

CLEAResult Consulting Inc. and its affiliates (“CLEAResult,” “we,” “our,” and/or “us”) values the privacy of individuals who use our websites, (including <https://www.clearesult.com>) that link to this Privacy Policy (our “Websites”). This privacy policy (the “Privacy Policy”) explains how we collect, use, and share personal information from or about users of our Websites. By using our Websites, you agree to the collection, use, and disclosure of your personal information as described in this Privacy Policy. It also describes your rights under applicable state privacy laws, including those in California. For more information about your rights under other state laws, please see the [Your States Privacy Rights](#) and [California Resident Privacy Notice](#) sections below. Your use of our Websites is also subject to our [Visitor Agreement](#).

In some cases, CLEAResult may act as a program administrator for the energy service provider with which you have a customer relationship (your “Energy Partner”). This Privacy Policy applies only to the personal information that CLEAResult collects, uses, and shares in the course of providing those services. It does not govern how your Energy Partner collects or uses your information. For details about their privacy practices, please contact your Energy Partner directly.

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Information We Collect

We may collect personal information from you and your devices in a variety of ways to support our services and improve your experience. This includes information you provide directly, data collected automatically when you interact with our Websites, and information we receive from third parties. We may also collect information to determine your eligibility for participation in energy efficiency programs and to report your participation to your Energy Partner.

A. Information You Provide to Us.

Communications. If you contact us directly, we may receive additional personal information about you. For example, when you contact us to learn more about our energy efficiency solutions, we will receive your name, email address, phone number, information about the nature of your inquiry, and the contents of your message. When we send you emails, we may track whether you open them to learn how to deliver a better customer experience and improve our Websites.

Careers. If you apply for a job with us through our Websites, you may submit your contact information and your resume online. We will collect the personal information you choose to provide on your resume, such as your education and employment experience. We will also collect information you choose to provide in response to the questions in your job application. You may also apply for a job with us through third-party services, such as LinkedIn. If you do so, we will collect the personal information you make available to us through those third-party services.

B. Information We Collect When You Use Our Websites.

Location Information. When you use our Websites, we infer your general location information (for example, your internet protocol (IP) address may indicate your general geographic region).

Device Information. We receive information about the device and software you use to access our Websites, including your IP address, web browser type, operating system version, device identifiers, and advertising identifiers.

Usage Information. To help us understand how you use our Websites and to help us improve it, we automatically receive information about your interactions with our Websites, like the pages or other content you view, the searches you conduct, and the dates and times of your visits.

Information from Cookies and Similar Technologies. We and third-party partners collect information using cookies, pixel tags, or similar technologies. Our third-party partners, such as analytics partners, may use these technologies to collect information about your online activities over time and across different services. Cookies are small text files containing a string of alphanumeric characters. We may use both session cookies and persistent cookies. A session cookie disappears after you close your browser. A persistent cookie remains after you close your browser and may be used by your browser on subsequent visits to our Websites.

Please review your web browser's "Help" file to learn the proper way to modify your cookie settings. Please note that if you delete or choose not to accept cookies from our Websites, you may not be able to utilize the features of our Websites to their fullest potential.

C. Information We Receive from Third Parties.

Background Checks. We work with third-party partners to perform background checks on job applicants and we receive publicly available personal information such as criminal history, driving records, education, social security trace, homeland security screening, and sex offender status as part of those background checks.

Other Third Parties. We may receive additional personal information about you from third parties such as data or marketing partners and combine it with other personal information we have about you.

How We Use The Information We Collect

We use the personal information we collect:

- To provide, maintain, improve, and enhance our Websites.
- To understand and analyze how you use our Websites, personalize your experience, and develop new products, services, features, and functionality.
- To communicate with you, provide you with updates and other information relating to our Websites, provide information that you request, respond to comments and questions, and otherwise provide support.
- To analyze your personal information to determine whether you are eligible for participation in specific energy efficiency programs, to report your participation to your Energy Partners, and to track various aspects of your participation to ensure you receive quality service.
- For marketing purposes, such as developing and providing promotional and advertising materials that may be useful, relevant, valuable, or otherwise of interest to you.
- To facilitate the connection of third-party services or applications, such as social networks.
- To process your job application.
- To create de-identified and/or aggregated data to improve for our business purposes, including to improve our Websites.
- To find and prevent fraud, and respond to trust and safety issues that may arise.
- For compliance purposes, including enforcing our Visitor Agreement or other legal rights, or as may be required by applicable laws and regulations or requested by any judicial process or governmental agency.

