

Deep Electric (“we,” “us,” or “our”) is a leader in home repair, replacement, and maintenance services specializing in electrical services. Our expertise includes indoor and outdoor lighting, landscape lighting, and various electrical services such as repairs, installation, replacement, relocation, retrofitting, and renovation. We facilitate our services through our website, [deepelectric.com] (<https://deepelectric.com>).

This Privacy Policy is designed to help you understand how we collect, use, process, and share your personal information, and to help you exercise your privacy rights. For residents of California and other states that provide additional rights, more information about the data we collect is available in our Notice at Collection and Supplemental Notice for Residents of Certain Other States, which is found [here](<https://deepelectric.com>).

Here is a refined version of the additional text for clarity and readability:

This Privacy Policy applies to personal information processed by us and our parent company, Deep Electric Inc, including through our services, websites, mobile applications, and other online or offline offerings. To make this Privacy Policy easier to read, our websites, mobile applications, and other offerings are collectively called the “Services.” Our Services, company, and affiliates operate solely in the United States and are not intended for use by individuals located outside the USA. If you reside outside the United States and have concerns about using our website, please discontinue any future visits. Use of our website is solely for visiting, viewing and requesting services from Deep Electric only, not exception. By visiting or accessing this website and/or our Services, you acknowledge and agree that you have read and understood this Privacy Policy.

Changes to Our Privacy Policy: We may revise this Privacy Policy from time to time at our sole discretion. If there are any material changes to this Privacy Policy, we will notify you as required by applicable law. You understand and agree that you will be deemed to have accepted the updated Privacy Policy if you continue to use our Services after the new Privacy Policy takes effect.

This Privacy Policy applies to personal information processed by us and our parent company, Deep Electric Inc, including through our services, websites, mobile applications, and other online or offline offerings. To make this Privacy Policy easier to read, our websites, mobile applications, and other offerings are collectively called the “Services.” Our Services, company, and affiliates operate solely in the United States and are not intended for use by individuals located outside the USA. If you reside outside the United States and have concerns about using our website, please discontinue any future visits. By visiting or accessing this website and/or our Services, you acknowledge and agree that you have read and understood this Privacy Policy.

Changes to Our Privacy Policy: We may revise this Privacy Policy from time to time at our sole discretion. If there are any material changes to this Privacy Policy, we will notify you as required by applicable law. You understand and agree that you will be deemed to have accepted the updated Privacy Policy if you continue to use our Services after the new Privacy Policy takes effect.

## 1. Personal Information We Collect

The categories of personal information we collect depend on how you interact with us, our Services, and the requirements of applicable law. We collect information that you provide to us, information we obtain automatically when you use our Services, and information from other sources such as third-party services and organizations, as described below. For residents of certain states, including California, additional disclosures about the information we collect are available in our supplemental disclosure below.

### ➤ Personal Information You Provide to Us Directly

- We may collect personal information that you provide to us.
- Account Creation: We may collect personal information when you create an account, such as your name, email address, phone number, address, username, passwords you create, and similar account information.
- Purchases: We may collect personal information and details associated with your service needs and purchases, including payment or other financial information. Any payments made via our Services are processed by third-party payment processors. We do not directly collect or store complete payment card information entered through our Services, but we may receive information

associated with your payment card information (e.g., the last four digits of your payment card number and your billing details).

