA THAT YOU SHARE WITHOUT LAWFUL AUTHORIZATION.

Additionally, you may have the opportunity to comment on designs of other users, and tag different users with your comments. You may also be given the opportunity to communicate with distributors and manufacturers through the Platform. Please understand that the information you choose to share is at your discretion. By sharing information with third parties, whether through the Platform or not, DEP will no longer control such information subject to this Policy. Please use careful consideration when using the Platform to communicate with third parties.

#### **4. AUTOMATED INFORMATION COLLECTION**

*Services.* In addition to the information that you provide to us, we may also collect information about you during your visit to our Services. We collect this information using automated tools that are detailed below. These tools may collect information about your behavior and your computer system, such as your internet address (IP Address), the pages you have viewed, and the actions you have taken while using the Services. Some of the tools we use to automatically collect information about you may include:

(a) Cookies. A “cookie” is a small data file transmitted from a website to your device’s hard drive. Cookies are usually defined in one of two ways, and we may use either (or both) of them:

(1) session cookies, which do not stay on your device after you close your browser, and

(2) persistent cookies, which remain on your device until you delete them or they expire.

Of course, if you do not wish to have cookies on your devices, you may turn them off at any time by modifying your internet browser’s settings. However, by disabling cookies on your device, you may be prohibited from full use of the Services’ features or lose access to some functionality.

(b) Google Analytics. The Services sends aggregated non-Personal Information to Google Analytics for the purpose of providing us with the ability to conduct technical and statistical analysis on the Services’ performance. For more information on how Google Analytics supports the Services and uses information sent from the Services, please review Google’s privacy policy available at <https://policies.google.com/technologies/partner-sites>.

In addition to Google Analytics, the Services may also send aggregated non-Personal Information to its trusted third-party partners like Usersnap and Better Stack Software.

- (c) Web Beacons. A Web Beacon is an electronic image. Web Beacons can track certain things from your computer and can report activity back to a web server allowing us to understand some of your behavior. If you choose to receive emails from us, we may use Web Beacons to track your reaction to our emails. We may also use them to track if you click on the links and at what time and date you do so. Some of the third-party marketers we engage with may use Web Beacons to track your interaction with online advertising banners on our Services. This information is only collected in aggregate form and will not be linked to your Personal Information. Please note that any image file on a webpage can act as a Web Beacon.
- (d) Embedded Web Links. Links provided in our emails and, in some cases, on third-party websites may include tracking technology embedded in the link. The tracking is accomplished through a redirection system. The redirection system allows us to understand how the link is being used by email recipients. Some of these links will enable us to identify that you have personally clicked on the link and this may be attached to the Personal Information that we hold about you. This data is used to improve our service to you and to help us understand the performance of our marketing campaigns.
- (e) Third-party Websites and Services. We work with a number of service providers of marketing communications technology. These service providers may use various data collection methods to improve the performance of the marketing campaigns we are contracting them to provide. The information collected can be gathered on our Services and also on the websites where our marketing communications are appearing. For example, we may collect data where our links are displayed on third-party websites.

## **5. HOW WE USE YOUR INFORMATION**

The information we gather and that you provide is collected to provide you information and the services you request, in addition to various other purposes, including, but not limited to:

- security, credit or fraud prevention purposes;
- providing you with effective customer service;
- providing you with a personalized experience when you use the Services;
- developing new products and services;
- contacting you with special offers and other information we believe will be of interest to you (in accordance with any privacy preferences you have expressed to us);
- contacting you with information and notices related to your use of the Services;
- inviting you to participate in surveys and providing feedback to us (in accordance with any privacy preferences you have expressed to us);
- better understanding your needs and interests;
- improving the content, functionality and usability of the Services;

- improving our products and services;
- improving our artificial intelligence platform;
- improving our marketing and promotional efforts; and
- any other purpose identified at the point of data collection, in an applicable privacy notice, in a click-through agreement or in any other agreement between you and us.

