

**SYMMETRY ENERGY SOLUTIONS, LLC  
MASS MARKETS DIVISION  
PRIVACY POLICY ADDENDUM FOR CALIFORNIA RESIDENTS**

*Last updated August 20, 2020*

Under the California Consumer Privacy Act (“CCPA”), California residents interacting with our Mass Markets Division are afforded certain rights regarding the personal information we collect about them. These rights are not absolute and are subject to certain exceptions.

**HOW WE COLLECT AND SHARE CALIFORNIA RESIDENTS’ INFORMATION**

Over the last 12 months, the personal information about California residents interacting with our Mass Markets Division that we have collected and/or shared with third parties or service providers for a business purpose includes the following:

<b>Categories of Information</b>	<b>Sources of Information</b>	<b>Uses of Information</b>	<b>Sharing of Information</b>
Identifiers, including name, your name, postal address, services address, email address, telephone number, and meter ID.  These data types also include “personal information,” as the term is defined by Cal. Civ. Code 1798.80.	We collect this information directly from you.	We collect such information to communicate with you, provide, personalize and improve the Services, promote safety, integrity, and security, and to perform other business purposes. For more information, see the section entitled “ <i>How We Use Your Information.</i> ”	We share this information with certain professional service providers who help us use the information as described in the section entitled “ <i>How We Use Your Information.</i> ”
Personal information as defined by Cal. Civ. Code 1798.80, including name, postal address, service address, email address, telephone number, bank account number, meter ID and financial information.	We collect this information directly from you.	We collect such information to communicate with you, provide, personalize, and improve the Services, promote safety, integrity, and security, and to perform other business purposes. For more information, see the section entitled “ <i>How We Use Your Information.</i> ”	We share this information with certain professional service providers who help us use the information as described in the section entitled “ <i>How We Use Your Information.</i> ”
Commercial information, including products or services purchased, energy	We collect this information directly from you.	We collect such information to provide, personalize, and improve the	Not applicable.

Categories of Information	Sources of Information	Uses of Information	Sharing of Information
usage data, tiers, rates, records of personal property, obtained, or other purchasing or consuming histories or tendencies, and other such information regarding the postal and/or services address in question.		Services, promote safety, integrity, and security, and to perform other business purposes. For more information, see the section entitled <i>“How We Use Your Information.”</i>	
Internet or other electronic network activity information, such as IP addresses and cookies.	We collect this information automatically from your computer.	Not applicable.	Not applicable.
Audio, electronic, visual, thermal, olfactory or similar information, including your photograph if you choose to provide it.	We collect this information directly from you.	We collect such information to communicate with you, provide, personalize and improve the Services, promote safety, integrity, and security, and to perform other business purposes. For more information, see the section entitled <i>“How We Use Your Information.”</i>	We share this information with certain professional service providers who help us use the information as described in the section entitled <i>“How We Use Your Information.”</i>

**In the past 12 months, we have not sold personal information of California residents within the meaning of “sold” in the CCPA.**

#### **RIGHTS UNDER THE CCPA**

As stated above, if you are a California resident interacting with our Mass Markets Division, and the CCPA does not recognize an exemption that applies to you or your personal information, you have the right to:

- Request that we disclose to you free of charge the following information covering the 12 months preceding your request:
  - the categories of personal information about you that we collected;
  - the categories of sources from which the personal information was collected;
  - the purpose for collecting personal information about you;

- the categories of third parties to whom we disclosed personal information about you and the categories of personal information that was disclosed (if applicable) and the purpose for disclosing the personal information about you; and
- the specific pieces of personal information we collected about you.
- Request that we delete personal information we collected from you, unless CCPA recognizes an exemption; and
- Be free from unlawful discrimination for exercising your rights including providing a different level or quality of services or deny goods or services to you when you exercise your rights under the CCPA.

Consistent with the CCPA, we will consider and timely process data access and deletion requests. We aim to fulfil all verified requests within 45 days pursuant to the CCPA. If necessary, extensions for an additional 45 days will be accompanied by an explanation for the delay.

### **HOW TO EXERCISE YOUR RIGHTS UNDER THE CCPA**

Requests to exercise the right to deletion and/or the right to know may be submitted at 888-200-3788 and [privacy@symmetryenergy.com](mailto:privacy@symmetryenergy.com). We will respond to verifiable requests received from California residents as required by law.