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greenNet Registry LLC Privacy Policy

Updated April 1, 2017

greenNet Registry LLC maintains a firm commitment to privacy and data protection. We operate this site with approval of the California Energy Commission HERS 2016 guidelines. Our Registry and Database provide ongoing access to Energy Commission staff, to train and certify HERS Raters, conduct Quality Assurance on HERS Raters' work, and report annually to the Energy Commission certain data as required by HERS Regulations. As an authorized HERS Provider by the California Energy Commission, we provide online payment services during the course of business with your consent. This Privacy Statement details greenNet Registry LLC policies with respect to the handling of personally identifiable information ("Personal Information") submitted to or otherwise collected via our website, online portal, mobile application(s), and/or in the course of providing payment processing, payment security and fraud management solutions and services (collectively the "Services"). greenNet Registry LLC will use and disclose Personal Information in accordance with the terms of this Privacy Statement.

Personal Information we collect: Personal Information is information which can be used to identify an individual. We collect Personal Information any time the Services are used. Personal Information collected includes information provided to us directly by individuals and that is provided to us by or for merchants or financial institutions. The collection of Personal Information described herein is necessary for use of the Services. This information includes but is not limited to: Consumer Name, Contact information (such as email address, phone number, and mailing address), Permit, order details, and payment information, IP address and information about the device used to access the Services, type and amount per session of Services used, Merchant and merchant account information, including account information. Information provided to us through means such as social media or when you contact us through our website with your permission. We may also collect or compile other information such as demographic information which does not personally identify you.

How we use Personal Information

Usage and disclosure of Personal Information varies based on a party's relationship with greenNet Registry LLC and we primarily use this information to provide Services and related features such as: Facilitate the processing of payment transactions, respond to requests and inquiries, provide support services, send administrative information or offers, facilitate social sharing functionality, analyze and monitor usage and to make improvements, to prevent fraud



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and enforce our policies, personalize our services, communicate about other greenNet Registry LLC offerings. We may contact you to participate in a survey or questionnaire, communicate company news, conduct data analysis and research, audits, develop new products, identify usage trends, determining the effectiveness of our services, and site operations. We will only share Personal Information as described in this policy. Specifically, we may share Personal Information as necessary to perform the Services and to complete payment, permit and other Registry and Database transactions with companies or entities who help us to operate our business by providing services such as website hosting, fraud screening, data analysis, information technology and related infrastructure services, customer service, email delivery, auditing and other similar services. With third parties where consent has been given such as the CEC, TPQPC or authorized Training providers, or to comply with legal obligations such as responding to subpoenas, or other requests from public and government agencies, including legal obligations to protect our rights, operations or property, or that of our users, to investigate, prevent, or take action regarding potential or suspected illegal activities, fraud, threats to the personal safety of any person, or violations of terms and conditions of other companies that control, are controlled by, or are under common control with greenNet Registry LLC that support the provision of Transaction Services or relationship with an authorized party.

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Accessing or Editing Personal Information

greenNet Registry LLC may be contacted via email at registry@greennet.com to request access, updates, or corrections to the Personal Information collected. Please note, that consistent with local law, greenNet Registry LLC may retain Personal Information for auditing purposes, to troubleshoot problems, assist with investigations, enforce our policies or comply with legal requirements. Please note that we are not responsible for review, updating or deleting Personal



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Use of the Services by minors

This site and Services are not authorized for use by minors and greenNet Registry will not be liable for Personal Information provided by minors.

Third Parties and Linked services

greenNet Registry LLC is not responsible for the collection, usage and disclosure policies and practices (including the data security practices) of other organizations, including any Personal Information disclosed to other organizations through or in connection with our Services.

Personal Information may be processed and stored by greenNet Registry LLC or its affiliates, service providers or authorized agents. By providing Personal Information directly, you consent to the transfer, storage and use as described herein.

Changes to this Privacy Policy

greenNet Registry LLC may change this privacy policy at any time by posting an updated privacy policy.

Retention period

We will retain Personal Information for the period necessary to fulfill the purposes outlined in this policy unless a longer retention period is required or permitted by applicable law or regulation.

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