- Contracting with service providers to perform services on our behalf or on their behalf, including maintaining or servicing accounts, providing customer service, processing or fulfilling orders and transactions, verifying customer information, processing payments, providing financing, providing advertising or marketing services, providing analytic services, or providing similar services on behalf of the business or service provider.
- For short-term, transient use.
- For other purposes for which we provide specific notice at the time the personal information is collected.

How We Share The Information We Collect

We do not share or otherwise disclose personal information we collect from you including text messaging originator opt-in data and consent, except as described below or otherwise disclosed to you at the time of the collection.

Affiliates. We may share any personal information we receive with our affiliates for any of the purposes described in this Privacy Policy.

Vendors and Service Providers. We may share any personal information we receive with vendors and service providers retained in connection with the provision of our Websites.

Third-Party Integrations. If you apply for a job with us, we will share the personal information you provide in connection with your application with our service providers, such as Workday.

Marketing. We do not rent, sell, or share personal information about you with nonaffiliated companies for their direct marketing purposes unless we have your permission.

Analytics Partners. We use analytics services such as Google Analytics to collect and process certain analytics data. These services may also collect information about your use of other websites, apps, and online resources. You can learn about Google's practices by going to <https://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>.

As Required By Law and Similar Disclosures. We may access, preserve, and disclose your personal information if we believe doing so is required or appropriate to: (a) comply with law enforcement requests and legal process, such as a court order or subpoena; (b) respond to your requests; or (c) protect your, our, or others' rights, property, or safety. For the avoidance of doubt, the disclosure of your personal information may occur if you post any objectionable content on or through our Websites.

Merger, Sale, or Other Asset Transfers. We may disclose and transfer your personal information to service providers, advisors, potential transactional partners, or other third parties in connection with the consideration, negotiation, or completion of a corporate transaction in which we are acquired by or merged with another company or we sell, liquidate, or transfer all or a portion of our business or assets.

Consent. We may also disclose personal information from or about you or your devices with your permission.

Your Choices

Marketing Communications. You can unsubscribe from our promotional emails via the link provided in the emails.

Mobile Communication Tools and Text Messaging. You may opt out of Whole Home Energy Assessment appointment text delivery at any time by texting STOP to 85043. You also have the ability to temporarily discontinue your participation in the Whole Home Energy Assessment appointment text program by texting PAUSE to 85043.

Do Not Track. There is no accepted standard on how to respond to Do Not Track signals, and we do not respond to such signals.

California Residents. If you are a California resident, you can review our [California Resident Privacy Notice](#) for information about your rights and choices under California law.

Third Parties

Our Websites may contain links to other websites, products, or services that we do not own or operate. We are not responsible for the privacy practices of these third parties. Please be aware that this Privacy Policy does not apply to your activities on these third-party services or any personal information you disclose to these third parties. We encourage you to read their privacy policies before providing any personal information to them.

Security

We make reasonable efforts to protect your personal information by using physical and electronic safeguards designed to improve the security of the personal information we maintain. However, as no electronic transmission or storage of personal information can be entirely secure, we can make no guarantees as to the security or privacy of your personal information.

Children's Privacy

We do not knowingly collect, maintain, or use personal information from children under 18 years of age, and no part of our Websites is directed to children. If you learn that a child has provided us with personal information without parental consent, please alert us at privacy@clearResult.com and we will delete that information.

International Visitors

Our Websites are hosted in the United States and intended for visitors located within the United States. If you choose to use or access our Websites from the European Union or other regions of the world with laws governing data collection and use that may differ from U.S. law, then please note that you are transferring your personal information outside of those regions to the United States for storage and processing. Also, we may transfer your data from the U.S. to other countries or regions in connection with storage and processing of data, fulfilling your requests, and operating the Websites. By providing any information, including personal information, on or to our Websites, you consent to such transfer, storage, and processing.

Changes To This Privacy Policy

We will post any adjustments to the Privacy Policy on this page, and the revised version will be effective when it is posted. If we materially change the ways in which we use or share personal information previously collected from you through our Websites, we will attempt to notify you through our Websites, by email, or other means.

Contact Information

If you have any questions, comments, or concerns about our processing activities, please email us at privacy@clearResult.com or write to us at CLEAResult, Attention: Privacy, 2000 SW First Ave., Ste. 220, Portland, OR 97201.

Your State Privacy Rights

Residents of certain U.S. states, including Colorado, Connecticut, Delaware, Iowa, Maryland, Minnesota, Montana, Nebraska, New Hampshire, New Jersey, Oregon, Tennessee, Texas, Utah, and Virginia, may have specific privacy rights under applicable state laws.

