

U.S. PRIVACY NOTICE YOUR PRIVACY RIGHTS

Effective Date: June 14, 2022

Adams Electric Cooperative, Inc. and its subsidiaries and affiliates are committed to respecting privacy and protecting personal information. Your privacy is very important to us. This Privacy Notice sets forth the policies of Adams Electric Cooperative, Inc. (the "Cooperative"), Adams Utility Services, Inc. ("AUSCO"), and Adams Energy Resources, LLC (collectively herein, "Adams", "our", "us", or "we") with respect to personal information we collect and process ("Notice"). This Notice is for U.S. residents, including but not limited to Pennsylvania residents, and applies only to interactions with our following website or when you otherwise contact us:

- www.adamsec.coop

This Notice is provided in a layered format so you can click through to the specific areas set out below. Alternatively, you can download a PDF version of the Notice [here](#). Please read this Notice carefully to understand our views and practices regarding your personal information and how we will treat it. Please also read our Terms of Use, which govern access to and use of our website; the Terms of Use are available on our website, or you can download a PDF version of the Terms of Use [here](#).

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If you do not agree with our policies and practices, your choice is not to use our website. By accessing or using our website, you agree to this Notice and the Terms of Use. This Notice and the Terms of Use may change from time to time in our sole discretion and without notice. Your continued use of the website after we make changes is deemed to be acceptance of those changes, so please check this Notice and the Terms of Use periodically for updates.

1. Information We Collect

We collect personal information from a number of sources, including, but not necessarily limited to:

- when you sign up with us to begin a membership,
- when you provide it to us in correspondence or other communications (including when you make inquiries about your membership or account), including but not limited to email and telephone inquiries,
- when you visit our website, through the use of cookies and similar technologies,
- when you sign up, register for, or attend our programs, events, meetings, volunteer committees, and the like,
- when you participate in our programs, events, meetings, volunteer committees, and the like, and/or
- through our account management portal.

The personal information that we collect about you includes the information below:

| Category of Personal Information | Purpose of Processing |
|---|---|
| Identifiers such as a real name, alias, postal address, unique personal identifier, online identifier Internet Protocol address, email address, telephone numbers (whether landline, cellular, or other), account name, social security number, driver's license number, age, marital status, veteran status, disability, medical condition, professional or employment related information (such as, title, employer name, business address, telephone numbers (whether landline, cellular, or other), email address, and source of income), audio and voice (including, but not limited to, recordation of telephone communications with us), visual (including but not limited to photographs or video), or other similar identifiers. | To carry out our obligations arising from our membership agreements or other governing documents, including for the management of your account, for administrative purposes, to send informational and/or marketing messages to you, to maintain records and correspondence relating to you, and for regulatory purposes or as otherwise required by law. |
| Information that identifies, relates to, describes, or is capable of being associated with, a particular individual, including, but not limited to, your name, signature, social security number, physical characteristics or description, address, telephone number, driver's license or state identification card number, insurance policy number, education, employment, employment history, bank account number, credit card number, debit card number, wire transfer information, or any other financial information, medical information, or health insurance information. | To carry out our obligations arising from our membership agreements or other governing documents, including for the management of your account (including accepting payment), for administrative purposes, to send informational and/or marketing messages to you, to maintain records and correspondence relating to you, and for regulatory purposes or as otherwise required by law. |
| Commercial information, including records of personal property. | To carry out our obligations arising from our membership agreements or other governing documents, including for the management of your account, for administrative purposes, to send informational and/or marketing messages to you, to maintain records and correspondence relating to you, and for regulatory purposes or as otherwise required by law. |
| Internet or other electronic network activity information, including, but not limited to, browsing history, search history, and information regarding a consumer's interaction with an Internet Web site, application, or advertisement. | To optimize the performance of our website(s) and to detect security incidents, protect against malicious, deceptive, fraudulent or illegal activity, and for data analytics. |

If you have signed up for, or are otherwise receiving for permissible reasons, our Notifications, you may at any time unsubscribe or opt-out from receiving them by contacting us or following any provided unsubscribe or opt-out options.

2. Disclosure of Personal Information

Adams may disclose aggregated information about our users, and information that does not identify any individual, without restriction. Adams may share your personal information among its subsidiaries and affiliates for use to support our business and who will use it only for the purposes for which we disclose it to them. Adams may also share your personal information with non-affiliates such as, but not necessarily limited to, third-party service providers, law enforcement or regulatory authorities, our auditors and legal advisors, mailing and printing services (for example, but not limited to, *Penn Lines* magazine for members of the Cooperative), and other service providers who will use it only for the purposes for which we disclose it to them which may include for the purpose of or relating to dispatch communications, emergency situations, technology and software, payment processing and tracking, electric distribution system maintenance and construction, and/or to otherwise support our business. We may also share in connection with any potential or actual merger or acquisition. We may also disclose your information if we believe disclosure is necessary or appropriate to protect the rights, property, or safety of Adams, our customers, or others. This includes

exchanging information with other companies and organizations for the purposes of fraud protection and credit risk reduction.

