

Privacy Statement

This privacy statement applies to any processing of personal data on statewide-waterheating.com, which is hereinafter referred to as the "Website".

YOUR RIGHTS UNDER THE CALIFORNIA CONSUMER PRIVACY ACT OF 2018

Under the California Consumer Privacy Act of 2018 (CCPA), you have
the right to know about the personal information we collect;
the right to delete personal information we collect (with some exceptions);
the right to opt-out of the sale of your personal information; and
the right to non-discrimination for exercising your rights under the CCPA.

Your data rights as a Participating Distributor in the Statewide Midstream Water Heating Program ("Program") are set forth in DNV'S PRIVACY STATEMENT.

Introduction

This privacy statement applies to any processing of personal data by DNV to administer the Program. DNV is a processor of personal data that may be disclosed by a Participating Distributor.

Personal data in this regard shall mean the following data elements describing or identifying a Program Distributor:

- (a) full name or first initial and last name (in the case of a natural person); and*
- (b) contact information such as address, phone number, and email; and*

"Participating Distributor" shall mean a person or organization that wishes to participate in the Program.

"Processing" shall mean any operation which is performed on personal data, such as collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

Why we collect personal data

We collect personal data as part of our administration of the Program. WE NEVER COLLECT PERSONAL DATA FOR THE PURPOSE OF SELLING IT TO ANY THIRD PARTY.

How we process personal data

Personal data is processed when received by DNV from a Participating Distributor who voluntarily submits an application for the Program by registering to determine eligibility for the Program. Failure by the Participating Distributor to submit the requested information required to participate in the Program could result in a Program application not being processed or ineligibility in the Program.

DNV's purpose in processing personal data: program administration.

DNV collects and uses personal data to provide the services requested, program eligibility, marketing, administering payments and rebates, administering contact records, identification, verification of eligibility, communication, and general administration of the Program.

WE NEVER SELL PERSONAL DATA TO THIRD PARTIES.

Retention periods

We strive to keep our processing activities with respect to personal data as limited as possible. The retention period will be in accordance with general accounting standards, statutory requirements, or only for as long as we need it to fulfil the purpose for which we have collected it.

Data subjects' rights

The Participating Distributor may be entitled to exercise some or all of the below rights free of charge. This will occur when the Participating Distributor makes a request to the utility to exercise these rights:

(a) require (i) information whether your personal data is retained and (ii) access to and/or (iii) duplicates of your personal data retained, including the purposes of the processing, the categories of data concerned, and the recipients or categories of recipients to whom the data are disclosed and where possible, the envisaged period for which the personal data will be stored, or, if not possible, the criteria used to determine that period;

(b) request proper rectification, removal or restriction of your personal data, e.g. because (i) of the incomplete or inaccurate nature of the personal data, (ii) it is no longer needed for the purposes for which it was collected, (iii) the consent on which the processing was based has been withdrawn, or (iv) you have taken advantage of an existing right to object to the data processing; in case your personal data is processed by third parties, we will forward your request for rectification, removal or restriction also to such third parties unless this proves impossible or involves disproportionate effort;

(c) receive the personal data concerning you, which you have provided to us, in a structured, commonly used and machine-readable format and to transmit those data to another controller without hindrance from our side; where technically feasible you shall have the right to have the personal data transmitted directly from us to another controller,

(d) refuse to provide and – without impact to data processing activities that have taken place before such withdrawal – withdraw your consent to processing of your personal data at any time;

(e) object at any time that your personal data will be used for direct marketing purposes, or – based on grounds relating to your particular situation, that your personal data shall be subject to data processing for other purposes;

(f) not to be subject to any automatic individual decisions (automatic decisions based on data processing by automatic means, for the purpose of assessing several personal aspects) which produce legal effects on you or similarly significantly affect you;

(g) take legal actions in relation to any breach of your rights regarding the processing of your personal data, as well as to lodge complaints before the competent data protection regulators.

Revision of the Privacy Statement

DNV may change or update the Privacy Statement without notice. All such changes will take effect once they have been received. The Privacy Statement was last updated on the date stated at the beginning of this Privacy Statement.

Contact Details

If a data subject makes a request to DNV to exercise rights set forth by this Privacy Statement, the utility should contact the statewide-waterheating@dnv.com.