



## Privacy Policy

Continental Utility Solutions, Inc. ("CUSI") provides this Privacy Policy ("Policy") to inform you of our policies and procedures regarding the collection, use and disclosure of information we receive from users of products and services associated with this Portal (the "Portal"). This Policy applies only to information that you provide to CUSI through the Portal. This Policy does not apply to information you provide to any third party service provider(s) related to or whose services are incorporated into the Portal ("Third Parties"); information you provide to Third Parties shall be controlled by their respective privacy policies.

### 1. OVERVIEW

In this Policy, the term CUSI shall refer to Continental Utility Solutions, Inc., a Delaware corporation, and the administrator of the Portal. The terms "you", "your", or "User" shall refer to the individual or entity who accepts this Policy. The term "Utility" shall refer to your applicable utility provider. All terms capitalized but not defined in this Policy shall have the meaning subscribed to them in the Terms and Conditions.

CUSI, in its sole and absolute discretion, may change or modify this Policy, and any policies or agreements which are incorporated herein, at any time, and such changes or modifications shall be effective immediately upon posting to the Portal. No revision or update will apply to a dispute which CUSI had actual notice of on the date Administrator posts the changes or modifications. Your use of the Portal or Account Services provided through the Portal after such changes or modifications have been posted (as indicated by a "Last Revised" date) shall constitute your acceptance of the Policy as last revised. If you do not agree to with the Policy as last revised, do not use the Portal or the Account Services.

### 2. INFORMATION COLLECTED

#### *Types of Information*

When you register an Account with us through the Portal to become a User of Account Services, including mobile payment services, we may ask you for personally identifiable information. This refers to information about you that can be used to contact or identify you ("Personal Information"). Personal Information includes, but is not limited to, your name, username, phone number, email address, and address. We may also collect information you supply to us regarding your personal preferences. You can choose not to provide us with any or all of the information we specify or request, but then you may not be able to register with us or to take advantage of some or all of our features.

We use your Personal Information to provide Account Services. We will create your Account for your use of the Portal based upon the Personal Information you provide and you will become a User of Account Services. CUSI does not store any Personal Information or information provided through your use of the Account Services. Instead CUSI provides this information to your Utility or the Payment Service Provider who stores and uses this information. When you provide CUSI your Personal Information, or provide information through your use of the Account Services or the Portal, you authorize CUSI to provide such information to your Utility or Payment Service Provider, as applicable.

CUSI does not collect other non-identifying information (e.g., without limitation, age and individual preference) when you visit the Portal or as part of the registration and administration of your Account. Nor does CUSI have its servers automatically collect or store information from your browser when you visit web sites. Finally, CUSI does not collect information about the device you are using to access the Portal or Account Services.

#### *Methods of Collection*

The only information CUSI collects in connection with the Portal or Account Services is that which you provide to CUSI. CUSI does not use cookies or other passive forms of data collection for non-identifying information.

### 3. INFORMATION PROCESSED

#### *Uses of Information*

The information you provide through the Portal is only used by CUSI to be provided to your Utility or Payment Service Provider, as applicable. CUSI will transmit information, including Personal Information,



to your Utility or Payment Service Provider using reasonable and appropriate physical, administrative, and technical safeguards.

#### *Disclosures of Information*

CUSI may cooperate with government and law enforcement officials and private parties to enforce and comply with the law. We may disclose any information about you to government or law enforcement officials or private parties as we believe necessary or appropriate to respond to claims and legal process, to protect the property and rights of CUSI or a third party, to protect the safety of the public or any person, or to prevent or stop activity we may consider to be, or to pose a risk of being, illegal, unethical or legally actionable activity.

CUSI may sell, transfer or otherwise share some or all of its assets, including its methods of collecting your information, in connection with a merger, acquisition, reorganization or sale of assets or in the event of bankruptcy.

## **4. INFORMATION PROVIDED**

### *Security*

Legally required disclosures of any breach of the security, confidentiality, or integrity of your unencrypted electronically stored "personal data" (as defined in applicable state statutes on security breach notification) may be made to you by your Utility via your Account or conspicuous posting on this Portal in the most expedient time possible and without unreasonable delay, insofar as consistent with (i) the legitimate needs of law enforcement or (ii) any measures necessary to determine the scope of the breach and restore the reasonable integrity of the data system.

### *Choice and Control*

All Users may review, update, correct or delete the Personal Information in their Account by contacting their Utility or by editing their account information via the Portal. If you completely delete all such information, then Account Services may not be available to you. An archived copy of your records may be retained your Utility of Payment Service Provider, as applicable, as required by law or for legitimate business purposes.

### *Links to Other Sites*

Our Portal may contain links to other websites, including to a Payment Service Provider. If you choose to visit, or click on another third party link, you will be directed to that third party's website. Any information you provide to such third party site will be governed by its privacy policy and terms & conditions, including how the information is collected, stored, and used. The fact that we link to another website or present an advertisement is not an endorsement, authorization or representation of our affiliation with that third party, nor is it an endorsement of their privacy or information security policies or practices. We do not exercise control over third party websites. These other websites may place their own cookies or other files on your computer, collect data or solicit personal information from you. Other sites follow different rules regarding the use or disclosure of the personal information you submit to them. We encourage you to read the privacy policies or statements of the other websites you visit.

### *Children's Privacy*

This Portal is not directed to children under 13. We do not knowingly collect personally identifiable information from children under 13. If a parent or guardian becomes aware that his or her child has provided us with Personal Information without their consent, he or she should contact us using the information below ("How to Contact CUSI"). If we become aware that a child under 13 has provided us with Personal Information, we will delete such information from our files.

### *How to Contact CUSI*

If you have any questions about this Policy, please contact us by email at the following address: [legal@cusi.com](mailto:legal@cusi.com)