Duration. The length of time DEP intends to retain Personal Information, including sensitive personal information, if any, is for as long as reasonably necessary to carry out DEP's intended business purpose for such information.

## 6. HOW WE DISCLOSE YOUR INFORMATION

We do not sell or lease your Personal Information to any third party. We may disclose your Personal Information to a third party for a business purpose, including the following categories of third parties:

- *Our Affiliates.* We may disclose the information collected through the Services with our Affiliates in order to provide our products, services and effective customer support.
- *Third-party Service Providers.* We disclose Personal Information collected through the Services with third-party Service Providers who act for or on behalf of DEP. These third parties may need information about you to perform their functions. "Service Providers" may include suppliers, dealers, distributors, companies and consultants that provide website hosting, software development, payment processing, website and data analytics, order fulfillment, information technology and related infrastructure support, customer service, email delivery, and auditing. In addition, we may share information with Sentry, LogRocket, and Grafana Labs for purposes of resolving bugs and issue tracking.
- *In Aggregate or De-Identified Form.* We may aggregate or otherwise anonymize the data we collect for purposes of analytics, research, marketing and other business interests of DEP. Such use shall not include Personal Information or information that can identify you as an individual or reasonably be used to identify you.

Except as described in this Policy, we will not disclose your information with third parties without your notice and consent, unless it is under one of the following circumstances:

- *Legal Reasons.*
  - We believe that disclosure is reasonably necessary to comply with any applicable law, regulation, subpoena, or court order;
  - To respond to duly authorized information requests from law enforcement or other governmental authorities;
  - To enforce our agreements or policies;
  - To investigate and prevent security threats, fraud, or other malicious

- activity; or
- To respond to an emergency that we believe in good faith requires us to disclose such information to assist in preventing the death or serious bodily injury of any person or DEP employee.
- *Sale of Business or Merger.* There are circumstances where DEP may decide to buy, sell, or reorganize its business. Under these circumstances, it may be necessary to disclose or receive Personal Information with prospective or actual purchasers, acquisition targets, partners or affiliates. In such circumstances, DEP will ensure your information is used in accordance with this Policy.

## **7. YOUR CHOICES AND SELECTING YOUR PRIVACY PREFERENCES**

We want to provide you with relevant information that you have requested. When possible, we will always provide options as to what information we collect and how you can manage any preferences that pertains to such information.

If we provide subscription-based services, such as email newsletters, we will allow you to make choices about what information you provide at the point of information collection or at any time after you have received a communication from us while you are subscribed. Transactional or service-oriented messages, such as delivery confirmation messages, are usually excluded from such preferences, as such messages are required to respond to your requests or to provide goods and services, and are not intended for the purposes of marketing.

From time to time, we may send you email newsletters and marketing emails. You may opt out of them at any time by selecting the “unsubscribe” link at the bottom of each email. Please note that by opting out or unsubscribing you may affect other services you have requested we provide to you, in which email communication is a requirement of the service provided. Even if you opt-out of receiving marketing material, we may still need to contact you with important information about your account or responding to your requests or questions.

## **8. ACCURACY AND ACCESS TO YOUR PERSONAL INFORMATION**

We strive to maintain and process your information accurately. We have processes in place to maintain all of our information in accordance with relevant data governance frameworks and legal requirements. We employ technologies designed to help us maintain information accuracy on input and processing.

Where we can provide you access to your Personal Information in our possession, we will always ask you verify your identity to protect your privacy and security. We recommend that you keep your password safe, that you change it periodically, and that you do not disclose it to any other person or allow any other person to use it.



To view and change the Personal Information that you have provided to us, you can log in to your account and follow the instructions on that webpage, or contact us directly for assistance.

## **9. INFORMATION OF MINORS**

We do not knowingly collect or use information from individuals under the age of eighteen (18) without parental or guardian consent. We do not target the Services to minors, and would not expect them to be engaging with the Services or our services. We encourage parents and guardians to provide adequate protection measures to prevent minors from providing information unwillingly on the internet. If we are aware of any Personal Information that we have collected about minors under the age of eighteen (18), we will take steps to securely remove it from our systems.

