

## RU Solar Privacy Policy

### Our Commitment To Privacy

This privacy policy was last updated on March 20, 2024. Please read carefully.

Thank you for visiting [www.myrusolar.com](http://www.myrusolar.com) (the "Site"). Our Privacy Policy has been developed as an extension of our commitment to combine quality products and services with integrity in dealing with users. Your privacy is very important to us at R U Solar LLC ("RU Solar"), and we are committed to protecting and safeguarding your privacy. It is our policy to keep your personal information confidential. To make this notice easy to find, we make it available on our homepages and at every point where personally identifiable information may be requested. Please take a moment to read the following Policy to learn how we handle your personal information.

This Privacy Statement is to inform you about the types of information we might collect about you when you visit our Site, how we may use that information, whether we disclose it to anyone, and the choices you have regarding our use of, and your ability to correct, that information.

RU Solar does not collect Personally Identifiable Information about individuals who visit our site except when the information is specifically provided on a voluntary basis.

### Who We Are

1. R U Solar LLC  
7700 Windrose, Suite G300  
Plano, Texas 75024

You can contact us by submitting a ticket from your RU Solar website or emailing [support@revitalu.com](mailto:support@revitalu.com), or in writing to the above address.

### Privacy Policy Limited to This Website.

This Privacy Policy only applies to visitors to this website. RU Solar grants independent contractors selling rights to its products and services (hereinafter referred to as Brand Partners). Brand Partners are not employed by RU Solar. Therefore, RU Solar does not control, and is not responsible or liable for the collection, use or disclosure of Personal Information by Brand Partners, including for their marketing purposes. If you provide information to a Brand Partner through the Site, RU Solar will have access to it and shall treat it in accordance with this Privacy Statement. Brand Partners may provide RU Solar with information regarding their customers, in which case RU Solar will treat such information, once in its possession, in accordance with this Statement. If you are the customer of a Brand Partner, you should check with your Brand Partner directly to learn about his or her data privacy practices.

## **Information We Collect From You**

We will collect and process the following data about you:

### **Information you give us.**

#### **1. Personally Identifiable Information**

This refers to information that lets us know specifically about you i.e. profile information.

##### *A. Registration*

When you register to become an authorized reseller of our products or services, we will collect Personally Identifiable Information (first and last name, mailing address, telephone number, email address, credit card information, banking information, and biographical information (including, but not limited to, date of birth, and social security number). If you do not provide us with the requested information, in some cases, we will not be able to provide you the service you have requested. This Personally Identifiable Information is securely stored and may be accessed on our website. You are assigned an identification number and select your own password – both are needed to enter the Site and to access your Contact Information. Please safeguard your password in a secure location as we are not responsible for breaches into the system when access is willingly provided.

##### *B. Ordering*

When you place an order for products or services, we collect Personally Identifiable Information (such as name, contact and billing information, credit card, and other transactional information). We use this information to deliver your order, process payment, and to communicate the status of your order.

##### *C. Credit Card Storage*

Credit card information collected at registration or for product orders is used only to process payment for the transaction and, generally, is not retained on our Site. However, you may voluntarily elect to securely store multiple credit cards to be used for product orders.

##### *D. Surveys and Promotions*

Occasionally, you may voluntarily provide Personally Identifiable Information to complete surveys and questionnaires or to participate in user polls. We use this information to improve our products and services and to ensure that we're providing accurate disclosures. We may also use your Personally Identifiable Information to provide you newsletters and other marketing information that coincide with your preferences. You may customize your marketing preferences, or let us know if you do not wish to receive any promotional materials, by adjusting your Subscriptions & Email options on the Site.

In addition, you may voluntarily provide Personal Information (such as name, address, email address, and telephone number) to be forwarded to a RU Solar Brand Partner for the purpose of contacting you with details regarding the RU Solar opportunity, including contact by email. In this case, we will keep a record of the contact, including the Personal Information, in your RU Solar file. We use this information to provide better service in the event that you contact us again.

#### *E. Text Message Campaigns*

If you so elect, you may provide your mobile phone number to RU Solar. By submitting your mobile phone number, you consent to receive text message alerts from RU Solar containing product and event information, product tips or promotions that may be sent using automated dialing systems (“Text Messages”). Your consent to receive Text Messages is not otherwise required to purchase any goods or services from us. You may not consent to receive Text Messages on behalf of someone else or provide someone else’s phone number. You agree to enter into, sign and receive your consent to receive Text Messages electronically.

