

GreyStone Power Corporation – Privacy Notice

This privacy notice explains how GreyStone Power Corporation (“GSPC”) treats personal information collected through GSPC’s online platforms, including but not limited to the website and mobile applications. All use of GSPC’s online platforms and associated services is subject to this Privacy Notice. This Privacy Notice is not intended to and does not create any contractual or legal rights in or on behalf of any party. All terms are governed by the laws of the State of Georgia.

What information does GreyStone Power Corporation obtain and how is it used?

User Provided Information

GSPC uses personally identifiable information (“PII”) as necessary to conduct business, including, but not limited to, establishing service, billing, collecting payments, assessing credit, reporting bad debt, contacting customers, resolving concerns, marketing, and meeting legal obligations.

You are not required to use GSPC’s online platforms. Some functionality of our online platforms may require you to provide personally identifiable information in order to use that functionality. We use the information you provide to fulfill your request, answer your question, deliver you information, and otherwise enhance your experience with GSPC’s online platforms.

We do not collect PII through our online platforms unless you voluntarily provide it. When you register and use our online platforms, you may need to provide PII such as (a) your name, email address, age, user name, password and other registration information; (b) transaction-related information, such as when you make payments or download information from us; (c) information when you contact us for help; and (e) credit card, e-check, and other payment information.

Automatically Collected Information

We may collect certain information automatically, including, but not limited to, the type of device you use, the IP address of your device, the operating system, the type of Internet browsers you use, and information about the way you use GSPC’s online platforms. This information is collected automatically by log files, cookies, pixel tracking, ad tracking, or similar technologies. We also collect information on the number of visits to our online platforms, the time visitors spend on our platforms, the pages viewed, and the domains from which visitors visit our website.

Location Information

Our online platforms may use GPS technology (or other similar technology) to determine your current location, such as in order to display a location map with relevant information. You can turn off location services in your browser, mobile phone settings, or settings for the application.

Social Media

GSPC uses analytics tools from our social media platforms that use non-personally identifiable information to understand how users engage with our content on these platforms. You can review your privacy settings in each of your social media accounts.

How is my data stored, protected, and shared?

Data retention

We retain User Provided information for as long as you use GSPC's online platforms and for our retention period thereafter. Any Automatically Collected information stored with your PII is also handled as PII. Other Automatically Collected information is not stored associated with any individual and is retained only as long as needed to conduct analysis and fulfill business needs.

Security

GSPC endeavors to use industry best practices to protect the information we collect from loss and misuse. For example, we limit information access to authorized employees and contractors who operate our online platforms or provide you with services. We also use measures such as firewalls, Secure Sockets Layers, and vulnerability scanning to prevent, identify, and contain potential threats. Please be aware that no security system can prevent all security breaches and GSPC cannot guarantee the information you provide will never be obtained by an unauthorized person.

Keep your user name and password confidential. GSPC will never disclose your password(s) to third parties. You are responsible for maintaining the privacy and security of your password(s). Do not allow other individuals to know or use your user name and password. Notify us immediately if you suspect unauthorized use of your user name or password.

Information Sharing

GSPC does not sell User Provided or Automatically Collected information. GSPC does not share PII with third parties for the purpose of sending you advertisements for products or services unrelated to GSPC, its subsidiary, affiliates or business partners.

GSPC may share User Provided or Automatically Collected information with business partners for legitimate business purposes, including but not limited to: to GSPC affiliates and subsidiaries except where such transfer is prohibited by law, to third parties who provide the product, service or information that you requested, to third parties who provide services to GSPC such as computer-related services. We will also disclose information to proper authorities when allowed or required under federal or state law, subpoena or court order.

Voice Call and Email Notifications

GSPC may send email or telephone communications related to your electric service or GSPC business. GSPC may use third parties to distribute these communications by sharing your User Provided information with the third party. To opt out of these communications, you can follow the opt out instructions sent with the initial communication or contact us.

SMS/Text Notifications and Data Sharing

By providing your mobile phone number and opting in to receive text messages from GSPC, you consent to receive service-related communications, including but not limited to outage notifications, account notifications, billing reminders, appointment notifications, and other cooperative business communications. Message frequency may vary based on your account

activity and service needs. Message and data rates may apply. Reply STOP at any time to opt out of receiving text messages. Reply HELP for assistance regarding the SMS program.

No mobile information is shared with third parties or affiliates for marketing or promotional purposes. Text messaging originator opt-in data, consent records, and mobile phone numbers collected for SMS communications are not shared with any third parties for marketing purposes. Mobile phone numbers and SMS consent information are used solely for delivering requested communications and maintaining compliance with applicable carrier requirements.

Links to Other Websites

GSPC online platforms may contain links to other websites or platforms that are not owned or controlled by GSPC. This Privacy Notice only applies to GSPC's online platforms, and we are not responsible for the privacy practices of other online platforms. We recommend you review the privacy practices of any online platform you use.

How do I consent to this Privacy Notice?

By using GSPC's online platforms, you are consenting to our use of your information as set forth in this Privacy Notice.

Opt-out rights

Please note that User Provided Data may be required in order for online platforms to function properly. You can stop all collection of information by GSPC's online platforms by stopping use of the platforms. You may uninstall mobile applications at any time. You may use the options in your browser to decline cookies. You can also email us a request to opt-out or to delete your User Provided Data and we will review your request.

Children

We do not solicit data from children under 13. GSPC does not knowingly permit children to register or provide personal information through our online platforms. If a parent or guardian becomes aware that a child has provided us with personal information, the parent or guardian should contact us to request deletion of such information.

Changes

This Privacy Notice may be updated from time to time for any reason. We post any new Privacy Notices on our website. You should consult the website Privacy Notice regularly for any changes, as continued use of GSPC online platforms is deemed acceptance of all changes.

Contact us

If you have any questions regarding this Privacy Notice or have questions about our practices, please contact us via email at memberservices@greystonepower.com or call (770) 942-6576.

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