

# PRIVACY POLICY

Last Updated: April 9, 2025

Broadway Electric Service Company LLC and its affiliates and subsidiaries using this policy (collectively, “BESCO”, “Company”, “us”, “our”, or “we”) are committed to protecting the privacy of our customers and individuals with whom we interact. We created this privacy policy to inform you of our practices regarding the collection, use, and disclosure of your information when you visit our website. This policy also covers information we collect about you when you contact us by phone or email. This policy describes our practices for collecting, using, maintaining, protecting, and disclosing that information.

Please read this policy carefully to understand our policies and practices regarding your information and how we will treat it. This policy may change from time to time (*see* “Changes to Our Privacy Policy”).

## Information Collection

We collect several types of information from and about you, including:

- **Information provided by you**, such as name, email address, and other personally identifying information. For example, we collect information from you when you submit your information through our online contact form.
- **Information collected automatically** as you navigate through the website. Information collected automatically may include usage details, domain address, IP addresses, internet browser, operating system, your internet connection, the equipment you use to access the website, and information collected through cookies and other tracking technologies (*see* “Cookies and Other Tracking Technologies” below for more details).

## Information Use

We may use information that we collect about you or that you provide to us:

- to present the website and its contents to you and to improve the website (we continually strive to improve our website offerings based on the information and feedback we receive from you);
- to provide you with information or services that you request from us;
- to fulfill our obligations to you dependent upon your relationship with us;
- to perform data analytics and provide you with advertising you may be interested in;

- to improve customer service (your information helps us to more effectively respond to your customer service requests and support needs);
- to carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection;
- to notify you about changes to the Website or any products or services we offer or provide through it;
- to allow you to participate in interactive features on the Website (your information helps us to better respond to your individual needs);
- to enable communications to you regarding our services, such as email;
- to fulfill any other purpose for which you provide it and in any other way we may describe when you provide the information; and
- for any other purpose with your consent.

## Disclosure Of Your Information

We may disclose information that we collect about you or that you provide us directly as described in this privacy policy:

- to our subsidiaries and affiliates;
- to contractors, service providers, and other third parties we use to support our business;
- to a buyer or other successor in the event of a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of Company's assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which personal information held by Company about our Website users is among the assets transferred;
- to fulfill the purpose for which you provide it. For example, to process an inquiry or request regarding how BESCO can help or work with you;
- for any other purpose disclosed by us when you provide the information;
- with your consent.

We may also disclose your personal information:

- to comply with any court order, law, or legal process, including to respond to any government, regulatory, or law enforcement request;
- to enforce or apply our Terms of Use; and

- if we believe disclosure is necessary or appropriate to protect the rights, property, or safety of Company, our customers, or others. This includes exchanging information with other companies and organizations for the purposes of fraud protection and credit risk reduction.

We may disclose aggregated information about our users and deidentified data or information that does not identify an individual.

## Cookies and Other Tracking Technologies

The website may use first-party and third-party “cookies” and other tracking technologies to enhance the experience of the website and for advertising and analytics purposes. These technologies are used for record-keeping purposes, to ensure the website operates properly, to track how website visitors interact with the website and other analytics purposes, and provide interest-based advertising for website visitors. Cookies are small files that a website places on a website visitor’s hard drive through their web browser. You may choose to set your web browser to refuse cookies, or to alert you when cookies are being sent. If you choose to refuse cookies, please note that some parts of the Website may not function properly as a result.

## State Privacy Rights

Depending on your state of residence, please see our state-specific privacy policy for more information on certain rights and disclosures that may be afforded to you with respect to our collection and use of your personal information.

## Security

We have implemented reasonable measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration, and disclosure.

## Third Parties & Third-Party Links

The website may contain links or direct you to other sites owned, operated, and maintained by third parties. Please be aware that we are not responsible for the content or privacy practices of such other third-party sites. We encourage our users to be aware when they leave the website and to read the privacy statements of any other site that collects personally identifiable information.

## Children Under the Age of 13

The Website is not intended for children under 13 years of age. No one under age 13 may provide any information to or on the Website. We do not knowingly collect personal information from children under 13. If you believe we might have any information from or about a child under 13, please contact us in one of the ways provided in the Contact Information section, below.

## Changes To Our Privacy Policy

It is our policy to post any changes we make to our privacy policy on this page. We encourage you to check back periodically to see if the policy has been updated, which you can see by reviewing the “Last Updated” date at the top of the webpage.

## Contacting Us

If there are any questions regarding this privacy policy you may contact us via email at [compliance@besco.com](mailto:compliance@besco.com).