## **10. FEEDBACK**

We welcome inquiries or feedback on the services or products you might use or like to use. Any inquiries, feedback, suggestions, or ideas you provide to us (collectively, "Feedback") will be treated as non-proprietary and non-confidential. Your Feedback on or through this Services may be available to others who visit this Services. In addition, we may use your Feedback in advertising campaigns and other promotions. We may or may not use your name in connection with such use, and we may or may not seek your consent before using the Feedback for such purposes. Therefore, you should have no expectation of privacy with respect to your Feedback on or through this Services. You should not submit any content you do not wish to make available to the general public, and you must take special care to make sure your Feedback comply with our Terms of Use or other applicable agreements. All terms and conditions of our Terms of Use apply to Feedback on or through this Services. In particular, your Feedback must not violate the privacy or other rights of others. You may not use false identifying information or contact information, impersonate any person or entity, or otherwise mislead us as to the origin of any Feedback.

## **11. THIRD-PARTY WEBSITES**

This Policy does not apply to websites or other domains that are maintained or operated by third parties or our affiliates. Our Services may link to third-party websites and services. For example, if you click on an advertisement on the Services, you may be taken to another website that we do not control. These links are not endorsements of these websites, and this Policy does not extend to them. Because this Policy is not enforced on these third-party websites, we encourage you to read any posted privacy policy of the third-party website before using the service or website and providing any information.

## **12. YOUR RIGHTS UNDER STATE LAW**

California.

- *Shine the Light law.* Pursuant to California Civil Code Section 1798.83, we will not disclose or share your Personal Information with third parties for the purposes of third-party marketing to you without your prior consent.
- *Do Not Track Signals.* Other than as disclosed in this Policy, the Services does not operate any differently when it receives Do Not Track signals from your internet web browser.
- *WE DO NOT SELL OR SHARE YOUR PERSONAL INFORMATION.* If we ever decide to “sell” or “share” Personal Information, as those terms are defined under the California Consumer Privacy Act of 2018, as amended by the California Privacy Rights Act of 2020, we will update you via this Policy and include a link entitled “Do Not Sell or Share My Personal Information,” to provide you with an opportunity to opt out of the selling or sharing of your Personal Information.

### Your Consumer Rights.

Some state laws in the United States provide consumers with additional rights with respect to their Personal Information (also known as “personal data”), as those terms are defined under those applicable state laws. Such state laws may include, but are not limited to, the California Consumer Privacy Act of 2018, as amended by the California Privacy Rights Act of 2020 (the “CCPA”), the Colorado Privacy Act (“CPA”), the Connecticut Data Privacy Act (“CTDPA”), the Utah Consumer Privacy Act (“UCPA”), and the Virginia Consumer Data Protection Act (“VCDPA”). Any Personal Information we collect is collected for the commercial purpose of effectively providing our services to you, as well as enabling you to learn more about, and benefit from, our services. If you reside in a state that provides additional rights with respect to your Personal Information, you may exercise each of your rights as identified below, subject to our verification of your identity.

- Access. You have the right to request that we disclose certain information to you about our collection, use and disclosure of your Personal Information over the past twelve (12) months. Any disclosures we provide will only cover the 12-month period preceding the receipt of your request. The response we provide will also explain the reasons we cannot comply with a request, if applicable.
- Correction. You can correct what personal data our Services database currently contains by accessing your account directly, or by contacting us to request that we correct or rectify any personal data that you have provided to us.
- Limit Use and Disclosure of Sensitive Personal Information. If we collect any sensitive personal information, you have the right to request that we limit the use of the sensitive personal information to that use which is necessary to perform the services or provide the goods reasonably expected by an average consumer who requests those goods or services.
- Portability. Upon request and when possible, we can provide you with copies of your Personal Information. When such a request cannot be honored, we will advise you accordingly. You can then choose to exercise any other rights under this Policy