Text Messages are distributed via third party mobile network providers and, therefore, we cannot control certain factors relating to message delivery or guarantee availability or performance of this service, including liability for transmission delays or message failures. To receive help with Text Messages, you can either call 833-467-3848 or email [support@revitalu.com](mailto:support@revitalu.com).

You may unsubscribe from receiving RU Solar Text Messages any time by texting the word “STOP” to the phone number you are receiving text messages from your device. You may also choose not to receive Text Messages by emailing [support@revitalu.com](mailto:support@revitalu.com) and specifying that this is your preference.

#### **Other Information We May Collect About You.**

If you visit our site to read or download information, we collect and store only the following information:

1. The name of the domain from which you access the Internet, technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, search terms that you enter on our Site, time zone setting, browser plug-in types and versions, operating system and platform;
2. Information about your visit, including the full Uniform Resource Locators (URL), clickstream to, through and from our site (including date and time), products you viewed or searched for page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), methods used to browse away from the page, and any phone number used to call our customer service number. We use this information to measure the number of visitors to the different

sections of our site, for analyzing trends, administering the Site, improving the function and content of the Site, enforcing our Terms and to help us make our site more useful to visitors.

### **Collection of Personal Information from or Through Social Media Sites.**

When you interact with any RU Solar website, page or account on a social media platform, such as Facebook, Google, or Twitter we may collect the personal information that you make available to us on that page or account including your account ID or “handle.” However, we will comply with the privacy policies of the corresponding social media platform and we will only collect and store such personal information that we are permitted to collect by these social media platforms. If you choose to link or login to your RU Solar account with or through a social networking service, RU Solar and that service may share certain information about you and your activities. We may also may share information about your activities, including what you view on the Sites, with that social network’s users.

### **RU Solar Brand Partners.**

#### **Passive Information Collected**

What is a Cookie? Cookies are a feature of web browser software that allows web servers to recognize the computer used to access a site. They are small pieces of data stored by a user’s browser to simplify subsequent interactions with the site. This makes it easier for a user to move from site to site and to complete transactions over the Internet. Cookies should make your online experience easier and more personalized. Our site utilizes cookies to collect information about how our site is used. Passive Information gathered may include the date and time of visits, the site pages viewed, time spent at our site, the sites visited just before and just after visiting our site. If you do not wish to transmit “cookie” information about yourself, you may turn off the cookie function in your web browser. Our site’s servers also automatically identify your computer by its Internet Protocol address, which is a unique string of numbers that are assigned to your computer by your Internet Service Provider. The IP address may be used to address problems with our server or to gather broad demographic information about our users. We passively collect your IP Address.

#### **Use of Information**

Personal Information will not be sold or otherwise transferred to unaffiliated third parties without the approval of the website user at the time of collection or prior to transfer. The user will have the opportunity to indicate whether he or she would like to "opt out" of receiving promotional and/or marketing information about other products, services and offerings from RU Solar and/or any third parties. Further, notwithstanding any "opt out" of promotional information by the user, RU Solar reserves the right to contact a customer or Brand Partner

regarding account status, changes to the Brand Partner Agreement and other matters relevant to the underlying service and/or the information collected.

**Information you give to us.** We will use this information:

1. We use the information that is collected about you for a variety of purposes, such as vendors that perform functions on our behalf, confirming and fulfilling orders for you, referrals to service partners, adding you to our e-mail subscription list, providing your name to a RU Solar Brand Partner in connection with potential interest in RU Solar products or the business opportunity.
2. We use the information to provide you with information about other goods and services we offer that are similar to those that you have already purchased or enquired about.
3. We use the information to allow you to use, communicate and interact with others on our Site; and to allow you to participate in sweepstakes, contests and similar promotions and to administer these activities (Some of these activities have additional rules, which could contain additional information about how we use and disclose your Personal Information, so we suggest that you read these rules carefully).
4. From time to time you may voluntarily provide Personal Information to complete questionnaires or to participate in contests, polls or personalized assessments. We use this information to improve our products and services. We may also use your Personal Information to provide you newsletters and other marketing information we think would be of particular interest to you concerning things such as new products or website features. But you always have the opportunity to let us know if you do not wish to receive unsolicited promotional materials from us, and we will make every reasonable effort to honor such requests.