- **Your Communications with Us:** We may collect personal information, such as your email address, phone number, or mailing address when you request information about our Services, register for our newsletter or loyalty program, request customer or technical support, or otherwise communicate with us. This includes information provided by you when you engage with our online scheduling tool (e.g., “Schedule Now”) or fill in our other website forms (including your responses to “How can we help?”).
- **Surveys and Reviews:** We may contact you to participate in surveys and reviews of our Services' performance. If you decide to participate, we may collect personal information from you in connection with the survey or review.
- **Interactive Features:** We and others who use our Services may collect personal information that you submit or make available when we engage with you through our interactive features (e.g., online scheduling, messaging and chat features, website forms, commenting functionalities, and social media pages). Any information you provide using the public sharing features of the Services will be considered “public,” unless otherwise required by applicable law, and is not subject to the privacy protections referenced herein.
- **Sweepstakes or Contests:** We may collect personal information you provide for any sweepstakes or contests that we offer. In some jurisdictions, we are required to publicly share information of sweepstakes and contest winners.
- **Conferences, Trade Shows, and Other Events:** We may collect personal information from individuals when we attend or host conferences, trade shows, and other events.
- **Business Development and Strategic Partnerships:** We may collect personal information from individuals and third parties to assess and pursue potential business opportunities.
- **Job Applications and Recruiting:** We may collect your information to assess your skills, qualifications, and interests to determine alignment with career opportunities with us or our affiliates and to communicate with you regarding the status of your application. If you are offered and accept a position with a Wrench Group organization, your application data may become part of your permanent employee record.

## B. Personal Information Collected Automatically

- We may collect personal information automatically when you use our Services.

- **Automatic Collection of Personal Information:** We may collect certain information automatically when you use our Services, such as your Internet Protocol (IP) address, user settings, MAC address, cookie identifiers, mobile carrier, mobile advertising and other unique identifiers, browser or device information, location information (including approximate location derived from IP address), and Internet Service Provider (ISP). We may also automatically collect information regarding your use of our Services, such as pages that you visit before, during, and after using our Services, information about the links you click, the types of content you interact with, the frequency and duration of your activities, and other information about how you use our Services.
- **Location Information:** We may collect location information by using your full IP address, or otherwise in connection with your use of our Services.
- **Cookie Policy (and Other Technologies):** We, as well as third parties that provide content, advertising, or other functionality on our Services, may use cookies, pixel tags, and other technologies (“Technologies”) to automatically collect information through your use of our Services.
- **Cookies:** Cookies are small pieces of information that a website stores on a visitor’s web browser to remind the site about the visitor on the next visit to facilitate and enhance your experience.
- **Pixel Tags/Web Beacons:** A pixel tag (also known as a web beacon) is a piece of code embedded in our Services that collects information about engagement on our Services. The use of a pixel tag allows us to record, for example, that a user has visited a particular web page or clicked on a particular advertisement. We may also include web beacons in emails to understand whether messages have been opened, acted on, or forwarded.

Our uses of these Technologies fall into the following general categories:

- **Operationally Necessary:** This includes Technologies that allow you access to our Services, applications, and tools that are required to identify irregular website behavior, prevent fraudulent activity, improve security, or allow you to make use of our functionality.
- **Analytics and StatisticsRelated:** We may use Technologies to assess the performance of our Services, including as part of our analytic practices to help us understand how individuals use our Services (see Analytics below);
- **Preferences and FunctionalityRelated:** We may use Technologies that allow us to offer you enhanced functionality when accessing or using our Services. This

may include identifying you when you sign into our Services or keeping track of your specified preferences, interests, or past items viewed.

- Marketing, Advertising, or TargetingRelated: We may use first-party or third-party Technologies, including cross-device tracking, to deliver content, including ads relevant to your interests, on our Services or on third-party digital properties. Some of the advertising Technologies we use include:
- Facebook Connect: For more information about Facebook’s use of your personal information, please visit [Facebook’s Data Policy] (<https://www.facebook.com/policy.php>). To learn more about how to opt out of Facebook’s use of your information, please go to the [Facebook ad preferences page] (<https://www.facebook.com/ads/preferences>) while logged in to your Facebook account.
- See Your Privacy Choices and Rights below to understand your choices regarding these Technologies.