These rights may include the ability to access, correct, or delete personal data; opt out of targeted advertising, the sale of personal data, or profiling; and appeal a denial of a privacy rights request.

We will not discriminate against you for exercising your privacy rights under applicable state laws. To exercise your rights, please email us at privacy@clearesult.com or write to us at CLEAResult, Attention: Privacy, 2000 SW First Ave., Ste. 220, Portland, OR 97201.

If we deny your request to exercise your privacy rights under applicable state laws, you may appeal our decision by emailing privacy@clearesult.com or writing to us at CLEAResult, Attention: Privacy, 2000 SW First Ave., Ste. 220, Portland, OR 97201. If your appeal is denied, you may also have the right to contact your state attorney general to submit a complaint.

California Resident Privacy Notice

This California Resident Privacy Notice supplements the information and disclosures contained in our Privacy Policy. It applies to individuals residing in California from whom we collect Personal Information as a business under the CCPA through our websites (including <https://www.clearesult.com>) that link to our Privacy Policy (collectively, our “Websites”).

Personal Information Collection, Disclosure, and Sale

For the purposes of this notice, Personal Information means information that identifies, relates to, describes, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular consumer or household, or as otherwise defined by the California Consumer Privacy Act of 2018 (California Civil Code §§ 1798.100 to 1798.199) and its implementing regulations, as amended or superseded from time to time (“CCPA”).

Personal Information does not include information that is:

Lawfully made available from government records.

- Deidentified or aggregated.
- Otherwise excluded from the scope of the CCPA.

The chart below provides the categories of Personal Information (as defined by the CCPA) we have collected, disclosed for a business purpose, sold, or used for business or commercial purposes in the preceding twelve (12) months since this notice was last updated, as well as the categories of sources from which that information was collected, and the categories of third parties with whom we shared Personal Information. The examples of Personal Information provided for each category reflect each category’s statutory definition and may not reflect all of the specific types of Personal Information associated with each category.

Category	We Collect	We Disclose	We Sell	Categories of Third Parties with Whom We Share Personal Information
A. Identifiers				
<i>Examples: Name, alias, postal address, internet protocol address, email address, account name, social security number, driver’s license number, passport number, or other similar identifiers.</i>	Yes	Yes	No	All
B. Categories of Personal Information in Cal. Civ. Code Section 1798.80(e)				
<i>Examples: Name, address, telephone number, passport number, driver’s license or state identification card number, education, employment, employment history.</i>	Yes	Yes	No	All

Chart continued on next page.

PRIVACY AGREEMENT

Privacy Policy

Category	We Collect	We Disclose	We Sell	Categories of Third Parties with Whom We Share Personal Information
C. Characteristics of Protected Classifications under California or Federal Law				
<i>Examples: Race or color, mental or physical disability, sex (including gender and pregnancy, childbirth, breastfeeding or related medical conditions), sexual orientation, gender identity or expression, medical condition, marital status, military, and veteran status.</i>	Yes	Yes	No	Third-Party Integrations, Vendors and Service Providers
D. Commercial Information				
<i>Examples: Records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies.</i>	No	N/A	N/A	N/A
E. Biometric Information				
<i>Examples: Physiological, biological, or behavioral characteristics, including DNA, that can be used, singly or in combination with each other or with other identifying data, to establish individual identity, such as imagery of the iris, retina, fingerprint, face, hand, palm, vein patterns, and voice recordings, from which an identifier template, such as a faceprint, a minutiae template, or a voiceprint, can be extracted, and keystroke patterns or rhythms, gait patterns or rhythms, and sleep, health, or exercise data that contain identifying information.</i>	No	N/A	N/A	N/A
F. Internet or Other Electronic Network Activity Information				
<i>Examples: Browsing history, search history, and information regarding a consumer's interaction with an internet website, application, or advertisement.</i>	Yes	Yes	No	Analytics Partners
G. Geolocation Data				
<i>Example: Precise physical location.</i>	No	N/A	N/A	N/A
H. Sensory Information				
<i>Examples: Audio, electronic, visual, thermal, olfactory, or similar information.</i>	No	N/A	N/A	N/A
I. Professional or employment-related information				
<i>Examples: Job application or resume information, past and current job history, and job performance information.</i>	Yes	Yes	No	Third-Party Integrations
J. Non-Public Education Information (as defined in 20 U.S.C. 1232g; 34 C.F.R. Part 99)				
<i>Examples: Records that are directly related to a student maintained by an educational agency or institution or by a party acting for the agency or institution.</i>	No	N/A	N/A	N/A
K. Inferences Drawn from Personal Information				
<i>Examples: Consumer profiles reflecting a consumer's preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes.</i>	No	N/A	N/A	N/A

In the preceding twelve months, we have not sold any California resident's Personal Information.

