

# **INTERNET PRIVACY POLICY**

The following information explains the Internet privacy policy and practices SunEdison Residential Services, LLC and its affiliated companies (collectively, "SunEdison") have adopted. SunEdison respects the privacy of every individual who visits our websites.

## **Use of Cookies**

We use cookies and navigational data like Uniform Resource Locators (URL) to gather information regarding the date and time of your visit and the solutions and information for which you searched and which you viewed. "Cookies" are small pieces of information that a website sends to your computer's hard drive while you are viewing a website. Like most Internet services, we automatically gather this data and store it in log files each time you visit our website.

The cookies we use do not reveal any personal information about you. Cookies help us understand which parts of our websites are the most popular, where our visitors are going, and how long they spend there. We use cookies to study traffic patterns on our website so we can make the website more user friendly.

In some of our emails to you, we may use a "click-through URL." We track click-through(s) to help us determine your interest in particular topics/services/products and measure the effectiveness of our customer communications.

## **Data Collection**

We collect two types of information:

Standard web server information. Our servers (which may be hosted by a third party service provider) collect data from you, including your browser type, operating system, Internet Protocol (IP) address, domain name, and/or a date/time stamp for your visit.

Personal information. We do not collect personally identifiable information from you unless you provide it to us knowingly and voluntarily. When you browse our website, you are able to do so anonymously.

Personal information may be needed for certain optional online activities.

Create an Account: If you create an account with us, we may collect your first and last name, e-mail address, mailing address, address of where the system is installed, company name (if applicable) and password.

Quote: If you request a quote, we will collect your first and last name, e-mail address, mailing address, and phone number. We will also ask whether you own your home.

Contact us: If you provide us feedback or contact us through e-mail, we will collect your name and e-mail address, as well as any other content included in the e-mail, in order to send you a reply.

## **Data Use**

We limit the use of information provided to us on our website to the following:

### Internal Use:

If you do not create an account, request a quote or otherwise contact us by e-mail or through our website, we will have no personally identifiable information about you. We will only use aggregate information derived in part from your use of our website to improve our website and our service to you.

If you provide personal information, we may send you promotional communications (such as our newsletters, surveys, and special offers related to our products and services). We may also send you a welcome e-mail when you create an account or send you administrative e-mail notifications.

SunEdison is a global business and we may share your personal information with other SunEdison business units around the world. SunEdison business units will always protect your personal information in accordance with this Privacy Policy.

### External Use:

Except as set forth below, we will not disclose your personal information to unrelated third parties.

We use third party service providers to facilitate the creation of accounts and to provide technical support. We only provide such companies the information necessary to deliver the services and prohibit them from using that information for any other purpose. We require all third party service providers to safeguard your personal information in accordance with SunEdison's policies.

We may enter into co-branding arrangements with our third-party partner companies. The partner companies may request access to personal information that we collect. We will not disclose your personal information to partner companies unless you have opted-in to such disclosure. The privacy policies of our partner companies apply to the use and disclosure of any personal information we share with such partner companies. If you have opted-in, you may receive promotional e-mails from partner companies. Because we do not control the privacy practices of our partner companies, you should read and understand their privacy policies. If you have opted-in, you may choose to stop our further disclosure of your personal information to our partner companies (opt-out) by contacting us directly. Please see our contact information below.

We may also disclose personal information if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on us or the website; (b) protect or defend the rights or property of SunEdison or the website; or (c) act in exigent circumstances to protect the personal safety of users of the website or the public.

### **Your Options**

You may change any of your personal information in your account by editing your profile within your account or by sending us an email at [privacy@sunedison.com](mailto:privacy@sunedison.com). You may request deletion of your personal information by us when you terminate your account, but please note that we may be required to keep this information and not delete it, or keep the information for a specific period of time after which we will comply with your deletion request. When we delete any information, it will be deleted from the active database, but may remain in our archives.

You may choose not to receive newsletters or promotional communications from us through e-mail. However, we may send you notice of any updates to this privacy policy despite your indicated e-mail preferences.

### **Data Security**

We are committed to protecting the security of your personal information. We use a variety of industry-standard security technologies and procedures to help protect your personal information from unauthorized access, use or disclosure. We require you to enter a password to access your account information. Please do not disclose your account password to unauthorized people. Despite these measures, we cannot fully eliminate security risks associated with the collection of personal information. SunEdison makes no warranty, guarantee or representation that use of our website is protected from viruses, security threats, or other vulnerabilities or that your personal information will always be secure.

### **Third Party Websites**

Our privacy policies apply only to your use of the SunEdison website. Our website contains links to other websites. When you click on a link, you leave our website and go to another website. You should read the privacy policies of each website you visit to determine what information that website may be collecting about you. Our provision of a link to any other website or location is for your convenience and does not constitute an endorsement of such other website, location or its contents.

### **A Note About Children**

We do not intentionally gather personal information about visitors who are under the age of 13.

### **Users Outside the United States**

Your personal information may be processed in the country in which it was collected and in other countries where laws regarding processing of personal information may be less stringent than the laws in your country,

### **Contact Information**

If you have questions regarding SunEdison's Privacy Policy, please contact us at [privacy@sunedison.com](mailto:privacy@sunedison.com) or by mail at:

#### **SunEdison Corporate Headquarters:**

600 Clipper Drive

Belmont, CA 94002

USA Phone: (888) 786-3347

### **Changes to this Privacy Policy**

We reserve the right to update this policy at any time. If we make any substantial changes (as determined in our sole discretion) in the way we use your personal information, we will notify you by sending you an e-mail to the last e-mail address you provided to us and/or prominently posting notice of the changes on our website.