Analytics: We may use Technologies and other third-party tools to process analytics information on our Services. These Technologies allow us to better understand how our digital Services are used and to continually improve and personalize our Services. Some of our analytics partners include:

- Adobe Analytics: We use reports provided by Adobe Analytics to help us understand website traffic and webpage usage. For more information about how Adobe processes data about you, please visit [Adobe Analytics Privacy] (<https://www.adobe.com/privacy.html>).
- Google Analytics: For more information about how Google uses your personal information (including for its own purposes, e.g., for profiling or linking it to other data), please visit [Google Analytics’ Privacy Policy] (<https://policies.google.com/privacy>). To learn more about how to opt out of Google Analytics’ use of your information, please click [here](<https://tools.google.com/dlpage/gaopt-out>).
- FullStory (Session Replay Analytics): We use FullStory’s session replay analytics services. This allows us to record and replay an individual’s interaction with the Services. For more information about how FullStory uses your personal information, please visit [FullStory’s Privacy Policy] (<https://www.fullstory.com/legal/privacypolicy/>). To learn more about how to opt out of FullStory’s use of your information, please click [here](<https://www.fullstory.com/opt-out>).
- Social Media Platforms: Our Services may contain social media buttons, such as Facebook, Instagram, LinkedIn, Twitter, YouTube, etc., which might include widgets such as the “share this” button or other interactive mini programs. These features may collect personal information such as your IP address and which

page you are visiting on our Services and may set a cookie to enable the feature to function properly. Your interactions with these platforms are governed by the privacy policy of the company providing it.

- **Verification Providers:** We use third-party CAPTCHA services across our applications to mitigate brute force logins as a means of spam protection. When you fill in certain forms, the CAPTCHA service evaluates various information (e.g., IP address, how long the visitor has been on the app, mouse movements) to detect if the activity is from an automated program instead of a human. We retain these data via our service provider for use in spam mitigation.
- **Personal Information Collected from Other Sources ThirdParty Services and Sources.** We may obtain personal information about you from other sources, including through third-party services and organizations. For example, if you access our Services through a third-party application, such as an app store, a third-party login service, or a social networking site, we may collect personal information about you from that third-party application that you have made available via your privacy settings. We may also obtain demographic information about you, such as household income, from third-party data providers.

**Referrals and Sharing Features.** Our Services may offer various tools and functionalities that allow you to provide personal information about your friends through our referral service. Our referral services may also allow you to forward or share certain content with a friend or colleague, such as an email inviting your friend to use our Services. Please only share with us contact information of people with whom you have a relationship (e.g., relative, friend, neighbor, or coworker).

### 3. How We Use Your Personal Information

We use your personal information for a variety of business purposes, including to provide our Services, for administrative purposes, and to market our products and Services, as described below.

#### A. Provide Our Services

- We use your information to fulfill our contract with you and provide you with our Services, such as:
  - Managing your information and accounts.
  - Providing access to certain areas, functionalities, and features of our Services.
  - Booking and scheduling our Services.
  - Answering requests for customer or technical support.
  - Communicating with you about your account, activities on our Services, and policy changes.
  - Processing your financial information and other payment methods for products or Services purchased.
  - Processing applications if you apply for a job we post on our Services. Job applications may be shared with other Wrench Group affiliates; and
  - Allowing you to register for events.

## B. Administrative Purposes

- We use your information for various administrative purposes, such as:
  - Pursuing our legitimate interests such as direct marketing, research and development (including marketing research), network and information security, and fraud prevention.
  - Detecting security incidents, protecting against malicious, deceptive, fraudulent, or illegal activity, and prosecuting those responsible for that activity.
  - Measuring interest and engagement in our Services.
  - Short-term, transient use, such as contextual customization of ads.
  - Improving, upgrading, or enhancing our Services.
  - Developing new products and Services.
  - Ensuring internal quality control and safety.
  - Authenticating and verifying individual identities, including requests to exercise your rights under this Privacy Policy.
  - Debugging to identify and repair errors with our Services.
  - Auditing relating to interactions, transactions, and other compliance activities.
  - Sharing personal information with third parties as needed to provide the Services.
  - Enforcing our agreements and policies; and

- Carrying out activities that are required to comply with our legal obligations.
- We may use your information for other legitimate business purposes as permitted by law.