**Information we collect about you.** We will use this information:

1. To administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes, and to improve our site;
2. We also use the information in analyzing trends and statistics, enhancing the operation of the website to ensure that content from our site is presented in the most effective manner for you and for your computer.
3. To allow you to participate in interactive features of our service, when you choose to do so, and as part of our efforts to keep our site safe and secure;
4. To address your comments or inquiries.

**Disclosure of Your Information**

You agree that we have the right to share your personal information with:

1. Other RU Solar affiliated entities and/or trusted business partners with whom we collaborate.
2. Third party vendors we do not control, to perform functions on our behalf. Examples may include delivering packages, fulfilling orders, e-mail administrative functions, processing credit card payments, and providing customer service. These vendors will be bound by contract to use confidential data only for those purposes for which they are hired.
3. Your mentoring sales organization acts as a support network, providing advice, assistance and information to assist you in building and maintaining a successful RU Solar business. Therefore, RU Solar will share Personal Information including, but not limited to, name, address, identification number, telephone number, email address, fax number, level or rank, volume and sales statistics with your upline sales organization. They have agreed that such information is disclosed for the sole purpose of supporting the Brand Partners to further develop their RU Solar businesses, that the information is confidential, and have agreed to not to share your information with any non-affiliated third parties, and they are obligated to observe the intent of this Privacy Policy.
4. RU Solar may disclose Personal Information to a third party in the event that RU Solar sells all or part of its assets to such third party or merges with or is acquired by the third party.
5. Companies acting on our behalf, including companies that perform support services for us, such as data processors, technical systems consultants and programmers or companies that provide services and products to our Brand Partners

We will disclose your personal information to third parties:

If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our Terms of Use or Policies and Procedures and other agreements; or to bring legal action or otherwise protect the rights or property or safety of RU Solar, our customers, or others. This includes exchanging information with other companies and organizations for the purposes of fraud protection and credit risk reduction. We may also disclose information about you if we believe that disclosure is necessary for the public interest.

Except as stated above or when necessary to share your information with RU Solar Brand Partners or business partners for the purposes of performing services for RU Solar, your personal information (name, address, telephone number, e-mail address or other information) will not be provided to any third party without your prior consent. We have restricted our Brand Partners and business partners from using your personal information in any way other than to provide

the services contracted for by RU Solar.

### **Where We Store Your Personal Data**

If you are visiting the Website from outside the United States and provide RU Solar with personal information, please note that your personal information will be transferred, stored and processed within the United States. The data that we collect from you will be transferred to and stored at on Amazon Web Services (AWS ) outside the European Economic Area ("EEA"). It will also be processed by staff operating outside the EEA who work for us or for one of our suppliers. This includes staff engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy. **By doing business or interacting with RU Solar, you are consenting to the transfer of your personal information to facilities located in the United States and other facility locations selected by RU Solar and to the application of United States law regarding the collection, transfer and maintenance of your personal information.**

### **Cookies and Other Technologies**

Like many websites, the RU Solar website uses "cookie" technology. A "cookie" is a small data file transferred to your computer's hard drive that allows a website to respond to you as an individual, gathering and remembering information about your preferences. When you first connect to our site, the cookie identifies your browser with a unique, random number. The cookies we use do not reveal any personal information about you, except perhaps your first name so we can welcome you on your next visit. Cookies help us understand which parts of our websites are the most popular, where our visitors are going, and how long they spend there. We use cookies to study traffic patterns on our site so we can make the site even better. If you do not wish to transmit "cookie" information about yourself, you may turn off the cookie function in your web browser. For more information about RU Solar and "cookies," please refer to our Cookie Policy at the end of this Privacy Policy.

1. We use the following cookies : essential cookies, Analytical/performance cookies, Functionality cookies and; Strictly necessary cookies. These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into secure areas of our website, use a shopping cart or make use of e-billing services.
2. Analytical/performance cookies. They allow us to recognize and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.
3. Functionality cookies. These are used to recognize you when you return to our website. This enables us to personalize our content for you, greet you by name and remember your preferences (for example, your choice of language or region).
4. Targeting cookies. These cookies record your visit to our website, the pages you have visited and the links you have followed. We will use this information to make our website and the advertising displayed on it more relevant to your interests. We may also share this information with third parties

for this purpose.

