



Issue Date: October 17, 2024

## **PRIVACY POLICY**

### **1. Introduction**

Eguana Technologies Inc. and its subsidiaries, ( the “Company” and “Eguana”) respects concerns about privacy, and values the relationship with its’ customers and external partners. This Privacy Statement describes the types of information Eguana collects, how we use that information, with whom we share it, the choices available to third parties regarding our use of the information, and how to contact us about our privacy practices.

### **2. Application**

This Privacy Statement applies to our collection, use, and disclosure of information from and about you through our website, our social media pages, your energy storage system (ESS), our and web mobile applications, telephone and email communications, and other online and offline interactions (collectively, our “Systems”).

This Privacy Statement does not apply to third-party websites that may be accessible through hyperlinks on this website. Third-party websites have their own privacy statements that we encourage you to review. Linking to a third-party site does not mean that we endorse the site, any products or services described on the site, or any other material contained on that site. To the extent any linked websites you visit are not owned or controlled by us, we are not responsible for the sites’ content, any use of the sites, or the privacy practices of the sites. Please review the privacy statements on those other websites to see how they handle your information.

We may update or modify this Privacy Policy Statement from time to time at our sole discretion, and the date of the most recent update will be displayed at the top of this page. Eguana will post any material changes to this Privacy Statement by posting an updated policy on our website or in another appropriate manner. We encourage you to visit Eguana’s website occasionally to check this policy and to stay informed.

### **3. Policy Definitions**

#### **“Collected Information”**

Refers to information obtained through our systems, such as our website, customer and fleet applications for ESS, Eguana-administered social media pages, or information obtained from third-party sources. When you use our systems, we may also collect certain information about your device or usage by automated means or by using technologies such as cookies and web server logs.

#### **“Provided Information”**

You may choose to provide information to us in a number of ways, such as when you request more information about our products and services, purchase a product, register a warranty, provide us with information we need for ESS commissioning (such as your name, address, postal code, utility provider), or otherwise interact on or with our systems or with our personnel through emails, chats or phone calls.





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### **“Your Information”**

Collectively, this includes both Collected Information and Provided Information. Generally, this includes your name, address, phone number(s), email address(es), product interest, product queries, system usage of Eguana products.

## **4. Policy Framework**

### **Information Collected Automatically**

When you visit our systems or our online advertisements, utilize our services, open an email that we send you, or interact with communication features on our systems, we may obtain Collected Information. Some of the technologies Eguana uses to collect information automatically include:

- **Cookies:** Cookies are small text files that websites send to your computer or other Internet-connected device, to uniquely identify your browser or to store information or settings in your browser. Some cookies exist only during a single session, and some are persistent over multiple sessions over time.
- **Web server logs:** In conjunction with obtaining information through cookies, our web servers may log details regarding your device, operating system, or information about your usage of our systems.
- **ESS telemetry:** In order for your ESS to operate correctly, it must constantly measure certain electrical parameters related to your electrical grid usage and generation. We upload and store this information both to provide you with current and historical views of how your system has operated, as well as to aid us in providing troubleshooting assistance in the event of problems with your device's operation.

### **Use of Your Information**

Eguana may use Your Information in a number of ways, including: to contact you about your request for products and services, respond to your inquiries or comments, communicate with you directly or through external social networking platforms, to conduct special events, sweepstakes or contests. SMS Consent or phone numbers are not shared for the purpose of SMS with third parties or affiliates.

We will not share your information with any third party except for the purposes of:

- Providing customer service for system repair, troubleshooting and warranty.
- To enable fleet participation with fleet operators, including utilities, which you may separately sign up with, for the purpose of identifying your system and providing its current or historical status.

### **Disclaimer on any Eguana Contact Us Form**

Eguana utilizes various methods to contact its customers and third parties. Please be aware that, by checking the box “Yes, I agree to receive text messages from Eguana Inc.” that you agree to SMS content messaging and also agree to Eguana’s Privacy Policy Statement, as outlined here.

### **References and questions**

This Policy is administered and aligned with Eguana’s Code of Business Conduct. Any questions about this policy can be referred to the Company at [info@eguanatech.com](mailto:info@eguanatech.com).

