



# Trellis Energy Software - Privacy Policy

Last Updated: March 7<sup>th</sup>, 2024

## 1. Scope and General Information

This Privacy Policy describes the practices of Trellis Energy Software LLC ("Trellis", "we", "us", or "our") concerning individuals' personal information that we may collect via or use in conjunction with our website at <https://www.trellisenergy.com> (or other of our websites that link to this Privacy Policy) and through any products and services that we offer.

More specifically, this Privacy Policy is provided to inform you about certain features of our privacy practices, including the following topics:

- What personal information we collect from and about you, how it is used and with whom it may be shared,
- Choices that may be available to you regarding your personal information,
- Rights you may have to access, correct, delete, or take other actions in connection with personal information about you that we hold.

Please review this Privacy Policy to understand our personal information practices and, as you review, please keep in mind the following points:

- Updates. We may change this Privacy Policy from time to time to reflect changes in our personal information practices. We will notify you of any material changes by updating the "Last Updated" date above to reflect when revisions are published. If required by law, we will also provide notification by other means that we reasonably believe will reach you. You should check this page from time to time to ensure that you are comfortable with our personal information practices and any changes to those practices.
- Additional privacy disclosures. In addition to this Privacy Policy, we may use other means to describe our collection and use of personal information, such as an agreement between Trellis and you or your company, or in privacy disclosures specific to any of our products or services. If any such agreement or product- or service-specific disclosures conflict with this Privacy Policy, then the other information will control over this Privacy Policy.
- Data processed on behalf of our clients. This Privacy Policy does not apply to personal information that we process on behalf of our clients in connection with our clients' use of our products and services, which is processed according to an agreement between us and our client. If there is a conflict between this Privacy Policy and any customer agreement, then the terms of the customer agreement will control.

## 2. Personal Information We Collect and How We Collect It

**a. Information you provide us.** We may collect personal information that you provide to us directly, including identity information (your name), contact information (email, phone number or postal address), professional information (company and title) or other information that you provide to us, which you will be aware of at the time. We may collect personal information from you in a variety of circumstances, including the following:

- When you sign up to receive updates from us.
- If you communicate with us, via email, the contact form on this website or otherwise, including feedback and inquiries.

**b. Information we collect automatically.** We also collect personal information automatically when you interact with our websites or our products and services. This information may be provided by your device or browser, or we may record any actions that you take while interacting with our products and services. This information may include your device or browser type, operating system, Internet Protocol ("IP") address, domain name, referring/exit pages, date/time stamp and duration of your use of our products and services, and other clickstream data. We use this information to analyze trends, administer this website, gather demographic information about our user base as a whole, and to help us develop and tailor our products and services to our users' needs.

**c. Cookies and similar tracking technology.** Like most websites and online services, we use cookies, pixel tags, and similar tracking technologies to collect the information that we collect automatically, described above, and to improve your experience of our websites and other products and services.

- Cookies. Like many online services, we use "cookies" to collect information. Cookies are small pieces of information that a website stores on your device while viewing the website. We may use both "session cookies" (which expire once you close your web browser) and "persistent cookies" (which stay on your computer until you delete them) to provide you with a more personal and interactive experience on our products and services, such as remembering you as a user and your preferences.
- Pixel tags. In addition, we may use "pixel tags" (also referred to as clear Gifs, web beacons, or web bugs). Pixel tags are tiny graphic images with a unique identifier, that are used to track individuals' online movements and actions. In contrast to cookies, which are stored on a user's device, pixel tags are embedded in online content. Pixel tags allow us to send email messages in a format that users can read, and they tell us whether emails have been opened to help us send messages that are of interest to our users.

**d. Data from third parties:** We may also collect information about you from third-party sources, such as publicly available sources (including social media platforms and government records), business partners (including joint-marketing partners or event co-sponsors) or other third parties, which may include your employer or other individuals.

### 3. How We Use Your Personal Information

**a. To operate Trellis' products and services, deliver information you have requested from us, and develop our business.** We may use personal information to:

- Operate, maintain, and improve our products and services and conduct our business.
- Further develop and add to our products and services, including by analyzing engagement with our products.
- Respond to communications you submit to us, including sending any information you request regarding Blackstone products and services.
- Process payments and similar transactions.

**b. For administrative, safety and security purposes.** We may also use personal information to:

- Identify you as an authorized user of our products and services.
- Send you a welcome email to verify ownership of the email address provided when you signed up to receive updates, and other administrative information about your business relationship with us.
- Protect, investigate, and deter any fraudulent, unauthorized, or illegal activity in connection with our products and services, and to protect our and others' safety, property and legal rights.
- Comply with our legal and industry obligations.

**c. To market our products and services.** We may also use personal information to:

- Send you information about promotions, upcoming events, and other news about products and services offered by us, or newsletters, offers or similar materials, and to tailor such marketing materials to your interests.
- Pursue our marketing interests, such as direct marketing and research and development, including research to better understand our customers and markets relevant to our business.

**d. Anonymous information.** We may use personal information to create anonymous data by aggregating, anonymizing or de-identifying such personal information, so that the resulting data does not identify and could not reasonably be linked to specific individuals, households, or devices. We may use and disclose this anonymous data to analyze and develop our products and services and improve website navigation, or for any other lawful purpose.