### C. Marketing and Advertising Our Products and Services

We may use personal information to tailor and provide you with content and advertisements. We may provide you with these materials as permitted by applicable law.

Some of the ways we market to you include email campaigns, text messages, custom audiences advertising, and “interest-based” or “personalized advertising,” including through cross-device tracking.

If you have any questions about our marketing practices or if you would like to opt out of the use of your personal information for marketing purposes, you may contact us at any time as set forth in Contact Us below.

### D. With Your Consent

We may use personal information for other purposes that are clearly disclosed to you at the time you provide personal information or with your consent.

### E. Other Purposes

We also use your personal information for other purposes as requested by you or as permitted by applicable law.

De-identified and Aggregated Information: We may use personal information to create de-identified and/or aggregated information, such as demographic information,



information about the device from which you access our Services, or other analyses we create.

#### 4. How We Disclose Your Personal Information

We disclose your personal information to third parties for a variety of business purposes, including to provide our Services, to protect us or others, or in the event of a major business transaction such as a merger, sale, or asset transfer, as described below.

##### A. Disclosures to Provide Our Services

- The categories of third parties with whom we may share your personal information are described below.
- **Service Providers:** We may share your personal information with our third-party service providers and vendors that assist us with the provision of our Services. This includes service providers and vendors that provide us with IT support, hosting, payment processing, customer service, HR services, and related services.
- **Business Partners:** We may share your personal information with business partners to provide you with a product or service you have requested, including for equipment warranties and services. We may also share your personal information with business partners with whom we jointly offer products or services. For example, when you inquire about or sign up for our Services through a third-party, we may share your information with those third parties for administrative purposes.
- **Affiliates:** We may share your personal information with our company affiliates, including our parent company, Deep Electric Inc. This sharing may occur for administrative purposes, IT management, or for them to provide services to you or support, promote, and supplement the Services we provide.
- **Advertising Partners:** Through our Services, we may share your personal information with third-party advertising partners. These third-party advertising partners may set technologies and other tracking tools on our Services to collect information regarding your activities and your device (e.g., your IP address, click

ID, cookie identifiers, pages visited, location, time of day). These advertising partners may use this information (and similar information collected from other services, e.g., phone number, completed revenue) for purposes of delivering personalized advertisements to you when you visit digital properties within their networks. This practice is commonly referred to as “interest-based advertising,” “cross-context behavioral advertising,” or “personalized advertising.”

- We may also share your information with third parties as appropriate and permitted by law. The privacy choices you may have about your personal information are determined by applicable law and are described in Your Privacy Choices and Rights below.

#### B. Disclosures to Protect Us or Others

- We may access, preserve, and disclose any information we store associated with you to external parties if we, in good faith, believe doing so is required or appropriate to:
  - Comply with law enforcement or national security requests and legal processes, such as a court order, subpoena, or regulatory audit.
  - Protect your, our, or others’ rights, property, or safety.
  - Enforce our policies or contracts.
  - Collect amounts owed to us.
  - Assist with an investigation or prosecution of suspected or actual illegal activity.

#### C. Disclosure in the Event of Merger, Sale, or Other Asset Transfers

If we are involved in a merger, acquisition, financing due diligence, reorganization, bankruptcy, receivership, purchase or sale of assets, or transition of service to another provider, your information may be sold or transferred as part of such a transaction, as permitted by law and/or contract.

