

Effective February 20, 2020

Last published February 20, 2020

# ITRON, INC. - POWER OVER ENERGY PRIVACY NOTICE

Itron, Inc., in partnership with coalition members for the Power Over Energy initiative ("Itron," "we" or "our") value the importance of protecting your privacy and personal information. This Privacy Notice considers various laws such as the EU General Data Protection Regulation 2016/679 ("GDPR"), the California Consumer Privacy Act ("CCPA"), and other laws and regulations to address Power Over Energy's global initiative.

This Privacy Notice applies to information we collect when you:

- interact with our websites, including downloading resource information ("Website"); and
- participate in any of our contests or register/participate in any of our events ("Events").

Websites and Events are intended for use by persons age 16 or older. Itron does not seek to collect personally identifiable information about children under the age of 16. No information should be submitted or posted on Itron's websites by users under the age of 16.

## INFORMATION WE COLLECT

### INFORMATION YOU PROVIDE TO US:

We may collect data, including personal information, that you provide directly to us via the Website, or Events. For example, we collect information when you:

- Request information about our services, offerings, or research and reports;
- Register for our email subscription service;
- Register or submit contest related information for our Events; or
- Request customer support.

The types of personal information we may collect include:

- Name;
- Email address;
- Postal address;
- Phone number;
- IP Address; and
- Any other information you choose to provide within an Event participation, request, or otherwise.

## INFORMATION WE COLLECT AUTOMATICALLY

When you use our Websites and Services, we may collect Log and Device information automatically.

**LOG INFORMATION:** We may collect log information about your internet use, including the type of browser you use, access times, pages viewed, your IP address, and the page you visited before navigating to our Services.

**DEVICE INFORMATION:** We may collect information about the computer or mobile device you use to access our Services, including the hardware model, operating system and version, unique device identifiers, and mobile network information.

## INFORMATION WE COLLECT FROM OTHER SOURCES

### REFERRAL INFORMATION:

We may collect personal information about a person who you choose to refer to Itron. In doing so, you represent that you have the permission of that person to share such information with Itron.

We may also obtain information from other sources. For example, we may collect personal information about you from third-parties, including industry lead generators, event coordinators, and publicly available sources.

## USE OF INFORMATION

We may combine the information we collect about you and use this information for various purposes, including to:

- Respond to your comments or questions to provide customer service;
- Provide Power Over Energy initiative updates as subscribed to;
- Communicate with you about our Events;
- Monitor and analyze trends, usage, and activities in connection with Website and Events;
- Personalize and improve the Events and Websites content offered; and
- Carry out any other purpose described to you at the time the information was collected.

## SHARING OF INFORMATION

We do not rent or sell your information to third-party advertisers for their own marketing purposes. We may share information about you as follows or as otherwise described in this Privacy Notice:

- With vendors, Power Over Energy coalition partners, and service providers who need access to such information to carry out work on our behalf in support of the purposes described above;
- In response to a request for information, if we believe disclosure is in accordance with, or required by, any applicable law, regulation, or legal process, including in connection with lawful requests by law enforcement, national security, or other public authorities;

- If we believe your actions are inconsistent with our user agreements or policies, or to protect the rights, property, and safety of Itron or others;
- In connection with, or during negotiations of, any merger, sale of company assets, financing, or acquisition of all or a portion of our business by another company;
- Between and among Itron and our current and future parents, affiliates, subsidiaries, and other companies worldwide under common control and ownership; and
- With your consent or at your direction.

## SECURITY AND RETENTION

Itron takes reasonable physical, technical, and administrative measures and contractually requires our suppliers to help protect information about you from loss, theft, misuse, and unauthorized access, disclosure, alteration, and destruction. Since the Internet is not completely secure, we cannot warrant or ensure the security of personal information you provide.

We retain certain information, as required by law or for legitimate business purposes, after which time such data is deleted

## INTERNATIONAL DATA TRANSFERS

Personal information you submit via Itron Events may be transmitted internationally to or from the European Union (“EU”), the United States (“US”) or other countries for processing. Itron protects your information in accordance with this Privacy Notice wherever it is processed.

### EU-U.S. PRIVACY SHIELD FRAMEWORK

For purposes of this section regarding the EU-U.S. Privacy Shield Framework, "Itron" refers only to Itron, Inc., the Itron entity that may receive in the United States of America and process personal data from the EU.

In its processing of personal data received in the U.S. from the EU ("EU Data"), Itron adheres to the EU-U.S. Privacy Shield Framework Principles designed by the U.S. Department of Commerce and the European Commission (the "Principles"). For more information about the Principles, please visit the Department of Commerce's Privacy Shield Website at <https://www.privacyshield.gov>.

Please direct any inquiries or complaints regarding our compliance with the Principles to the point of contact listed in the "[Contact Us](#)" section below. If Itron does not resolve your complaint, you may submit your complaint free-of-charge for resolution to JAMS, Itron's designated Privacy Shield dispute resolution provider. Under certain conditions specified by the Principles, you may also be able to invoke binding arbitration to resolve your complaint. Itron is subject to the investigatory and enforcement powers of the Federal Trade Commission. If Itron shares EU Data with a third-party service provider that processes the data solely on Itron's behalf, then Itron may be held liable if that third-party processes EU Data in violation of the Principles, unless Itron proves that it is not responsible for the event giving rise to the damage.

## MANAGING YOUR DATA

If you are a resident of a country or state that provides you with the right to (1) request a copy of the personal information Itron holds about you, (2) correct any inaccuracies within such data, or (3) delete the data, then you may address such requests via our request [web form](#). Itron will use reasonable efforts to supply, correct, or delete information that we hold about you in accordance with applicable laws.

