

PRIVACY POLICY

YOUR PRIVACY RIGHTS

Last updated: January 1, 2020

Exercise your rights Do not sell my personal data

COLLECTION OF PERSONAL INFORMATION AND HOW WE USE IT

Federal and state laws require us to disclose how we collect, use, share, and protect your personal information. The law also limits how we can use your personal information. Personally identifiable information that METUS may collect includes:

- Identifiers A real name, alias, postal address, Internet Protocol address, email address, account name, or other similar identifiers.
- Personal information This means any information that identifies, relates to, describes, or is capable of being associated with, a particular individual, including, but not limited to, his or her name, signature, address, telephone number.
- Commercial Information Including, but not limited to, records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies.
- Internet or Network Activity Browsing history, search history, information on a consumer's interaction with a website, application, or advertisement.
- Geolocation Data Physical location of Products registered for extended Warranty.

Personal information does not include:

- Publicly available information from government records.
- De-identified or aggregated consumer information.

In all cases where information is collected, METUS will take all necessary precautions to protect the user's privacy by (1) protecting the confidentiality of any and all information, (2) prohibiting unlawful disclosure of information, and (3) limiting access to all information.

We may use or disclose the personal information we collect for one or more of the following business purposes:

- To fulfill or meet the reason for which the information is provided. For example, if you provide us with personal information in relation to a purchase, warranty submission, referral form, etc., we will use that information in conjunction with that specific purpose.
- To provide you with information, products or services that you request from us.
- To provide you with email alerts, event registrations and other notices concerning our products or services, or events or news, that may be of interest to you.
- To carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collections.
- To improve our website and present its contents to you.
- For testing, research, analysis and product development.
- As necessary or appropriate to protect the rights, property or safety of us, our clients or others.
- To respond to law enforcement requests and as required by litigation requirements, applicable law, court order, or
- governmental regulations.
- As described to you when collecting your personal information.
- To evaluate or conduct a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of our assets.

We will not collect additional categories of personal information or use the personal information we collected for materially different, unrelated, or incompatible purposes without providing you notice.

When you initiate contact with METUS regarding an issue or problem, any personal information you provide is voluntary. We collect and use only the minimum information necessary to effectively respond to your concern and/or to conduct an investigation. When METUS directly solicits personal information from you in writing, we will specify how the information will be used and will proceed with appropriate notice and consent, if necessary. If you choose to post or share personal information, including photographs, on any public form on the Sites, please be aware that any information you submit can be read, viewed, collected, or used by other forums user. METUS retains no control over any individuals who may subsequently contact or send unsolicited messages to you and is not responsible for the personal information you choose to provide in these forums.

When you provide us with personal information, we may keep a record of the inquiry. In addition, we may store and process personal information and share it with our worldwide subsidiaries and affiliates to better understand your needs and improve our relationship with you. METUS does not use or disclose information gathered from individual visits to the Sites or information you provide to METUS to any third parties with the intention to sell, rent or otherwise market your personal information. METUS may, however, share your personal information with other companies, organizations or individuals if, under a good faith belief, we believe that the access, use, preservation or disclosure of the information is reasonably necessary to (a) meet any applicable law, regulation, legal process or enforceable governmental request; (b) enforce applicable terms of service, including investigation of potential violations; (c) detect, prevent, or otherwise address fraud, security or technical issues; and (d) protect against harm to the rights, property or safety of METUS, our users or the public as required or permitted by law.

METUS may at times employ a third party service provider to perform or assist with on-line surveys, contests, sweepstakes or other promotions, which may include help with administering the survey or promotion, compiling the data or providing customer support. These parties will be required to sign a non-disclosure agreement prior to performing any services with METUS and will be legally obligated not to disclose any personal information received from you. When we conduct a survey, we will make every effort to let you know how the information will be collected and used.

You have the option not to provide personal information to METUS. If you choose not to provide the personal information we request, you can still visit most of the Sites, but you may be unable to access certain options, offers and services that involve our interaction with you.

In the preceding twelve (12) months, we have not sold any personal information.

