

# Privacy Policy

EnergyX Solutions respects the privacy of visitors to the Internet sites and users of the mobile applications owned and/or operated by EnergyX Solutions, including but not limited to the [www.energyxsolutions.com](http://www.energyxsolutions.com) site and the [www.myenergyxpert.com](http://www.myenergyxpert.com) sites (collectively referred to as the “Applications”). This Privacy Policy describes what information we may collect about you, how we collect it, and how we may use that information. Please read this Privacy Policy carefully. By accessing and using the Applications, you agree that you have read and understand this Privacy Policy, and you accept and consent to the privacy practices that are described in this Privacy Policy. Also, by accessing and using the Applications, you agree that you have read and understand our Terms and Conditions of Use and you accept and consent to those terms and conditions.

As used herein, the words “user,” “you,” and “your,” mean users of the Applications and the words “we,” “our,” and “EnergyX” and “MYENERGYXPERT” means EnergyX Solutions Inc., the owner and operator of the Applications. We collect two types of information from you or about you in connection with your use of or submissions to the Applications: information you knowingly choose to disclose and information we automatically collect as you browse or make use of the Applications.

We will only use or disclose User personal information where necessary to fulfill the purposes identified. We will not use or disclose User personal information for any additional purpose unless we obtain consent to do so.

We will not sell participant, member or volunteer lists or personal information to other parties.

## **Information You Voluntarily Submit**

We collect and store any information you enter on our websites. Information is collected from visitors to the websites in the following areas:

- Registration – If you register for specific information, such as an assessment, we will generally ask you to provide contact information
- Orders – Some areas of the Applications may allow you to order products or services. In connection with these transactions, we collect data necessary to complete the transaction and that is furnished by you. This may include your contact information, email address, telephone number, credit card number, and information about your home or business.
- Surveys – At times, you may be asked to voluntarily complete survey questions that appear on the Applications.

## **Information Collected and Stored Automatically**

When you browse or use our Applications, you and your web browser or device may also transmit information that we automatically collect. We log the web pages you visit, the time of your visit, and other click-stream data. This information may be combined with information you have provided. The only other type of information automatically provided to us is the type of operating system, and browser you are using. This information is provided by your browser.

## **How We Use the Information We Collect**

We use the information you submit to us to communicate with you if and when necessary in connection with your use of our Applications, to respond to your questions, or to send you material and information you request. We may use the information to:

- Personalize your user experience.
- Consider your suggestions.
- Respond directly to you for clarification.
- Try to answer your questions if you ask them.
- Provide you with email messages and other information regarding upcoming events, new services and general information about our products and services, if you have opted in for that.

We may use any information we collect to analyze statistical trends, use patterns and demographic data (for example, where our visitors come from and what general demographic characteristics they have), to improve our Applications to better serve our customers, and to develop new products and services.

## **With Whom Your Information May Be Shared**

In the course of conducting our business, we may share user information with our affiliates and contractors, to the extent necessary to accomplish the purpose for which the information was submitted. For example, some of our services or promotions are offered through affiliation relationships with other entities, and we may share user information with such affiliated parties to assist them in providing such services or promotions.

## **Linked Sites**

Should you happen to initiate a transaction on a website that our Applications link to or a service provider we work with, the information that you submit to complete that transaction becomes subject to the privacy practices of the operator of that linked site or service provider. You should read that site's or service provider's privacy policies to understand how information collected about you is used and protected. EnergyX Solutions assumes no responsibility for the information practices of sites or service providers you are able to access through the Applications.

## **Cookies**

When you view the website, we may store some information on your computer. This information will be in the form of a "cookie" or similar file and will help us in many ways. Cookies are small text files placed on your computer's hard drive, so that we can recognize you the next time you visit the website. For example, cookies are used to allow us to track your movements when you visit the website to help us determine what type of information to present to you and to tailor the web site to better match your interests and preferences.

The use of cookies is an industry standard employed by most websites. With most Internet browsers, you can erase cookies from your computer's hard drive, block all cookies, or receive a warning before a cookie is stored. Please refer to your browser instructions or <Help> screen to learn more about these functions.

## **Retaining Personal Information**

Personal information provided to EnergyX will be kept no longer than is necessary to retain the information for legal or business purposes.

## **Accuracy of Information**

We will make reasonable efforts to ensure that User personal information is accurate and complete where it may be used to make a decision about the User or disclosed to another organization, if consented.

## **Access & Correction**

Users may access their personal information, subject to the exceptions listed in PIPEDA, or request a correction of their personal information.

EnergyX relies on its Users to inform us of any changes to their personal information. A request to correct personal information can be made in writing via post or email, and provide sufficient detail to identify the personal information and the correction being sought.

In the case where a change in personal information is requested, the User should refer their request to their existing contact with EnergyX, or:

Email: [info@energysolutions.com](mailto:info@energysolutions.com)

Post: 2345Yonge St. Suite 700, Toronto, ON, M4P 2E5

## **Security**

We are committed to ensuring the security of User personal information in order to protect it from unauthorized access, collection, use, disclosure, copying, modification or disposal, or similar risks.

EnergyX has physical and technological security safeguards and procedures in place to protect Users' personal information from unauthorized access. EnergyX audits its procedures and security measures regularly to ensure that they are appropriate and that all personal information is protected. We will continually review and update our security policies and controls as technology changes to ensure ongoing personal information security.

We will use appropriate security measures when destroying all personal information collected such as shredding documents and/or deleting electronically stored information.

## **Questions or Comments**

Questions or comments regarding this policy may be directed to:

Email: [info@energysolutions.com](mailto:info@energysolutions.com)

Post: 2345Yonge St. Suite 700, Toronto, ON, M4P 2E5

If you are not satisfied that we have adequately respected your privacy or have in inquiry about it, you may wish to contact the Office of the Privacy Commissioner by calling 416-326-3333 or via the Internet at [www.ipc.on.ca](http://www.ipc.on.ca)