



Atlantic Energy Texas, LLC d/b/a Atlantex Power (“Atlantex”, “we”, “us”, “our”) is committed to respecting your right to privacy as you visit our website, as an applicant for electricity services. This Privacy Policy applies to all information collected by Atlantex from you and is subject to change at any time by Atlantex.

## **What Information do we Collect and Why?**

Atlantex collects, retains, and uses personal information provided by you and other third parties in order to conduct its business and provide you with services, including release of your personal information to the Texas Public Utility Commission as required by law, to an agent or affiliate of Atlantex, to consumer reporting agencies, to law enforcement agencies, or to your Transmission Distribution Utility. When you provide your personal information to us, including your email address, phone number, address, social security number, and credit card or banking information, we use this information to provide you with products and services and to contact you about other products or services of ours or our affiliates of which may be of interest to you. If you do not wish to be contacted by us about other products or services, please either (1) select that you wish to “opt out” during the enrollment process; (2) unsubscribe at any time on any marketing email you receive; or (3) give us a call and ask to opt out.

## **How is Your Information Protected?**

Atlantex safeguards your information with physical, electronic and internal policies that help to prevent unauthorized access to your personal information. We maintain internal protocols which limit access to your personal information to those who need to know. Additionally, your personal information is stored on a secure server. However, no data can ever be 100% safe, and breaches happen. Atlantex will not be responsible for events arising from the unauthorized access to your personal information. Atlantex maintains your personal information for the time periods required by law and may destroy your personal information as legally required or permitted.

## **How is Your Information Used?**

We collect personal information and usage data in order to provide you with electricity services, to improve our services, verify your identity, provide you with customer service, operate our rewards and loyalty programs, and to respond to any inquiries or concerns you may have.

We may disclose your personal information to third parties which are not affiliates of Atlantex as permitted by law. These third parties may include companies that provide marketing services, accounting services, credit reporting agencies, and other third parties that provide services to Atlantex. We require our service providers to adhere to our confidentiality standards when it comes to your personal information, and they are only permitted to use this information for the purpose for which Atlantex provides it to them or as is otherwise permitted by law. Atlantex does not sell your information to third parties. Atlantex may use your personal information, without the use of personal identifiers (such as your name or address), for internal purposes, including in



order to improve our products and services.

We may additionally disclose your information if there is any acquisition, purchase, or transfer of our business or assets to a third party.

### **Can I Correct my Personal Information?**

Yes, you are permitted to request any personal information gathered by Atlantex and to identify and correct any inaccurate information retained by us. Please contact us in writing at [care@aetexasco.com](mailto:care@aetexasco.com) to request or correct your information.

### **Do You use Cookies?**

Yes, Atlantex acquires information by using cookies. Cookies are text files that contain information to track, personalize, and save information about each user's visit to our site. Cookies do not allow us to collect personal information about you such as your name, address, or credit card numbers. We also use pixels or transparent GIF files, which are similar to cookies, but are embedded invisibly on web pages and aide in management of online advertising. They also do not contain any personally identifiable information.

Cookies and pixel or transparent GIF files enable us to collect information about visits to our website. The use of cookies and pixels or transparent GIF files allows us to monitor and improve our website by, among other things, showing us areas of our website that are most frequently visited. By reviewing and analyzing this information we are able to learn what information we provide is most useful to you, and therefore provide you with a better website. Cookies also enable us to save your preferences.

We do not provide cookie and pixel or transparent GIF information to any third parties, other than those who aide in improving, maintaining, and running our website. However, if you would like to disable cookies you can do so in the settings for your browser. This may disable your ability to view certain portions of our website, as some cookies are essential to the use of our website.

### **What if I Live in California?**

California Law, commonly referred to as the "Shine the Light" law, gives California residents the ability to request and obtain from us, without charge, information regarding the personal information we have shared with third parties for the market use of the third party. This request can be made once each calendar year. If you are a resident of California and would like to make a request under the "Shine the Light" law, please submit your request in writing to [care@aetexasco.com](mailto:care@aetexasco.com). In the subject line, please state that you are a California Resident and in the body of your email, please provide your current California address. We will respond by providing all information required to be provided by California law.



## PRIVACY POLICY

### **Do you Collect Information on Children?**

We do not knowingly collect personal information about children aged sixteen (16) and younger, and our services do not target children sixteen (16) years and younger. When and if we learn that we have received information about a child under the age of sixteen (16) that information will be immediately deleted.

### **Does this Privacy Policy Ever Change?**

Yes, Atlantex retains the right to change this Privacy Policy from time to time without notice. Any change will be posted at this link on our website.