We will take reasonably necessary steps to ensure that where personal information is shared, it is treated securely and in accordance with this Notice and applicable laws.

3. Cookies

What is a “cookie”?

A cookie is a small piece of data that a website asks your browser to store on your computer or mobile device. The cookie allows the website to “remember” your actions or preferences over time. Cookies are widely used in order to make websites work, or to work more efficiently, as well as to provide reporting information. Some cookies are strictly necessary for the functioning of our website.

Why do we use cookies?

We use cookies to learn how you interact with our content and to improve your experience when visiting our website(s). For example, some cookies remember your preferences and where you left off so that you do not have to repeatedly make these choices when you visit our website(s).

What types of cookies do we use?

Third-party cookies belong to and are managed by other parties. These cookies may be required to render certain forms, such as email list sign-up, or to allow for some advertising outside of our website. Session cookies are temporary cookies that are used to remember you during the course of your visit to the website, and they expire when you close the web browser.

Persistent cookies are used to remember your preferences within the website and remain on your desktop or mobile device even after you close your browser or restart your computer. We use these cookies to analyze user behavior to establish visit patterns so that we can improve our website functionality for you and others who visit our website.

How do I reject and delete cookies?

You can choose to reject or block all or specific types of cookies for the website by changing your browser settings. Please note that most browsers automatically accept cookies. Therefore, if you do not wish cookies to be used, you may need to actively delete or block the cookies. If you reject the use of cookies, you will still be able to visit our website(s) but some of the functions may not work correctly. You may also visit www.allaboutcookies.org for details on how to delete or reject cookies and for further information on cookies generally. By using our website without deleting or rejecting some or all cookies, you agree that we can place those cookies that you have not deleted or rejected on your device.

4. Security

We implement reasonable security measures against unauthorized or unlawful processing of personal information and against accidental loss or destruction of, or damage to, personal data. The safety and security of your information also depends on you. Where we have given you (or where you have chosen) a password for access to certain parts of our website, you are responsible for keeping this password confidential. We ask you not to share your password with anyone. Unfortunately, the transmission of information via the internet is not completely secure. Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted to our website. Any transmission of personal information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on the website.

5. Do Not Track

Various third parties are developing or have developed signals or other mechanisms for the expression of consumer choice regarding the collection of information about an individual consumer's online activities over time and across third-party website or online services (e.g., browser do not track signals). Currently, we do not monitor or take any action with respect to these signals or other mechanisms.

6. Links to Third-Party Websites

Our website(s) may include links to other websites or references and information about other websites (e.g., in articles, resource or member benefits sections, or other informational sections on the website(s)), whose privacy practices may be different from ours. If you submit personal information to any of those sites, your information is governed by their privacy policies. We encourage you to carefully read the privacy policy of any website you visit.

As an example of "other websites", such being one example only and not an exhaustive list of "other websites" as described directly above, our website(s) include information about and links to "SmartHub", which is a separate, different website through which members of the Cooperative may manage their electric account(s). The SmartHub website is not owned, managed, or operated by Adams. Using the links on our website(s) to SmartHub will result in you leaving our website(s) and going to the separate, different SmartHub website(s) managed and operated by another company with its own website terms and conditions and privacy policies. On the SmartHub website, as owned, managed, and operated by a company other than Adams, you can and are encouraged to access and read the separate terms and conditions and privacy policies of that website.

7. Children

Except as otherwise set forth in the Terms of Use, our website(s) is (are) not targeted at children or anyone under the age of 18, and we do not knowingly collect any personal data from or about children. We will delete any personal information we determine to have been collected from a child or user under the applicable age of consent. If you are a parent or guardian of a child under the relevant digital age of consent and believe he or she has disclosed personal data to us, please contact us at communications@adamsec.coop or on 1-800-726-2324.

8. Changes to this Notice

It is our policy to post any changes we make to our privacy policy on this page. The date this Notice was last revised is identified at the beginning of this Notice (the Effective Date). You are responsible for ensuring we have an up-to-date active and deliverable email address for you, and for periodically visiting our website and this Notice and its privacy policy to check for any changes.

9. Questions

If you have any questions in relation to this Notice, please contact us at communications@adamsec.coop or on 1-800-726-2324.

[End]