5. Please note that third parties (including, for example, advertising networks and providers of external services like web traffic analysis services) may also use cookies, over which we have no control. These cookies are likely to be analytical/performance cookies or targeting cookies.
6. You may block cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our site.
7. You can also find information about disabling cookies at [allaboutcookies.org](http://allaboutcookies.org).
8. Except for essential cookies, all cookies will expire after 48 hours.

Local Storage Objects: We and our third-party service providers may use Flash Local Storage Objects (“Flash LSOs”) in certain situations including to recognize you and remember what is in your shopping cart. Flash LSOs are different from browser cookies because of the amount and type of data stored. In addition, you generally cannot control, delete or disable the acceptance of Flash LSOs from your browser. For more information on Flash LSOs, and to learn how to control them, click on the support Page for the Flash Player and choose Global Storage Settings Panel and follow the instructions. To see the Flash LSOs on your computer now, go to the Website Storage Settings Panel and follow the instructions to review and, if you choose, to delete any specific Flash LSO.

Pixel tags and other technologies: Clear GIFs are tiny graphics with a unique identifier, similar in function to cookies. However, in contrast to cookies, which are stored on your computer’s hard drive, clear GIFs are embedded invisibly on website pages. We may use clear GIFs (also known as web beacons, web bugs or pixel tags) in connection with the Site to, among other things, track the activities of our Site visitors and compile statistics about Site usage and response rates. We and our third-party service providers also may use clear GIFs in HTML-formatted e-mail messages to help us track e-mail response rates, measure the success of our marketing campaigns, and identify when our e-mails are viewed or forwarded.

Site Analytics: RU Solar may work with third-party service providers who use the technologies described in this section to conduct website analytics to help us track and understand how visitors use our Site.

Widgets, Applications and similar technologies. If you choose to utilize technology provided by us (such as a widget), any Personal Information or other information you make available through such technology may become available publicly, for example, through social media and other websites and platforms on which you may make the applicable technology available. In addition, some technology may have the capability to be distributed “virally” in other locations (for example, a friend or a customer of yours may post the widget that contains your information to his or her blog). RU Solar is not responsible or liable for the collection, use or disclosure of Personal Information and/or other information that is made publicly available.



## Google Analytics.

We also may use Google services, including Google Analytics and Google AdWords which uses cookies and other, similar technologies to collect information about Site use anonymously and reports website trends, without identifying individual visitors. You can learn about Google's practices by going to [www.google.com/policies/privacy/partners/](http://www.google.com/policies/privacy/partners/), and opt out of them by downloading the Google Analytics opt-out browser add-on, available at <https://tools.google.com/dlpage/gaoptout>.

## App Permissions:

**To work properly, the app needs access to these system features:**

- **Access to Storage**

This may include any information you share with us, for example: photos you upload, media and files on your device

- **Access to Contacts**

This may include contact list information of device, when you place an order for products or services, we use this information to deliver your order, process payment, and to communicate the status of your order. This information also be used for the purpose of contacting you with details regarding the RU Solar opportunity.

- **Access to Phone Calls**

This information used to call our customer service number.

## How we protect your personal data

It is our intent to protect against the loss, misuse or alteration of information that we have collected from you. However, no data transmission over the Internet can be guaranteed to be 100% secure and while we strive to protect your personal information, we cannot guarantee or warrant complete security. We use a variety of current technologies and processes for protection of data.

We seek to protect your information from unauthorized access by taking the following steps: (i) Firewall protection - our site's systems are protected 24 hours a day by a powerful firewall that blocks unauthorized entry. In order to gain access to authorized information, the web browser you are using must know the proper protocol, or language; (ii) Encryption – from the moment information leaves your computer to the time it enters our systems, all online access is encrypted. We employ some of the strongest forms of encryption commercially available for use on the internet today. Any payment transactions will be encrypted using SSL technology; (iii) Password Protection – your site account is password protected; (iv) Log-off Protection – our system will automatically log you off from our site after 30 minutes of inactivity. This reduces the risk of others accessing your information from your unattended computer; (v). Limited

Employee Access – We limit employee access to customer information to those who have a business reason to know this information. We also limit the information we provide to outside companies with whom we contract to only what they need to carry out their responsibilities.

Every user that has an account on the website is responsible for (i) keeping his or her account password confidential and secured, (ii) avoiding unauthorized access to his or her computer; and (iii) keeping the e-mail address associated with that account current (you acknowledge that it is important to keep the e-mail address associated with that account current because although you may be able to log into your RU Solar account using an old e-mail address, you will not receive messages from RU Solar about your orders and inquiries or other matters).

