

## Privacy and Cookies Policy

The Privacy and Cookies policy describes how personal information is collected and used when you use Greenergy.com, Greenergy Gateway Portal and other Greenergy online platforms.

“**personal information**” means information about an identifiable individual. This may include without limitation, an individual’s name, address, age, gender and personal preferences.

“**Greenergy**” means Greenergy Fuels Holdings Limited, its wholly-owned and majority-owned subsidiaries and its affiliates.

### Collection and Use of Personal Information

When you visit Greenergy.com, Greenergy Gateway Portal and other Greenergy online platforms, cookies are used to collect technical information about the services that you use, and how you use them. This may include device-specific information, your navigation throughout the site, and other technical and browsing preferences including your location and entry point to site. Other personal information is not collected unless you choose to submit a form including personal information.

Cookies help provide functionality to the websites and help analyse websites usage more accurately. Technical information collected through the websites is used to analyse and report on websites traffic and usage trends, for security purposes, and to improve Greenergy’s online content and services.

Greenergy uses third party analytics tools to analyse websites traffic and improve the site, based on information collected by cookies. On the Greenergy.com website and some other online platforms, we use Google Analytics and YouTube cookies. The Google Analytics tool collects anonymous information about how visitors use a website, for example how many visitors came to the website and when, what browsers visitors use and how long visitors stay on the site. For storing and showing video content, Greenergy uses YouTube. The cookies set up by YouTube is to track usage of its services.

Although Greenergy takes steps to maintain the security of its websites, there are inherent risks associated with the use of electronic means of communication. Therefore Greenergy discourages the use of its website to submit sensitive personal information.

If you choose to provide personal information to Greenergy, such as by submitting a form online, your personal information may be used to acknowledge or respond to your inquiry. Additional and subsequent use and disclosure of personal information will be governed by the Greenergy Data Protection Policy.

### Types of Cookies

Greenergy uses two types of cookies: Session Cookies and Persistent Cookies.

**Session cookies** allow our websites to temporarily remember your preferences. When browsing our websites, your selected preferences and the authentications given in that browsing session are temporarily remembered. When the browser is closed, this information is not stored.

**Persistent cookies** help to remember a user’s preferences from previous sessions. This allows for faster more convenient access to our websites. Persistent Cookies can be stored on your device’s hard drive after you finish browsing Greenergy’s websites.

## **Disclosure of Personal Information**

Greenergy does not disclose personal information collected via Greenergy online platforms to third parties for commercial purposes. Information collected through the sites may be accessible to and stored by Greenergy's service providers, for example, service providers who design, maintain or host our websites. Greenergy may disclose personal information provided through the websites to other Greenergy affiliates, service providers or partners in order to best respond to an inquiry or provide a service.

In exceptional circumstances, Greenergy may be permitted or required to disclose personal information collected through the websites to third parties without your knowledge or consent. For example, Greenergy may disclose user information to law enforcement agencies in order to investigate unauthorised attempts to modify the websites, install harmful files or cause damage to the websites or Greenergy.

## **Opting out**

You may opt-out of the collection of information by website cookies by adjusting your internet browser settings. Most browsers allow you to control cookies through their settings preferences. However, if you limit the ability of websites to set cookies, you may worsen your overall user experience, since it will no longer be personalised to you. It may also stop you from saving customised settings like login information. If you would like more specific information about how to change your browser settings, please visit [www.allaboutcookies.org](http://www.allaboutcookies.org), which has detailed information for each browser as well as more information about cookies in general.

## **Accessing Personal Information**

On your written request, we will use reasonable efforts to provide you with access to personal information about you in Greenergy's possession. However, given the nature of the information collected through the websites as described above, Greenergy may not be able to associate information in its possession with you personally.

## **Respecting and Responding to your Privacy Concerns**

You have the option to refuse or withdraw consent to the collection, use and disclosure of personal information through the Greenergy websites, and we will respect your choices. In some cases, when you withdraw consent to the collection or use of personal information on the websites, you may notice reduced websites functionality or need to use alternative means of contacting Greenergy.

We will investigate and respond to questions or concerns about any aspect of our handling of personal information. Please contact [privacy@greenergy.com](mailto:privacy@greenergy.com) with any questions or concerns you may have in this regard.