### 5. Your Privacy Choices and Rights

- The privacy choices you may have about your personal information are determined by applicable law and are described below.
- **Email Communications:** If you receive an unwanted email from us, you can use the unsubscribe link found at the bottom of the email to opt-out of receiving future emails. Note that you will continue to receive transaction-related emails regarding products or services you have requested. We may also send you certain non-promotional communications regarding our services or updates to our Terms or this Privacy Policy, which you may not be able to opt-out of.
  - **Text Messages:** If you receive an unwanted text message from us, you may opt-out of receiving future text messages by following the instructions in the text message or by contacting us as set forth in the Contact Us section below.
  - **Mobile Devices:** We may send you push notifications through our mobile application. You may opt-out from receiving these push notifications by changing the settings on your mobile device. With your consent, we may also collect precise location-based information via our mobile application, which you may opt-out of by changing the settings on your mobile device.
  - **Phone Calls:** If you receive an unwanted phone call from us, you may opt-out of receiving future calls by following the instructions available on the call or by contacting us as set forth in the Contact Us section below.
  - **Do Not Track:** Do Not Track (“DNT”) is a privacy preference that users can set in certain web browsers. Since there is not yet an accepted standard for how to respond to DNT signals, we do not respond to or honor DNT signals or similar mechanisms transmitted by web browsers.
  - **Cookies and Personalized Advertising:** You can control cookies on our websites by using the options presented in the cookie banner that appears when you visit our websites. You may block or restrict the placement of technologies on your

device or remove them by adjusting your preferences as your browser or device permits. However, if you adjust your preferences, some features of our services may not be available. Please note that cookie-based opt-outs are not effective on mobile applications. However, you may opt-out of personalized advertisements on some mobile applications by following the instructions for Android, iOS, and other platforms.

- The online advertising industry also provides websites where you may opt-out of receiving targeted ads from data partners and other advertising partners that participate in self-regulatory programs. You can access these and learn more about targeted advertising and consumer choice and privacy by visiting the Network Advertising Initiative and the Digital Advertising Alliance.
- Please note you must separately restrict cookies in each browser and on each device.

### **Your Privacy Rights**

- In accordance with applicable law, you may have the right to:
  - Access and Portability: Confirm whether we are processing your personal information, obtain access to or a copy of your personal information, and receive an electronic copy of personal information that you have provided to us, or ask us to send that information to another company in a structured, commonly used, and machine-readable format (also known as the “right of data portability”).
  - Request Correction: Request correction of your personal information where it is inaccurate or incomplete. In some cases, we may provide self-service tools that enable you to update your personal information.
  - Request Deletion: Request deletion of your personal information.

- Request Restriction or Object: Request restriction of, or object to, or opt-out of our processing of your personal information where the processing of your personal information is based on our legitimate interest or for direct marketing purposes. This includes (i) the right to opt-out of the sharing of personal information for certain types of targeted or cross-contextual advertising, (ii) objecting to or restricting our use of your sensitive personal information for certain purposes, (iii) opting out of the processing of your personal information for purposes of profiling in furtherance of decisions that produce legal or similarly significant effects concerning you, and (iv) opting out of the sale of your personal information as the term “sell” is defined by applicable law (however, we do not “sell” your personal information as the term “sell” is traditionally understood).
- Withdraw Consent: Withdraw your consent to our processing of your personal information. Please note that your withdrawal will only take effect for future processing and will not affect the lawfulness of processing before the withdrawal.
- If you would like to exercise any of these rights, please contact us as set forth in the Contact Us section below or submit a request using the form found here. We will process such requests in accordance with applicable laws.

## 6. Security of Your Information

We take steps to ensure that your information is treated securely and in accordance with this Privacy Policy. Unfortunately, no system is 100% secure, and we cannot ensure or warrant the security of any information you provide to us. To the fullest extent permitted by applicable law, we do not accept liability for unauthorized access, use, disclosure, or loss of personal information.

By using our services or providing personal information to us, you agree that we may communicate with you electronically regarding security, privacy, and administrative issues relating to your use of our services. If we learn of a security system breach, we may attempt to notify you electronically by posting a notice on our services, by mail, or by sending an email to you.

## 7. International Data Transfers

All information processed by us may be transferred, processed, and stored anywhere in the world, including, but not limited to, the United States or other countries, which may have data protection laws that are different from the laws where you live. We endeavor to safeguard your information consistent with the requirements of applicable laws.

For more information about the safeguards we use for international transfers of your personal information, please contact us as set forth below.

## 8. Retention of Personal Information

We store the personal information we collect as described in this Privacy Policy for as long as you use our services, or as necessary to fulfill the purpose(s) for which it was collected, provide our services, resolve disputes, establish legal defenses, conduct audits, pursue legitimate business purposes, enforce our agreements, and comply with applicable laws.