You shall be responsible for protecting the confidentiality of your password(s). You acknowledge that, although the Internet is often a secure environment, sometimes there are interruptions in service or events that are beyond our control, and RU Solar shall not be responsible for any data lost while transmitting or receiving information on the Internet.

## **Retention**

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

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorized use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

## **Your rights under RU Solar’s Privacy Policy.**

You have the right to review, add to, and/or update the information you have provided to us, or you can choose to close your account at any time, in each case by contacting us by submitting a ticket through your RU Solar website, or by email at [support@revitalu.com](mailto:support@revitalu.com). Where we have obtained your consent for the processing of your personal data, you have the right to **withdraw your consent** at any time. If you decide to close your account, we will deactivate it, and delete your profile information and your reviews from view. We will send you an email to confirm your request. Remember that once your account is closed, you will no longer be able to login or access your personal information. You can however, open a new account by reregistering at any time.

We offer customers and Brand Partners the option to save information related to method and choice of payment on our website. If you save such payment details on RU Solar.com, you will be able to add, delete, or modify that information at any time in your account settings.

In accordance with applicable law, you may also have the right of access, the right of rectification, the right to erasure, the right to restriction of processing, the right to data

portability and the right to object. Please find below more details and information on how and when you may be able to exercise your rights. Where such rights exist, we will respond to your request within three weeks, month, but have the right to extend this period with five weeks.

In accordance with applicable law, you may have the following rights with regard to your personal data:

1. The to request access to your personal data. This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
2. The right to request to correct your data if it is inaccurate. You may also supplement any incomplete data we have, taking into account the purposes of the processing.
3. The right to request deletion of your personal data if: your personal data is no longer necessary for the purposes for which we collected or processed them; or you withdraw your consent if the processing of your personal data is based on consent and no other legal ground exists; or you object to the processing of your personal data and we do not have an overriding legitimate ground for processing; or your personal data is unlawfully processed; or your personal data has to be deleted for compliance with a legal obligation.
4. The right to object to the processing of your personal data. We will comply with your request, unless we have a compelling overriding legitimate interest for processing or we need to continue processing your personal data to establish, exercise or defend a legal claim.
5. The right to restrict the processing of personal data, if:
  - (i) the accuracy of your personal data is contested by you, for the period in which we have to verify the accuracy of the personal data; or
  - (ii) the processing is unlawful and you oppose the deletion of your personal data and requests restriction; or
  - (iii) we no longer need your personal data for the purposes of processing, but your personal data is required by you for legal claims; or
  - (iv) you have objected to the processing, for the period in which we have to verify overriding legitimate grounds.

You can exercise your rights by submitting a ticket from your RU Solar website or filing a request by e-mail to [support@revitalu.com](mailto:support@revitalu.com). You will not have to pay a fee to access your personal data (or to exercise any of the other rights). We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further

information in relation to your request to speed up our response.

### **Third Party Websites**

The Site may provide hyperlinks, which are highlighted words or pictures within a hypertext document that, when clicked, take you to another place within the document, to another document altogether, or to other web sites not controlled by RU Solar. These hyperlinked web sites may contain privacy provisions that are different from those provided herein. RU Solar is not responsible for the collection, use, or disclosure of information collected through these web sites or links, and we expressly disclaim any and all liability related to such collection, use, or disclosure.

### **Social Network and Interactive Tools**

Certain features on our Site may give you an opportunity to interact with us and others. These may include online forums, blogs, message boards, messaging functionality, chat functionality, and creating community profiles. When you use these features, you should be aware that any information you submit, including your name, location and e-mail address, may be publicly available to others. We are not responsible for any information you choose to submit through these interactive features and we strongly discourage you from disclosing any sensitive Personal Information (such as health or credit card information) through these features. If you use these features, your Personal Information may remain on the Site even after you cease use of the Site. To request removal of your personal information from these forums, please submit a ticket through your RU Solar website email us at [support@revitalu.com](mailto:support@revitalu.com). In some cases, we may not be able to remove your personal information.

### **Protection of Children's Privacy**

The Site is a general audience web site that is not specifically designed or targeted at children. If you are under 18, you may use the Site only with involvement of a parent or guardian. We abide by the requirements of the Children's Online Privacy Protection Act (COPPA) and other relevant laws. We do not knowingly collect, use or disseminate any personally identifiable information from children under the age of 13. If, however, we become aware that personally identifiable information regarding a child under the age of 13 has been collected at the Site, we will delete such information from our records.