- E. Deletion. You have the right to request that we delete any of your Personal Information, subject to certain exceptions. Once we receive and confirm your verifiable consumer request, we will delete (and direct our service providers to delete) your Personal Information from our records, unless an exception applies. Where applicable, we will ensure such changes are shared with trusted third parties.
- F. Opt-out of Processing. You have the right to request that we do not sell your Personal Information, use your Personal Information for Targeted Advertising, or use your Personal Information for profiling. Where applicable, we will ensure such changes are shared with trusted third parties.
- G. Non-Discrimination. If a consumer exercises his or her rights under applicable state law, including but not limited to the CCPA, CPA, CTDPA, UCPA, and VCDPA, we shall not discriminate against that data subject by denying our goods or services, charging different prices or rates to similarly situated consumers, providing a different level or quality of our goods or services, or taking any other adverse action.
- H. Exercising your rights. If you are a consumer that has rights under applicable state law, including but not limited to the CCPA, CPA, CTDPA, UCPA, and VCDPA, who chooses to exercise the rights listed above, you can:
  - 1. Submit a request via email at [info@directenergypartners.com](mailto:info@directenergypartners.com); or
  - 2. Call us at [PHONE NUMBER] to submit your request.

Only you, or someone legally authorized to act on your behalf, may make a request related to your Personal Information. If an authorized agent makes a request on your behalf, we may require proof that you gave the agent permission to submit the request.

Responding to Your Request. Upon receiving your request, we will confirm receipt of your request by sending you an email confirming receipt. To help protect your privacy and maintain security, we may take steps to verify your identity before granting you access to the Personal Information. In some instances, such as a request to delete personal information, we may first separately confirm that you would like for us to in fact delete your personal information before acting on your request.

We will respond to your request within forty-five (45) days. If we require more time, we will inform you of the reason and extension period in writing.

In some cases our ability to uphold these rights for you may depend upon our obligations to process Personal Information for security, safety, fraud prevention reasons, compliance with regulatory or legal requirements, or because processing is necessary to deliver the services you have requested. Where this is the case, we will inform you of specific details in response to your request.

### **13. LOCATION OF OUR WEBSITE AND SERVICES**

We do not warrant or represent that this Policy or the Services' use of your Personal Information complies with the laws of every jurisdiction. Furthermore, to provide you with

our services, we may store, process, and transmit information in the United States, European Union, and other locations around the world, including countries that may not have the same privacy and security laws as yours. Regardless of the country in which such information is stored, we will process your Personal Information in accordance with this Policy.

#### **14. FOR WEBSITE USERS OUTSIDE THE UNITED STATES**

Under the (i) General Data Protection Regulation (Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016, or “GDPR”), (ii) Data Protection Act 2018, (iii) the GDPR as it forms part of the law of England and Wales, Scotland and Northern Ireland (i.e., “UK GDPR”) as provided in the Data Protection Act 2018, and (iv) any other applicable data protection legislation of any country or other jurisdiction (collectively “International Data Protection Laws”) individuals have specific rights with respect to their Personal Information, or “personal data” as defined under the International Data Protection Laws. For the purposes of this Policy, DEP operates as a data controller. Any personal data we collect from you is processed in the United States and under the terms of this Policy.

Any personal data we collect from you is processed in the legitimate interest of our business and providing our services to you as the lawful means of such processing. You may always withdraw your consent to our use of your personal data as described below. We will only retain your personal data for the time necessary to provide you the information and services to which you have consented, to comply with the law and in accordance with your rights below.

The Data Controller is:

NAME: Direct Energy Partners, Inc.

ADDRESS: 19109 W. Catawba Ave  
Ste 200  
Cornelius, NC 28031

EMAIL ADDRESS: [info@directenergypartners.com](mailto:info@directenergypartners.com)

You can exercise any of the following rights, subject to verification of your identity, by notifying us as described below:

- Access. You may request a copy of the personal data our Services databases currently contain.
- Automated Processing and Decision-Making. You may request that we stop using your personal data for automated processing, such as profiling. When contacting DEP, please explain how you wish us to restrict automated processing of your personal data. When such restrictions are not possible, we will advise you accordingly. You can then choose to exercise any other rights under this Policy,

to include withdrawing your consent to the processing of your personal data.

