Please read this policy carefully to understand the policies and practices of E Source Companies LLC (“we” or “E Source”) regarding your Personal Information and how we will treat it. Any and all information that you may provide to us, to the extent it contains information that can be used to identify you, is referred to throughout this policy as “Personal Information.” Information E Source obtains from public sources is not Personal Information subject to this policy.

If you do not agree with this policy, your choice is not to use the E Source Website or to refrain from sending E Source any Personal Information.

By accessing or using the E Source Website, located at https://www.esource.com/, you are acknowledging and accepting this privacy policy. This policy may change from time to time. Your continued use of this Website after we make changes is deemed to be acceptance of those changes, so please check the policy periodically for updates.

If you are a Canadian resident, you must also agree to the additional terms and conditions below. If you access this site from outside the United States, you acknowledge, agree, and consent that any information you provide, including any Personal Information, will be transferred to and processed by a computer server located within the United States, and subject to United States laws and regulations. Further, if you access this site from outside of the United States, you acknowledge and agree that you are responsible for compliance with any applicable local or national laws, rules or regulations applicable to such use.

**Personal Information: collection and types**

In general, the types of Personal Information that may be governed by this policy include, but are not limited to: name, title, employer or similar affiliation, email address, phone number, and postal address.

E Source may require or invite you to answer questions or otherwise provide information to E Source. This may include, for example, surveys, benchmarks, or assessments (as used herein, a “survey”). Some of the information you provide in response may be Personal Information.

When you register for an E Source event, we may obtain additional Personal Information, such as credit card
information and your hotel, meal, and other travel preferences.

Personal Information may also include information we passively and automatically collect from you, such as your Internet Protocol (IP) address, and other information about traffic patterns of visitors to the E Source Website, as discussed below under the heading Website technologies.

How we use your Personal Information

We use your Personal Information to help us process your order, service your account, and respond to your inquiries. We may also use it to contact you with offers that we think are relevant to you, when there is a Website problem, or for other customer service-related issues.

If you provide Personal Information to E Source in connection with a survey, we will use that Personal Information for the purposes for which it was provided and for purposes related to the survey, including, for example, to clarify your response, to seek additional information, and to obtain your consent to use or disclose your Personal Information in additional capacities.

Personal Information that you provide in connection with event registration may be used for confirmation and billing purposes and otherwise to enhance the value of your event experience or your overall travel experience. Exhibitors, sponsors, and attendees at E Source events may receive a list of the names of attendees and their employers or sponsors, including basic contact information of the type typically found on a business card. Host hotels, convention centers, and other facilities are not permitted to use Personal Information for marketing purposes.

As stated in more detail below under the heading Website technologies, E Source may use various website technologies to personalize your experience on the E Source Website and to otherwise improve service to you.

Sharing and disclosure of Personal Information

E Source will not sell, share, or rent your Personal Information, except as discussed above in connection with an event registration or as is set out in this policy, as is explained to you at or before the time you provide Personal Information, or as required by law.

E Source may disclose Personal Information in any of the following ways or for any of the following purposes:

- To our subsidiaries and affiliates;
- To contractors, service providers, and other third parties in connection with our regular business activities or to provide services to you;
- To fulfill the purpose for which you provide it, for example, for benchmarking, or any other purpose disclosed by E Source before or at the time you provide the information;
- To enforce or apply our Terms of Use and other agreements, including for billing and collection purposes;
To a person or entity who acquires or is a successor-in-interest to E Source, its business, or its assets, whether in a merger, sale of assets, sale of equity, change of control, or other transaction;
To comply with any court order, law, or legal process, including to respond to a subpoena or any government or regulatory request;
If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of E Source, our customers, or others; or
With your consent.

E Source only discloses Personal Information to third parties that protect Personal Information in a manner that is comparable to the protection E Source provides under this policy.

E Source has implemented internal practices and procedures to protect against the unauthorized disclosure of your Personal Information to persons outside of E Source.

**De-identified information**

E Source may de-identify Personal Information or may otherwise process it so that it cannot be used to identify a specific individual. When Personal Information is de-identified, it no longer constitutes Personal Information. E Source may use, sell, share, or rent de-identified information, whether aggregated or not, for any legal purpose.