We also retain personal information based on other criteria, including the sensitivity and volume of such data. Additionally, we endeavor to retain all such personal information in accordance with legal requirements.

## 9. Notice at Collection and Supplemental Notice for California Residents and Residents of Certain Other States

This Notice at Collection and Supplemental Notice is for residents of states that have adopted comprehensive privacy legislation and others that may come into effect from time to time, including, but not limited to, California, Connecticut, Colorado, Utah, and Virginia (collectively, “Applicable State Laws”).

### Categories of Personal Information Collected

The following table describes the categories of personal information Deep Electric has collected and whether Deep Electric disclosed that personal information for a business purpose (e.g., to a service provider).

Category of Personal Information	Third parties disclosed for a business purpose
----------------------------------	--

Identifiers	Service providers, Business partners, Affiliates, Other users or third parties you share or interact with, Advertising networks, Internet Service Providers, Data analytics providers, Government entities when required by applicable law
Commercial Information	Service providers, Business partners, Affiliates
Internet or other electronic network activity	Service providers, Business partners, Affiliates, Advertising Networks
Geolocation data	Service providers, Business partners
Sensory Data	Service providers
Professional or employment-related information	Affiliates
Inferences drawn from other personal information to create a profile about a consumer	Service providers, Business partners, Advertising Networks

➤ As described in the section titled Personal Information We Collect, the sources from which we collect personal information include directly from you when you interact with us, automatically from you when you use our sites and services (e.g., through cookies and other online technologies), from third parties (e.g., if you access our services through a third-party application), and through referrals from others. The business purposes for which we collect personal information are described in more detail in the section titled How We Use Your Personal Information and include:

- To provide our services to you
- For our administrative purposes
- To advertise and market our products and services to you
- To apply for jobs within the Deep Electric Group family of companies
- With your consent
- To comply with the law

[Our full Privacy Policy can be accessed here.](#)

## "Sales" of Personal Information under the California CCPA and Opting Out of Targeted Advertising

For purposes of Applicable State Laws, we do not "sell" personal information, nor do we have actual knowledge of any "sale" of personal information of minors under 18 years of age as the term "sell" is commonly understood. However, we may share information with third-party advertising partners for the purpose of promoting our services as described above, such as for cross-context behavioral advertising. To the extent that such sharing is considered a "sale" or "sharing" or disclosing for targeted advertising under California or other Applicable State Law, you may limit such sharing by:

- Following the instructions in the section titled Your Privacy Choices and Rights > Your Privacy Choices > Cookies and Personalized Advertising
- Clicking on the "Do Not Sell or Share My Information" link found [here](#)
- Contacting us as set forth in the Contact Us section below

Your Cookie Preferences: When you first visit our website, you will be presented with a banner which offers you a choice about whether to accept or decline our use of cookies and similar tracking technologies, the use of which may constitute a "sale" or "share" of personal information under applicable law and may be for targeted advertising. Please note that cookies are browser specific. Your request to opt-out of sale/sharing will be linked to your browser identifier only. If you use a different computer, mobile device, or Internet browser to access our sites, you will need to renew your cookie management choices.

- Categories of Data Shared for CrossContext Advertising and Targeted Advertising Include:
  - Online identifiers such as IP address, marketing ID, device identifiers and characteristics



- Internet or other electronic network activity, such as browsing and usage information
- Inferences about individual preferences, characteristics, and behaviors

Each of these categories may have been shared with advertising networks for the purpose of providing targeted advertising and marketing.