- *Correction or Rectification.* You can correct what personal data our Services database currently contains by accessing your account directly, or by emailing us (as provided below) to request that we correct or rectify any personal data that you have provided to us. We may not accommodate a request to change information if we believe the change would violate any law or legal requirement or cause information to be incorrect. Where applicable, we will ensure such changes are shared with trusted third parties.
- *Restrict Processing.* When applicable, you may restrict the processing of your personal data by submitting a request via email (to the email provided below). In your email, please explain how you wish us to restrict processing of your personal data. When such restrictions are not possible, we will advise you accordingly. You can then choose to exercise any other rights under this Policy, to include withdrawing your consent to the processing of your personal data. Where applicable, we will ensure such changes are shared with trusted third parties.
- *Object to Processing.* When applicable, you have the right to object to the processing of your personal data by submitting a request via email to (to the email provided below). When such objections are not possible, we will advise you accordingly. You can then choose to exercise any other rights under this Policy, to include withdrawing your consent to the processing of your personal data. Where applicable, we will ensure such changes are shared with trusted third parties.
- *Portability.* Upon request and when possible, we can provide you with copies of your personal data. When such a request cannot be honored, we will advise you accordingly. You can then choose to exercise any other rights under this Policy, to include withdrawing your consent. Where applicable, we will ensure such changes are shared with any trusted third parties.
- *Withdraw Consent.* At any time, you may withdraw your consent to our processing of your personal data through this Services by notifying us via email (to the email provided below). Using the same email address associated with your Services account, simply type the words "WITHDRAW CONSENT" in the subject line of your email. Upon receipt of such a withdrawal of consent, we will confirm receipt and proceed to stop processing your personal data. Where applicable, we will ensure such changes are shared with trusted third parties.
- *Erasure.* If you should wish to cease use of our Services and have your personal data deleted from our Services, then you may submit a request by emailing us at the email provided below. Upon receipt of such a request for erasure, we will confirm receipt and will confirm once your personal data has been deleted. Where applicable, we will ensure such changes are shared with trusted third parties.

Exercising your rights. If you are a data subject that has rights under the International Data Protection Laws, who chooses to exercise the rights listed above, you can submit a request via email at [info@directenergypartners.com](mailto:info@directenergypartners.com).

Submit Complaints or Questions. If you wish to raise a complaint on how we have handled your personal data, you can contact us as described below. If you reside in a European Union member state, Switzerland, or the United Kingdom, you may also lodge a complaint with the supervisory authority in your country.

## **15. SAFEGUARDING THE INFORMATION WE COLLECT**

We use reasonable technical, administrative, and physical safeguards in order to protect your Personal Information against accidental loss and from unauthorized access, use, alteration, and disclosure. However, we can never promise 100% security. You have a responsibility, as well, to safeguard your information through the proper use and security of any online credentials used to access your Personal Information, such as a username, password, or direct link sent to the email address you provided to us. If you believe your credentials have been compromised, please change your password. Please also notify us immediately of any actual or suspected unauthorized use of the Services or your information.

## **16. CHANGES TO THIS POLICY**

This Policy describes our current policies and practices with regard to the information we collect through the Services. We are continually improving and adding to the features and functionality of the Services along with the products and services we offer through the Services. If we make any changes to this Policy, a revised Policy will be posted on this webpage and the date of the change will be reported in the “Last Revised” block above. You can get to this page from any of our webpages by clicking on the “Privacy Policy” link (usually at the bottom of the screen).

## **17. HOW TO CONTACT US**

We value your opinions and welcome your feedback. To contact us about this Policy or your Personal Information, please contact us by email at [info@directenergypartners.com](mailto:info@directenergypartners.com) or by mail at 19109 W. Catawba Ave, Ste 200, Cornelius, NC 28031.