Use of Personal Information

We collect, use, and disclose your Personal Information in accordance with the specific business and commercial purposes below:

- To provide, maintain, improve, and enhance our Websites.
- To understand and analyze how you use our Websites. Personalize your experience, and develop new products, services, features, and functionality.
- To communicate with you, provide you with updates and other information relating to our Websites, provide information that you request, respond to comments and questions, and otherwise provide support.
- To analyze your personal information to determine whether you are eligible for participation in specific energy efficiency programs, to report your participation to your Energy Partners, and to track various aspects of your participation to ensure you receive quality service.
- For marketing purposes, such as developing and providing promotional and advertising materials that may be useful, relevant, valuable, or otherwise of interest to you.
- To facilitate the connection of third-party services or applications, such as social networks.
- To process your job application.
- To create de-identified and/or aggregated data to improve for our business purposes, including to improve our Websites.
- To find and prevent fraud, and respond to trust and safety issues that may arise.
- For compliance purposes, including enforcing our Visitor Agreement or other legal rights, or as may be required by applicable laws and regulations or requested by any judicial process or governmental agency.
- Contracting with service providers to perform services on our behalf or on their behalf, including maintaining or servicing accounts, providing customer service, processing or fulfilling orders and transactions, verifying customer information, processing payments, providing financing, providing advertising or marketing services, providing analytic services, or providing similar services on behalf of the business or service provider.
- For short-term, transient use.
- For other purposes for which we provide specific notice at the time the Personal Information is collected.

Collection of Personal Information

In the preceding twelve months since this notice was last updated, we have collected Personal Information from the following categories of sources:

- **You/Your Devices:** You or your devices directly.
- **Affiliates.**
- **Analytics Providers.**
- **OS/Platform Provider:** Operating systems and platforms.
- **Social Networks.**

Disclosure of Personal Information

Pursuant to our Privacy Policy, we share your Personal Information with the following categories of third parties:

- **Analytics Providers.**
- **Affiliates.**

- **Vendors:** Vendors and service providers.
- **Third Parties as Legally Required:** Third parties as required by law and similar disclosures.
- **Third Parties in Merger/Acquisition:** Third parties in connection with a merger, sale, or asset transfer.
- **Third Parties with Consent:** Other third parties for whom we have obtained your permission to disclose your Personal Information.

Your California Privacy Rights

If you are a California resident, you may exercise the following rights.

Right to Know and Access. You may submit a verifiable request for information regarding the: (i) categories of Personal Information collected, sold, or disclosed by us; (ii) purposes for which categories of Personal Information are collected or sold by us; (iii) categories of sources from which we collect Personal Information; (iv) categories of third parties with whom we disclosed or sold Personal Information; and (v) specific pieces of Personal Information we have collected about you during the past twelve months.

Right to Delete. Subject to certain exceptions, you may submit a verifiable request that we delete Personal Information about you that we have collected from you.

Verification. Requests for access to or deletion of Personal Information are subject to our ability to reasonably verify your identity in light of the information requested and pursuant to relevant CCPA requirements, limitations, and regulations. Please note that, unless you have contacted us directly or otherwise provided us with your identifiable personal information, we may have no reasonable method by which we can identify you and will be required to deny your request. To verify your access or deletion request, please submit your request via the [web form](#).

Right to Opt Out. In some circumstances, you may opt out of the sale of your Personal Information. We do not sell your Personal Information.

Right to Equal Service and Price. You have the right not to receive discriminatory treatment for the exercise of your CCPA privacy rights, subject to certain limitations.

Shine the Light. We do not rent, sell, or share Personal Information with nonaffiliated companies for their direct marketing uses as contemplated by California's "Shine the Light" law (Civil Code § 1798.83), unless we have your permission.

Submit Requests. To exercise your rights under the CCPA, please submit a request via our [web form](#), or visit our website at <https://www.clearesult.com/privacy-and-agreement/>

Authorizing an Agent. To authorize an agent to make a request to know or delete on your behalf, please submit a request through the [web form](#). To authorize an agent to make an opt-out request on your behalf, please send a written authorization signed by you and the authorized agent to us via the Contact Information section.

Do Not Track

There is no accepted standard on how to respond to Do Not Track signals, and we do not respond to such signals.

Contact Information

If you have any questions, comments, or concerns about this notice or our processing activities, or you would like to exercise your privacy rights, please email us at privacy@clearesult.com or write to us at CLEAResult, Attention: Privacy, 2000 SW First Ave., Ste. 220, Portland, OR 97201.

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