For more information on your rights in your area, please reference your local data privacy regulation.

### GDPR

If you are an EU resident where the GDPR applies, you have a right to:

- Request a copy of the personal information about you that Itron holds;
- Request a correction of the personal information about you that Itron holds;
- Request Itron to delete your personal information if:
  - It is no longer necessary for the purposes for which we obtained it;
  - You have withdrawn your consent for our processing of your personal information, and Itron has no other legal basis for the processing;
  - You have validly objected to our processing of your personal information;
  - We have unlawfully processed your personal information; or
  - We must delete your personal information to comply with a legal obligation.

### CALIFORNIA PRIVACY RIGHTS

The California Consumer Protection Act (“CCPA”) protects a California resident’s right to request access to or deletion of their personal information with exceptions. Itron does not discriminate against the exercising of these rights.

- You have the right to request, twice in a 12-month period, that Itron disclose to you the personal information related to you that we have collected during the past 12 months.
- You have the right to request that Itron delete your personal information with exceptions, such as when the deletion of information would create problems with compliance with a legal obligation.

If you would like to exercise your right to access or delete, please submit this [CCPA Request Form](#). Our privacy team will examine your request and respond to you as quickly as possible.

### THE RIGHT TO OPT-OUT OF SALE

Itron does not sell personal information.

Please note that we may still use aggregated and de-identified personal information that does not identify you or any individual; Itron may also retain information as needed in order to comply with legal obligations and resolve disputes.

### CALIFORNIA SHINE THE LIGHT LAW

Itron does not share personal information to third-parties for third-party direct marketing purposes. Cal. Civ. Code § 1798.83(d).

## AUTOMATED PROCESSING

Itron does not make decisions about individuals based solely on automated processing (i.e., without human involvement) which have a legal or similarly significant effect on them.

## WITHDRAWING CONSENT FOR PROCESSING YOUR INFORMATION

You may withdraw your consent for the processing of your personal information at any time in which case Itron will stop processing your personal information for the purpose(s) for which consent was given unless we have another legal basis for the processing.

## PROMOTIONAL COMMUNICATIONS

You may opt out of receiving promotional messages from Itron by following the instructions in those messages.

## COMPLAINTS

If you wish to make a complaint about how Itron is using your personal information, exercise any of the rights set out above, or if you have any questions or comments about privacy issues, please do so via our [web form](#) or via our [Contact Us](#) information below.

Where GDPR applies to the processing of your personal information, you also have a right to complain to the EU Data Protection Authority in your jurisdiction.

## COOKIES AND TRACKING ANALYTICS

### WHAT ARE COOKIES

Cookies are small text files stored on your hard drive or in device memory to collect internet log and visitor behavior information. Web beacons are electronic images that may be used in our Services or emails to help deliver cookies, count visits, and understand usage and campaign effectiveness.

### HOW DO WE USE COOKIES

Itron uses cookies to improve your experience on our website, including:

- Keeping you signed in;
- Understanding how you use our website; and
- Saving a language or local website preference.

### WHAT TYPES OF COOKIES DO WE USE

Itron utilizes the following types of cookies:

- Strictly Necessary Cookies;
- Performance Cookies;
- Functional Cookies; and
- Targeting Cookies.

## HOW TO MANAGE COOKIES

You can opt-out of each cookie category (except strictly necessary cookies) by clicking on the “Cookies Settings” link in the cookie banner at the bottom of the page.

Please note that while this Privacy Notice covers all Websites and Services, the cookie customization is unique to each of our global websites and applies to that website only.

## ADVERTISING AND ANALYTICS SERVICES PROVIDED BY OTHERS

We may utilize web analytics services to improve web experience or serve personalized advertisements on our behalf across the Internet and in applications. These entities may use cookies, web beacons, device identifiers, and other technologies to collect information about your use of the Website and Services, including your IP address, web browser, mobile network information, pages viewed, time spent on pages or in apps, links clicked, and website conversion information. This information may be used by Itron to, among other things, analyze and track data, determine the popularity of certain content, deliver advertising and content targeted to your interests on our Services and other websites, and better understand your online activity. For more information about interest-based ads, or to opt out of having your web browsing information used for behavioral advertising purposes, please visit <https://optout.aboutads.info>. Your device may also include a feature that allows you to opt out of having certain information collected through apps used for behavioral advertising purposes.

Google offers an opt-out mechanism for the web available [here](#).

## “DO NOT TRACK”

Some laws require that Itron acknowledge how we respond to web browser Do Not Track settings. Itron adheres to the “Do Not Track” settings in your browser and does not monitor or track your browsing history.

## LINKS TO OTHER WEB SITES

This Privacy Notice does not cover links within this site which link to other websites. If you have questions about how a site uses your information, please check that site’s privacy statement.

## CONTACT US

For California Consumer Privacy Act specific requests, please submit this [CCPA form](#). For all other privacy information requests regarding data deletion, complaints, or other inquiries – please submit this [web form](#).

Additional questions can be sent by email or mail to the Global Privacy Officer at: [privacy@itron.com](mailto:privacy@itron.com)

For Mailing:

Itron, Inc.  
ATTN: Global Privacy Officer  
Legal Dept  
1250 S. Capital of Texas Hwy

Building 3, Suite 200  
Austin, TX 78746

## **CHANGES TO THIS NOTICE**

We may change or update this Privacy Notice from time to time. If we make changes, we will notify you by email or by revising the “Last Updated” date on this webpage.