

Privacy Policy

Last Updated: February 1, 2020

This Privacy Policy describes how MeterLeader LLC. ("MeterLeader") through its website and services collect, store, share, sell and disseminate various types of information it collects.).

1. Disclosure of Information.

MeterLeader provides services ("Services") that are designed to crowdsource and aggregate measured energy reductions through online challenge events ("Challenges") sponsored by MeterLeader or third parties. For these purposes, the Services will monitor your energy consumption by accessing and analyzing your electricity data on file with your utility company ("Utility Data"). Your Utility Data is not shared with any third parties or made public. However, if you choose to participate in a Challenge, your percentage change in kilowatt-hour (kWh) consumption during the challenge period as compared to that same time period during the previous year will be publicly displayed. Challenges will also publicly display average group energy savings percentage rates. In addition, Challenges will publicly display aggregate group kWh energy reductions and carbon dioxide emission reductions, once 5 or more users are participating in a challenge. By participating in a Challenge, you agree to publicly disclose these sets of data points that are derived from your Utility Data.

2. What types of information do the Services collect?

In order to provide the benefits of the Services, MeterLeader collects two types of information through the Services: Personal Information and Other Information. "Personal Information" is information that identifies you specifically as an individual, such as your name and address. We collect Personal Information when you set up and use Services. We will ask you to provide Personal Information including, but not limited to, your email address, name and home and/or building address from your Utility Records. In connection with the Services, we also collect Other Information. "Other Information" is information that does not reveal an individual's specific identity or does not directly relate to an identifiable individual, including information that has been anonymized or aggregated. For example, to operate the Services, we shall also seek: Energy consumption data and historical consumption data from your Utility Records. We will also collect any self-reported information about your home and/or building that you provide. We may also track and collect your usage of the Services, such as the date and time you accessed the Services, as well as the instructions that you or other users have transmitted through the Services. MeterLeader treats Personal Information with heightened security since it contains your personal identifying information. When Other Information is combined with Personal Information, we will treat this combined information as Personal Information as long as it is combined. Personal Information and Other Information shall collectively be referred to as "User Information."

3. How may we use this information?

We use User Information to provide and support the Services, for troubleshooting and maintenance, to communicate with you about your account, to improve our products and services, for research and development, to conduct surveys, to authenticate and confirm your identity when you access your account and to send you marketing communications.

4. How may we share User Information?

We may share User Information:

- With our third-party service providers to allow them to provide services to us (such as data analysis, surveys, data hosting, information technology, customer support, email delivery, and auditing).
- To engage in research and development to improve our Services.
- To enforce our Terms & Conditions if we believe such disclosure is necessary to identify, contact, or bring legal action regarding injury or interference with the rights and property of MeterLeader;
- To comply with laws, regulations, court orders and subpoenas or similar requests for information by authorities, or as required by law;

Other than for the exceptions noted above, it is MeterLeader's policy not to release Personal Information to any other person, business, or entity without your prior written consent, unless necessary to provide

Services to you. Written consent may be obtained electronically.

5. Deactivation or Deletion of your Account.

You may deactivate or delete your account at any time through the Services. When you deactivate your account, the Services will no longer access your Utility Records or Connected Devices. However, certain historical data associated with your account, such as registration information or Utility Data, may not be deleted where information used in aggregate will enable MeterLeader to optimize its Services.

6. Cookies and Similar Technologies.

Cookies are pieces of information stored directly on the computer that you are using. Cookies allow us to collect information such as browser type, time spent on the Services, pages visited, language preferences, and other web traffic data. We and our service providers use the information for security purposes, to facilitate online navigation, to display information more effectively, and to personalize your experience while using the Services, as well as for online tracking purposes. We can recognize your computer to assist your use of the Services. If you do not want information collected through the use of cookies when using the Services, there is a simple procedure in most browsers that allows you to automatically decline cookies or gives you the choice of declining or accepting the transfer to your computer of a particular cookie (or cookies) from a particular site. We use website and application analytics services provided by third parties that use cookies and other similar technologies to collect information about website and application use and to report trends, without identifying individual visitors. The third parties that provide us with these services may also collect information about your use of third-party websites. You can learn about Google's practices in connection with this information collection and how to opt out of it by downloading the Google Analytics opt-out browser add-on, available at <https://tools.google.com/dlpage/gaoptout>. We may use pixel tags (also known as web beacons and clear GIFs) in connection with some Services to, among other things, track the actions of users of the Services (including e-mail recipients), measure the success of our marketing campaigns, and compile statistics about usage of the Services and response rates. Unless combined with personal information, this information does not personally identify you or any other user of the Services.

7. Do Not Track.

California law requires us to let you know how we respond to web browser Do Not Track ("DNT") signals. Because there currently isn't an industry or legal standard for recognizing or honoring DNT signals, we don't respond to them at this time. We await the result of work by the privacy community and industry to determine when such a response is appropriate and what form it should take. DNT signals are used by some Web browsers to attempt to limit tracking related to your visits to websites.

8. Links.

This Privacy Policy does not address, and we are not responsible for the content, privacy policy, term of use and practices of any third parties, including any Third Party Sites or any third party operating any site or service to which the Services link. The inclusion of a link on the Services does not imply endorsement of the linked site or service by us or by our affiliates, nor does it imply an affiliation with the third party.

9. Choices.

We give you a number of choices regarding your information, including: (a) Receiving notifications: You may choose to receive notifications about the Services, such as emails about Challenges that you are participating in. You may select which notifications you would like to receive, or disable notifications, through the Service's Account Settings. (b) Receiving marketing communications: If you have consented, MeterLeader may, from time to time, contact you with communications regarding our products or services. You may, at any time, inform us that you do not want MeterLeader to send you marketing communications, by sending an email to support@meterleader.com.

10. Security.

We are committed to maintaining the security of the data you provide us. We use reasonable organizational, technical and administrative measures to protect User Information that we maintain within

our organization. We also seek to use third-party service providers capable of protecting the information they maintain or process for us. Unfortunately, no data transmission over the internet or storage system can be guaranteed to be 100% secure. You agree that you will not hold MeterLeader liable for any damages resulting from any loss of privacy or security over the internet or storage system.. Your Personal Information will be stored on MeterLeader's servers.

11. Access.

MeterLeader will allow individuals to access their Personal Information. Further, MeterLeader will allow users to correct, update, or delete information. Individuals who wish to make an access request or remove personal information from our records, or if you have any questions in regard to this policy, should direct such a request to support@meterleader.com. Please note that we may need to retain certain information for recordkeeping or legal compliance purposes.

12. Cross-Border Transfers.

The Services are controlled and operated from the United States. Your Personal Information may be stored and processed in any country where we have facilities or in which we engage service providers. When we transfer your personal information to other countries, we will protect it as described in this Privacy Policy.

13. Enforcement.

MeterLeader uses a self-assessment approach to ensure compliance with this policy. This includes a periodic assessment to assure the policy is accurate and adhered to throughout the organization. If an individual has concerns, the contact information above can be used to raise those concerns and MeterLeader will investigate and attempt to resolve any complaints and disputes regarding use and disclosure of personal information in accordance with this Privacy Policy.

14. Changes to this Policy/Contact Us.

We may change this Privacy Policy at any time. Please take a look at the "Last Updated" legend at the top of this page to see when this Privacy Policy was last revised. Any changes to this Privacy Policy will become effective when we post the revised Privacy Policy on the Services. We encourage you to periodically review this page for the latest information on our privacy practices. Your use of the Services following these changes means that you accept the revised Privacy Policy.

If you have any other questions about our privacy policy or practices, please contact us at support@meterleader.com.