CHILDREN

The Children's Online Privacy Protection Act ("COPPA"), as well as various other state laws, prohibits unfair or deceptive acts or practices in connection with the collection, use, and/or disclosure of personal information from and about children on the Internet. METUS does not knowingly collect information from children nor does it target its Site or mobile applications to children less than 13 years of age. Children without the consent of their parent or guardian should not submit personal Information to the Site. If we discover that we have collected the personal information of a child, as defined by law, we will take immediate steps to handle that information in accordance with the law. Any minor under 18 years of age may also remove, or request and obtain removal of, online content that is collected and stored when such information is submitted by the user by directly contacting the Webmaster. METUS encourages all parents or guardians to instruct their children in the safe and responsible use of their personal information while using the Internet.

CHOICES IN SELECTING PRIVACY PREFERENCES

You may, at your discretion, subscribe to and receive information related to METUS products and services, including general METUS communications by postal mail, email, telephone, or mobile device. You also have the right to make or change these preferences at any time. This option does not apply to communications primarily for the purpose of administering order completion, contracts, support, product safety warnings, or other administrative and transactional notices where the primary purpose of these communications is not promotional in nature.

ACCESS TO AND ACCURACY OF YOUR INFORMATION

METUS wants to ensure that it accurately records your personal information. You have the right to request the disclosure of your personal information in our possession and mandate revisions when necessary. METUS offers you ways to update and/or to delete incorrect information, barring the need to retain it for legitimate business or legal purposes. In order to update your personal information, METUS may, for your personal protection, require you to verify your identity before we honor the request. In cases where the request is unreasonably repetitive, requires disproportionate technical effort, risks the privacy of others, or would be extremely impractical, METUS may reject the request and work with you to find an alternative solution. Please note that requests made over the phone may be recorded to ensure proper response to your request.

To request more details about the personal information that you directly provided to METUS, click the appropriate web link above or contact METUS at 1-866-545-7510 for assistance. Please note that we require certain pieces of personal information, such as name, and email address or telephone number in order to find you in our systems. This may be more information than we have collected previously. METUS will respond to any such request in an appropriate manner and within a reasonable timeframe.

METUS operates in such a way to protect information from accidental or malicious destruction. As such, subsequent to your request to delete personal information from our system, we reserve the right to retain residual copies from our active servers for a short period of time and may not remove information from our backup systems.

METAHVAC ADS AND OFFERINGS ON THIRD-PARTY WEBSITES

METUS may contract with service providers to place ads on websites owned by third parties. In addition, some websites may be "powered by" a service provider to provide METUS offers on METUS's behalf. These service providers may send cookies and use web beacons on these third-party websites and on our Sites. The cookies and web beacons may enable METUS to collect information about the pages you viewed and the links you clicked.

Most web browsers offer you the ability to inform websites and ad networks that you do not want your online activities tracked through a "Do Not Track" feature. Your browser settings may allow you to automatically transmit a "Do Not Track" signal to online services you visit. Note, however, there is no consensus among industry participants as to what "Do Not Track" means in this context. Like many online services, METUS does not currently alter its practices when it receives a "Do Not Track" signal from a visitor's browser.

To find out more about "Do Not Track," you can visit <u>http://www.aboutads.info/</u> to learn more about network advertising and your choices for opting out. However, METUS is not responsible for the completeness or accuracy of this third party information. Some third parties, however, may offer you choices regarding their tracking technologies. METUS is not responsible for the completeness or accuracy of third party choice notices or choice mechanisms.

NOTIFICATION OF CHANGES

Our Policy may change from time to time. If METUS decides to change its Policy, those changes will be posted in this section to keep you updated on the types of information we collect, how we collect such information, whether we disclose it to any third parties, your ability to control how such information is used, and your right to correct any erroneous information collected about you. When we change the policy in a material way, a notice will be posted on our website along with the updated Policy.

QUESTIONS OR COMMENTS

We value your opinion and feedback about of services and policy. If you have any questions or concerns about our Policy and how it might affect you personally, please contact the Webmaster at 'Contact Us' button located on our homepage.

OUR COMPANYWIDE COMMITMENT TO YOUR PRIVACY

Because we value our commitment to information security, we communicate our privacy and security guidelines to METUS employees and strictly enforce privacy safeguards within the company.