**Website technologies**

**Cookies**

The E Source Website uses cookies to customize your experience. A cookie is a text-only string of information that a website transfers to the cookie file of the browser on your computer’s hard drive, making it possible for the website to remember who you are and what your preferences are. There are different types of cookies. A “session” cookie is erased from memory when a visitor’s browser closes. A “persistent” cookie expires based on a time set by the web server. Persistent cookies help websites identify specific visitors and their preferences when they return to a website.

Please note that disabling or blocking cookies for some services may affect your ability to use those services. If you wish to alter your cookie preferences, you must change your browser’s preferences to enable/keep, disable/block/restrict, or delete/remove cookies. For optimal use, we recommend enabling cookies.

Enabling cookies is handled by your browser’s security settings, which are specific to each browser and operating system. Please check with the company that created your browser if you need more information.

**Pixel tags**

We may also use web beacons, clear gifs, or other similar technologies (collectively “pixel tags”). A pixel tag is
an electronic image, often a single pixel, which is ordinarily not visible and may be associated with cookies on the visitors’ storage drives. We may use pixel tags to track your use of our Website for advertising, marketing, or promotional purposes, and to determine whether you opened an email message from us. This information also enables us to customize the services we offer.

**Usage tracking**

We monitor how you use our Website, including the search terms entered, pages visited, and documents viewed. If you’re a registered user, this information is stored with your registration information. It’s unique-number identifiable and is used solely to enable us to provide you with a personalized experience on our Website.

These data may also be used by E Source, in the aggregate, to identify appropriate product offerings and subscription plans. Aggregated (not personally identifiable) forms of the data may also be used to help us target areas for future research and to identify new features and functions to develop for our Website.

These data are also used by E Source member clients to help them understand how their subscriptions are being used by their employees. In this case, the information is personally identifiable to the specific client, not to an individual. However, we do not share passwords, emails between E Source and individuals, or browser history.

**How to unsubscribe from email communications**

If you no longer want to receive email communications from E Source, you may unsubscribe by clicking the “Unsubscribe” link that appears at the bottom of every E Source email communication. You may also notify us of your preferences using the Customer Service link below.

**Terms and conditions applicable to Canadian residents**

**Transfer of personal information to service providers outside Canada**

We will only use Personal Information for the purposes that we identify to you. We may engage service providers to assist us with fulfilling these purposes, and, in some instances, these service providers may be located outside Canada. These service providers may include, but are not limited to, third parties that help us store data that we use as part of our Website, and who assist us with communicating with you. We only select service providers that protect Personal Information in a manner that is comparable to the protection we provide under this policy. However, Personal Information may be subject to, and accessed under, the laws of the countries in which our service providers operate. If you have any questions about our transfer of Personal Information to our service providers outside Canada, or if you would like to learn more about this privacy policy in that regard, please contact us at the contact information provided below.
Retention of your Personal Information

We will keep your Personal Information for as long as is necessary for us to fulfill the purposes for which it was collected. Generally speaking, that means we will destroy or anonymize your Personal Information within a reasonable period after your relationship with us ends. Despite this, in limited circumstances we may be required by law to keep your Personal Information for a longer period of time.

Withdrawal of consent

You may withdraw your consent for us to manage your Personal Information in a particular way, subject to legal or contractual restrictions and reasonable notice. However, this may limit our ability to provide you with certain services and/or products. You may contact us for more information regarding the implications of withdrawing your consent.

Access to and correction of Personal Information

You can also access and review your Personal Information which is held by us and make appropriate changes to it by contacting us. You may be required to put your request in writing and show us identification. The reason we ask for identification is to ensure that, among other things, we do not unintentionally release your Personal Information to a third party who is representing himself/herself as you.

Conflict with local laws

This policy is subject to the laws that are applicable in the jurisdiction in which the user resides. If there is a conflict between the terms of this policy and such applicable laws, then this policy shall be deemed to be amended, to the extent required to comply with those laws.

Liability

Except as otherwise provided by law, (1) in no event will E Source or its affiliates or service providers be liable for any accidental or inadvertent disclosure of Personal Information, (2) E Source’s total liability for a violation of this privacy policy shall not exceed the direct damages proximately caused by the violation not to exceed $250.00, and (3) in no event will E Source be liable for indirect, special, punitive, or consequential damages.

For more information

To obtain more information about E Source’s privacy policy, email Customer Service or call 1-800-ESOURCE (1-800-376-8723) between 9:00 a.m. and 5:00 p.m. MT, Monday through Friday.