You may learn more about protecting children's privacy online by visiting: UK: <http://ceop.police.uk/> USA: <http://www.ftc.gov/bcp/edu/pubs/consumer/tech/tec08.shtm>.

### **Special note for residents of California.**

#### **Your California Privacy Rights.**

#### **CALIFORNIA CONSUMER PRIVACY ACT (CCPA)**

The CCPA is a data privacy law which applies to certain businesses that collect personal

information from California residents, which is effective as of January 1, 2020. In October 2019, the California Attorney General published draft regulations to provide further guidance on CCPA which are expected to be finalized in 2020. The information and product updates provided here are subject to change based on updated regulations from the California Attorney General. This section supplements the information contained above and applies solely to all visitors, users, customers, Brand Partners and others who reside in the State of California. We include this section to comply with the CCPA, and any terms defined in the CCPA have the same meaning when used in this section. The CCPA provides consumers who are California residents with specific rights regarding their personal information. This section describes your CCPA rights and explains how to exercise those rights.

### **Access to Specific Information and Data Portability Rights.**

You have the right to request that we disclose certain information to you about our collection and use of your personal data over the past 12 months. Once we receive and confirm your verifiable consumer request (see Exercising Access, Data Portability, and Deletion Rights), we will disclose to you:

- The categories of personal information we collected about you.
- The categories of sources for the personal information we collected about you.
- Our business or commercial purpose for collecting or selling that personal information.
- The categories of third parties with whom we share that personal information.
- The specific pieces of personal information we collected about you (also called a data portability request).
- If we sold or disclosed your personal information for a business purpose, two separate lists disclosing:
  - sales, identifying the personal information categories that each category of recipient purchased; and
  - disclosures for a business purpose, identifying the personal information categories that each category of recipient obtained.

### **Deletion Request Rights.**

You have the right to request that we delete any of your personal information that we collected from you and retained, subject to certain exceptions. Once we receive and confirm your verifiable consumer request (see Exercising Access, Data Portability, and Deletion Rights), we will delete (and direct our service providers to delete) your personal information from our records, unless an exception applies.

We may deny your deletion request if retaining the information is necessary for us or our service provider(s) to:

- Complete the transaction for which we collected the personal information, provide a good or service that you requested, take actions reasonably anticipated within the

context of our ongoing business relationship with you, fulfill the terms of a written warranty or product recall conducted in accordance with federal law, or otherwise perform our contract with you.

- Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity, or prosecute those responsible for such activities.
- Exercise free speech, ensure the right of another consumer to exercise their free speech rights, or exercise another right provided for by law.
- Comply with the California Electronic Communications Privacy Act (Cal. Penal Code § 1546 et. seq.).
- Enable solely internal uses that are reasonably aligned with consumer expectations based on your relationship with us.
- Comply with a legal obligation.
- Make other internal and lawful uses of that information that are compatible with the context in which you provided it.

### **Exercising Access, Data Portability, and Deletion Rights.**

To exercise the access, data portability, and deletion rights described above, please submit a verifiable consumer request to us by either:

- Submitting a ticket through your RU Solar website.
- Contacting us at [support@revitalu.com](mailto:support@revitalu.com).

Only you, or someone legally authorized to act on your behalf, may make a verifiable consumer request related to your personal information. You may only make a verifiable consumer request for access or data portability twice within a 12-month period.

The verifiable consumer request must:

- Provide sufficient information that allows us to reasonably verify you are the person about whom we collected personal information or an authorized representative; and,
- Describe your request with sufficient detail that allows us to properly understand, evaluate, and respond to it.

We cannot respond to your request or provide you with personal information if we cannot verify your identity or authority to make the request and confirm the personal information relates to you.

For instructions on exercising sale opt-out rights, see Personal Information Sales Opt-Out and Opt-In Rights.

### **Response Timing and Format.**

We endeavor to respond to a verifiable consumer request within forty-five (45) days of its

receipt. If we require more time, we will inform you of the reason and extension period in writing. If you have an account with us, we will deliver our written response to that account. If you do not have an account with us, we will deliver our written response by mail or electronically, at your option.