YOUR CONSENT

By using these Sites, you consent to the terms of our privacy statement and to our collecting and processing of personal information for the purposes given above.

PRIVACY STATEMENT - CALIFORNIA

This PRIVACY NOTICE FOR CALIFORNIA RESIDENTS supplements the information contained in the Privacy Statement of Mitsubishi Electric Trane HVAC US, LLC and its affiliates (collectively, "we," "us," or "our") and applies solely to visitors, users, and others who reside in the State of California ("consumers" or "you"). We adopt this notice to comply with the California Consumer Privacy Act of 2018 ("CCPA") and other California privacy laws. Any terms defined in the CCPA have the same meaning when used in this notice.

INFORMATION WE COLLECT

We collect information that identifies, relates to, describes, references, is capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular consumer or device ("personal information"). In particular, we have collected the following categories of personal information from consumers within the last twelve (12) months:

- Identifiers A real name, alias, postal address, Internet Protocol address, email address, account name, or other similar identifiers.
- Personal information described in subdivision (e) of Section 1798.80 (California Customer Records statute) ("1798.80 Personal Information") This means any information that identifies, relates to, describes, or is capable of being associated with, a particular individual, including, but not limited to, his or her name, signature, address, telephone number.
- Commercial Information Including, but not limited to, records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies.
- Internet or Network Activity Browsing history, search history, information on a consumer's interaction with a website, application, or advertisement.
- Geolocation Data Physical location of Products registered for extended Warranty.

Personal information does not include:

- Publicly available information from government records.
- De-identified or aggregated consumer information.
- Information excluded from the CCPA's scope.

We obtain the categories of personal information listed above from the following categories of sources:

- Directly from our customers related to their purchases of products or services and related warranties.
- Indirectly from our distributors or sales agents.
- Directly and indirectly from activity on our websites <u>www.metahvac.com</u>, <u>www.mitsubishicomfort.com</u>, <u>www.mitsubishipro.com</u>, <u>www.registermehvac.com</u>, <u>www.mehvac-blog.com</u>, <u>store.mehvac.com</u>, <u>www.mylinkdrive.com</u>, <u>www.mydsg.com/forums</u>, <u>www.jettowel.com</u>, <u>www.buildingconnectplus.com</u>, <u>www.mitsubishielectricadvantage.com</u> for social media, or marketing efforts.
- From third-parties that interact with us in connection with the products we sell or services we perform.

USE OF PERSONAL INFORMATION

We may use or disclose the personal information we collect for one or more of the following business purposes:

- To fulfill or meet the reason for which the information is provided. For example, if you provide us with personal information in relation to a purchase, warranty submission, referral form, etc., we will use that information in conjunction with that specific purpose.
- To provide you with information, products or services that you request from us.
- To provide you with email alerts, event registrations and other notices concerning our products or services, or events or news, that may be of interest to you.
- To carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collections.
- To improve our website and present its contents to you.
- For testing, research, analysis and product development.
- As necessary or appropriate to protect the rights, property or safety of us, our clients or others.
- To respond to law enforcement requests and as required by litigation requirements, applicable law, court order, or governmental regulations.
- As described to you when collecting your personal information or as otherwise set forth in the CCPA.
- To evaluate or conduct a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of our assets.

We will not collect additional categories of personal information or use the personal information we collected for materially different, unrelated, or incompatible purposes without providing you notice.

SHARING PERSONAL INFORMATION

We may disclose your personal information to a third party for a business purpose in compliance with the CCPA. In the preceding twelve (12) months, we have disclosed the following categories of personal information for a business purpose:

- Identifiers
- Personal Information
- Commercial Information

We disclose your personal information for a business purpose to the following categories of third parties:

- Our affiliates.Service providers.
- Third parties to whom you or your agents authorize us to disclose your personal information in connection with products or services we provide to you.

In the preceding twelve (12) months, we have not sold any personal information.

YOUR RIGHTS AND CHOICES

The CCPA provides consumers (California residents) with specific rights regarding their personal information. This section describes your CCPA rights and explains how to exercise those rights.