**e. Other uses of personal information.** We may also use personal information for any other purpose that may be disclosed to you or reasonably understood at the time we collect the information from you, or for any other purpose with your consent.

## 4. How We Disclose Your Personal Information to Third Parties

We may disclose your personal information as described below and as described elsewhere in this Privacy Policy.

**a. Service providers.** We may share your personal information with third-party service providers that provide services to Trellis that support the operation and management of our products and services or our business operations, such IT infrastructure. These third-party service providers are required to use your personal information only to provide the products and services that have been requested by Trellis.

**b. Affiliates.** We may share your personal information with our subsidiaries, affiliates, joint venturers, or other companies under common control with us, in which case we will require those recipients to honor this Privacy Policy.

**c. Legal compliance.** We may share personal information as we believe necessary or appropriate to comply with applicable laws and regulations, including to cooperate with law enforcement; to protect our or others' rights, privacy, property, or safety, as by making and defending legal claims; to detect, deter or take action against illegal, unauthorized, fraudulent or otherwise harmful activities, and activities that violate our policies; or for other legal reasons. These obligations may arise from laws, regulations, or orders or requests from authorities outside your country of residence.

**d. In connection with a sale or other business transaction.** We may disclose or transfer business assets, which may include your personal information, in connection with a business transaction (or potential business transaction), such as a reorganization, merger, sale, joint venture, assignment, transfer, or other disposition of all or any portion of our business, assets, or stock (including in connection with any bankruptcy or similar proceedings), including any for due diligence purposes related to such a transaction. Disclosures made in connection with a business transaction will be made in accordance with applicable law.

**e. With your consent.** We may share your personal information with other parties with your consent or when you take choose to share such information.

## 5. How Long We Maintain Personal Information

We may retain personal information for as long as it is necessary or permitted considering the purpose(s) for which it was obtained, and as permitted under applicable law. The criteria used to determine our retention periods include:

- Our continuing business relationship with you,
- Our legitimate business need for the personal information,
- Any legal obligations to retain information,
- Whether retention is advisable to protect our or others' rights, safety, or property, or to detect or prevent fraud or other illicit activities.

## 6. Your Choices

You have certain choices concerning our use of your personal information, described here.

**a. Opt-out of marketing communications:** You may opt out of future marketing communications from us at any time by following the opt-out or unsubscribe instructions provided within our marketing communications. Please note that if you opt out of marketing communications, we may continue to send you necessary information about our business relationship or other transactions that you may have with us.

**b. Cookies.** Your internet browser may be configured to reject or disable cookies, as described in documentation for your browser. Please understand, however, that rejecting or disabling cookies may affect or interfere with your experience of our products and services, or your ability to access areas or functions of our websites.

**c. Google Analytics.** We use Google Analytics to help analyze how users use our website. Google Analytics uses Cookies to collect information, such as how often users visit the website, what pages they visit, and what other sites they used prior to coming to our website. We use the information we get from Google Analytics to improve our website and help us further develop our products and services. In general, we do not link the information generated using Google Analytics with your personal information. Although Google Analytics plants a persistent cookie on your device to identify you as a unique user the next time you visit the website, the cookie cannot be used by anyone but Google. Google's ability to use and share information collected by Google Analytics about your visits to our website is described in Google's privacy policy available at <https://policies.google.com/privacy>. You can opt out of Google Analytics' collection and processing of your data by using Google tools available at <https://tools.google.com/dlpage/gaoptout>.

**d. Do not track.** We do not currently respond to "do not track" or similar signals that users may configure in their browsers, in part because there is not currently a strong consensus around their use. For more information about "do not track" signals, please visit <https://allaboutdnt.com>.

**e. Exercising rights and making inquiries concerning your personal information.** Depending on your place of residence, applicable data protection laws may grant you certain rights to access information we hold about you, if any, or to correct, delete or take other actions with respect to personal information (subject to exceptions). If you wish to exercise rights that you may have under applicable law or make similar inquiries, please email us at [info@trellisenergy.com](mailto:info@trellisenergy.com) or call us at +1 (415) 837-1400.

## 7. Information Security

We take reasonable precautions designed to protect your personal information that we hold, including applicable organizational, technical, and physical measures.

Please understand, however, that risks to security are inherent and inevitable in all digital information technologies and any transfer of information via the internet, and we cannot guarantee the security of your personal information.

Please also understand that if you are provided with an online account or login credentials, the security of your login and personal information is your responsibility as well. Do not share your login credentials or give others access your account.

## 8. Third-Party Sites and Services

Our products and services may contain links to other websites, applications or other services that are of interest. We do not have any control over these third-party sites or services, and once you leave our website, or our products and services, we are not and cannot be responsible for the protection and privacy of any information which you provide to third parties. You should exercise caution and review any privacy policies applicable to the third-party sites and services in question.

## 9. Contact Us

Trellis is located at 1141 Capuchino Avenue Suite 1307 Burlingame, CA 94010, and it is the company responsible for the collection, use, and disclosure of your personal information under this Privacy Policy.

If you have any comments or questions about this Privacy Policy or our privacy practices, please contact us at the address above or by email at [info@trellisenergy.com](mailto:info@trellisenergy.com).