➤ Additional Privacy Rights for Residents of Certain States Including California

➤ In addition to the rights described in the section titled Your Privacy Rights and Choices, you may also have the following rights:

- **NonDiscrimination:** Residents of certain states have the right not to receive discriminatory treatment by us for the exercise of their rights conferred by applicable law.
- **Authorized Agent:** Only you, or someone legally authorized to act on your behalf, may make a verifiable consumer request related to your personal information. You may also make a verifiable consumer request on behalf of your minor child. To authorize an agent, provide written authorization signed by you and your designated agent and contact us as set forth in the Contact Us section below for additional instructions.
- **Verification:** To protect your privacy, we will take steps to reasonably verify your identity before fulfilling your request. These steps may involve asking you to provide sufficient information that allows us to reasonably verify you are the person about whom we collected personal information or an authorized representative, or to answer questions regarding your account and use of our services. If we cannot verify your identity or authority to make a request, we may not be able to fulfill your request.
- **Appeal:** You may have the right to appeal our decision or response to your request. To exercise your right to appeal, you can submit an appeal request using the same method used to submit your original request, including by contacting us as set forth in the Contact Us section below.

## 7. International Data Transfers

All information processed by us may be transferred, processed, and stored anywhere in the world, including, but not limited to, the United States or other countries, which may have data protection laws that are different from the laws where you live. We endeavor to safeguard your information consistent with the requirements of applicable laws.

For more information about the safeguards we use for international transfers of your personal information, please contact us as set forth below.

#### 8. Notice at Collection and Supplemental Notice for California Residents and Residents of Certain Other States

This Notice at Collection and Supplemental Notice is for residents of states that have adopted comprehensive privacy legislation and others that may come into effect from time to time, including, but not limited to, California, Connecticut, Colorado, Utah, and Virginia (collectively, "Applicable State Laws").

##### Financial Incentives

##### *Refer a Friend and Similar Incentive Programs*

Deep Electric Inc, and its subsidiaries, including Deep Electric, may offer referral programs or similar promotions that allow you to receive discounts or other benefits. For example, we may offer you discounts, promotional items, or credit in exchange for providing your personal information (such as email address and/or telephone number) or the personal information of friends or colleagues (such as their email address). The referred party may also receive rewards for signing up via your referral.

These programs, involving the collection of personal information, may be considered "financial incentive" programs. Participation is voluntary and allows us to grow our business while providing additional benefits to you. You must opt-in to any incentive program. The value of your data to us depends on how you use our Services, while the value of the referred party's data depends on their use of our Services. This value is reflected in the incentives offered.

- You may withdraw or opt-out of any program by following the instructions in the program description and terms or by contacting us as outlined in the "Contact Us" section below.

### De-Identified Information

If we create or receive de-identified information, we will not attempt to re-identify it, except to comply with applicable law.

### California Shine the Light

The California "Shine the Light" law allows California residents to request and obtain, once a year, free of charge, a list of the third parties to whom we have disclosed their personal information for direct marketing purposes in the previous calendar year, as well as the type of personal information disclosed.

### Right for Minors to Remove Posted Content

California or Florida residents under the age of 18 may request to have their posted content or information removed from publicly viewable portions of the Services by contacting us directly as described in the "Contact Us" section below.

## 9.. Children's Information

The Services are not directed to children under 18 (or other age as required by local law), and we do not knowingly collect personal information from children. If you are a parent or guardian and believe your child has provided personal information without your consent, you may contact us as described in the "Contact Us" section below. If we become aware that a child has provided personal information in violation of applicable law, we will delete such information unless we are legally obligated to retain it.

## 10.. Other Provisions

### ➤ ThirdParty Websites/Applications

The Services may contain links to other websites/applications and other websites/applications may link to our Services. These third-party services are not controlled by us. We encourage users to read the privacy policies of each website and application with which they interact. We do not endorse, screen, or approve, and are not responsible for, the privacy practices or content of such other websites or applications. Providing personal information to third-party websites or applications is at your own risk.

## 11. Contact Us

Deep Electric Incorporated is the controller of the personal information we process under this Privacy Policy. If you have any questions about our privacy practices or this Privacy Policy, or to exercise your rights as detailed in this Privacy Policy, please contact us at:

(407)-294-4300

[Help@deepelectric.com](mailto:Help@deepelectric.com)