

# Privacy Policy

## Introduction

Community Energy Advisors, LLC and Viridi, LLC (“We”, “Us”, “Our”) respect your privacy and are committed to protecting your personal data. This privacy policy will inform you how we look after your personal data and tell you about your privacy rights and how the law protects you.

## 1. Purpose of this privacy policy

This privacy policy aims to give you information on how Community Energy Advisors, LLC and Viridi, LLC collects and processes your personal data.

## 2. The data we collect about you

We may collect, use, and store different kinds of personal data about you which we have grouped together as follows:

- Identity Data includes [first name, last name, or similar identifier].
- Contact Data includes [billing address, delivery address, email address, and telephone numbers].
- Utility Data includes [information contained on your natural gas and electricity bills]

## 3. How is your personal data collected?

We use different methods to collect data from and about you which may include:

Direct interactions. You may give us your identity, contact, and/or utility data by corresponding with us by post, phone, SMS, MMS, fax, email, or otherwise.

Website engagement. You may give us your identity, contact, and/or utility data by filling out a form on our website.

## 4. How we use your personal data

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- Where we need to fulfill your requests for information such as providing a utility bill review.

- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- Where we need to comply with a legal obligation.

### **Marketing and Promotional Messages**

We may use your Identity, Contact, and Utility Data to form a view on what we think you may want or need, or what may be of interest to you. This is how we decide which products, services, and offers may be relevant for you (we call this marketing).

You will receive marketing communications from us if you have requested information from us and you have not opted out of receiving that marketing.

### **Unsubscribe Instructions**

You can ask us or third parties to stop sending you marketing messages at any time by following the opt-out links on any marketing message sent to you or by contacting us at any time.

If you opt out of receiving these marketing messages, this will not apply to personal data provided to us as a result of a product/service purchase, product/service experience, or other transactions.

### **5. Data Security**

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used, or accessed in an unauthorized way, altered, or disclosed.

### **6. Data Retention**

We will only retain your personal data for as long as necessary to fulfill the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

### **7. Your Legal Rights**

Under certain circumstances, you have rights under data protection laws concerning your personal data, such as the right to request access to your personal data, request correction of your personal data, request erasure of your personal data, object to processing of your personal data, request restriction of processing your personal data, request transfer of your personal data, right to withdraw consent.

### **8. SMS Consent**

If you provide your phone number for SMS communication, your consent will not be shared

with third parties for marketing purposes. Any phone numbers collected for SMS consent will solely be used for the intended communication and will not be disclosed to other companies.

### **9. Changes to the Privacy Policy and Your Duty to Inform Us of Changes**

This version was last updated on February 12, 2025 and historical versions can be obtained by contacting us.

Please keep us informed if your personal data changes during your relationship with us.

### **10. Contact Details**

For further information on this privacy policy, to request access to, correction or deletion of your personal data, or to exercise any other of your statutory rights, you can email [info@ceateam.com](mailto:info@ceateam.com) or [info@viridi.eco](mailto:info@viridi.eco).