Access to Specific Information

You have the right to request that we disclose certain information to you about our collection and use of your personal information over the past 12 months. Once we receive and confirm your verifiable consumer request, we will disclose to you:

- The categories of personal information we collected about you.
- The categories of sources for the personal information we collected about you.
- Our business or commercial purpose for collecting or selling that personal information.
- The categories of third parties with whom we share that personal information.

Deletion Request Rights

You have the right to request that we delete any of your personal information that we collected from you and retained, subject to certain exceptions. Once we receive and confirm your verifiable consumer request, we will delete your personal information from our records, unless an exception applies.

We may deny your deletion request if retaining the information is necessary for us or our service providers to:

- Complete the transaction for which we collected the personal information, provide a good or service that you requested, take actions reasonably anticipated within the context of our ongoing business relationship with you, or otherwise perform our contract with you.
- Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity, or prosecute those responsible for such activities.
- Debug products to identify and repair errors that impair existing intended functionality.
- Exercise free speech, ensure the right of another consumer to exercise their free speech rights, or exercise another right provided for by law.
- Comply with the California Electronic Communications Privacy Act (Cal. Penal Code § 1546 seq.).
- Engage in public or peer-reviewed scientific, historical, or statistical research in the public interest that adheres to all other applicable ethics and privacy laws, when the information's deletion may likely render impossible or seriously impair the research's achievement, if you previously provided informed consent.
- Enable solely internal uses that are reasonably aligned with consumer expectations based on your relationship with us.
- Comply with a legal obligation.
- Make other internal and lawful uses of that information that are compatible with the context in which you provided it.

Exercising Access, Data Portability, and Deletion Rights

To exercise the access, data portability, and deletion rights described above, please submit a verifiable consumer request to us by either:

- Clicking the appropriate web link above to fill out a request form
- Calling us at 1-866-545-7510.
- Visiting <u>www.metahvac.com</u>
- Writing us at the address noted below.

Only you or a person registered with the California Secretary of State that you authorize to act on your behalf, may make a verifiable consumer request related to your personal information twice within a twelve month period. Your request must:

- Provide sufficient information that allows us to reasonably verify you are the person about whom we collected personal information.
- Describe your request with sufficient detail that allows us to properly understand, evaluate, and respond to it.

We cannot respond to your request or provide you with personal information if we cannot verify your identity or authority to make the request and confirm the personal information relates to you. We will only use personal information provided in a verifiable consumer request to verify the requestor's identity or authority to make the request.

Response Timing and Format

We endeavor to respond to a verifiable consumer request within 45 days of its receipt. If we require more time (up to 90 days), we will inform you of the reason and extension period in writing. Any disclosures we provide will only cover the 12-month period preceding the verifiable consumer request's receipt. The response we provide will also explain the reasons we cannot comply with a request, if applicable.

DATA USE DISCLAIMER

METUS and affiliated companies assume no responsibility for any damage, liability or other loss arising from your use of the Building Connect+ site and cloud location(s) or any claim of infringement of any third-party's rights or a trade secret violation that arise as a result of your use of the Building Connect+ site and cloud location(s), including without limitation any and all costs that you may incur, accrue or otherwise be charged by or in connection with this or any affiliated site, or for data usage or volume used in relation to such use, such as from your or any internet or cellular phone or other related provider of services to reach or access this or any related website or content.

NON-DISCRIMINATION

We will not discriminate against you for exercising any of your CCPA rights, unless otherwise permitted by the CCPA.

CHANGES TO OUR PRIVACY NOTICE

We reserve the right to amend this privacy notice at our discretion and at any time.

CONTACT INFORMATION

If you have any questions or comments about this notice, our Privacy Statement, the ways in which we collect and use your personal information, your choices and rights regarding such use, or wish to exercise your rights under California law, please do not hesitate to contact us at:

Phone: 1-866-545-7510 Website: <u>www.metahvac.com</u> Email: <u>customercare@hvac.mea.com</u> Postal Address: Customer Care 1340 Satellite Blvd Suwanee, GA 30024



CUSTOMER CARE: 1-866-545-7510