Any disclosures we provide will only cover the 12-month period preceding the verifiable consumer request's receipt. The response we provide will also explain the reasons we cannot comply with a request, if applicable. For data portability requests, we will select a format to provide your personal information that is readily useable and should allow you to transmit the information from one entity to another entity without hindrance.

We do not charge a fee to process or respond to your verifiable consumer request unless it is excessive, repetitive, or manifestly unfounded. If we determine that the request warrants a fee, we will tell you why we made that decision and provide you with a cost estimate before completing your request.

#### **Request restriction of processing of your personal data.**

**Personal Information Sales Opt-Out and Opt-In Rights.** We do not sell personal data to any third party.

**Non-Discrimination.** We will not discriminate against you for exercising any of your CCPA rights. Unless permitted by the CCPA, we will not:

- Deny you goods or services.
- Charge you different prices or rates for goods or services, including through granting discounts or other benefits, or imposing penalties.
- Provide you a different level or quality of goods or services.
- Suggest that you may receive a different price or rate for goods or services or a different level or quality of goods or services.

The California Consumer Privacy Act (CCPA) sets forth certain obligations for businesses that “sell” personal information. Based on the definition of “sell” under the CCPA and under current regulatory guidance, we do not believe we engage in such activity and have not engaged in such activity in the past twelve (12) months.

#### **Shine the Light**

Residents of the State of California also have the right to request from companies conducting business in California a list of all third parties, if any, to which the company has disclosed personal information during the preceding year for direct marketing purposes (e.g., requests made in 2016 will receive information about 2015 sharing activities). Under California Civil Code § 1798.83, we are required to disclose to consumers the following information upon written request: (1) the categories of personal information that we have disclosed to third parties within the prior year, if that information was subsequently used for marketing purposes; and (2) the names and addresses of all such third parties to whom such the personal information was

disclosed. We hereby disclose that we have not disclosed any such personal information to a third party for direct marketing purposes regarding any California resident during the one-year period prior to the effective date of this Privacy and Information Security Policy. California residents seeking additional information on this requirement or our privacy practices in general may submit a ticket through their RU Solar website or send us an email at [support@revitalu.com](mailto:support@revitalu.com) with the headline "PRIVACY REQUEST" in the message line. They may also send paper mail to RU Solar, 7700 Windrose, Suite G300, Plano, Texas 75024. Please write "Attention: PRIVACY" in the address.

### **Supplemental Privacy Notice for Nevada Residents**

Under Nevada law, Nevada consumers may opt out of the sale of "personally identifiable information" for monetary consideration to a person for that person to license or sell such information to additional persons. "Personally identifiable information" includes first and last name, address, email address, phone number, Social Security Number, or an identifier that allows a specific person to be contacted either physically or online. RU Solar states that it does not engage in such activity.

### **How to Access or Correct Your Information**

If you have any questions or complaints about the processing of your personal data by us, please submit a ticket through your RU Solar website or send us an email at [support@revitalu.com](mailto:support@revitalu.com). If you identify any inaccuracy in your personal information, or you need to make a change or would like to verify such information, please contact us so that we may update our records or you may go online to RU Solar's web site and update your own information where possible. RU Solar contact information is also set forth below. We will use commercially reasonable efforts to accommodate all such requests.

### **Modifications to Policy**

We know that our business will continue to evolve, and, as such, from time to time this Privacy Policy may be reviewed and revised. The foregoing policies are effective as of the date written above. RU Solar reserves the right to change this policy at any time and will notify users of the existence of a new Privacy Policy via e-mail or by posting the latest version on our Site. We will notify our customers and Brand Partners of material changes to this Privacy Policy by either sending a notice to an email address you provided to us or by placing a notice on our website. Any changes to this Policy will be effective immediately upon notice. Use of the Site after notice of changes will be deemed acceptance of such changes. Be sure to review this Privacy Policy periodically to ensure that you are familiar with the most current version. This statement and the policies outlined here are not intended to and do not create any contractual or other legal rights in or on behalf of any party.

### **How to Contact Us**



If you have any concerns about our use of your information or about this Privacy Policy, please submit a ticket through your RU Solar website, send an email to [support@revitalu.com](mailto:support@revitalu.com), send mail to R U Solar LLC, 7700 Windrose, Suite G300, Plano, TX 75024 or call our Customer Service at 833-467-3848. We will make every reasonable effort to address your concerns and remedy any problems you bring to our attention.