

## Website Privacy Policy

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### **This Privacy Policy applies to the sites where it appears.**

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Thank you for visiting our site. We know that it's important to you to understand how your information is collected, used, shared and protected in connection with our services, system and websites. You and your privacy are important to us. This Policy describes how we treat personal information on the websites where it is located.

### **We collect information from and about you.**

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**We collect contact information.** For example, we might collect your name and email address if you create an account on our site or request services. We might also collect your phone number or street address.

**We may collect payment information.** For example, if you make a purchase on our site, we collect your payment card information.

**We may collect sensitive information.** We collect information you submit with a request for services. This may include information like your Social Security number.

**We collect information you submit or post.** We collect the information you post in a public space on our site, when you register with us, sign up for service accounts or subscribe to our notifications. We also collect information when you contact us. We may collect information about your utility provider.

**We collect demographic information.** We may collect information like your gender and age. We may also collect your zip code. We might collect this when you contact us or submit information to us.

**We collect other usage and device location information.** If you use our website, we may collect information about the browser you're using. We might collect information about what site you came from, or what site you visit when you leave us. We may also collect information about your location. We may collect this using different types of technologies, including GPS and Wi-Fi.

### **We collect information in different ways.**

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**We collect information directly from you.** For example, if you register with us, sign up for our services, or enter a promotion. We also collect information if you contact us.

**We collect information from you passively.** We use tracking tools like browser cookies and web beacons to personalize your experience and show you products or services that may be of interest to you. We do this on our websites and in emails that we send to you. We collect information about users over time when you use this website. We may have third parties collect personal information this way. Learn more about these tools and how you can control them, [here](#).

**We get information about you from third parties.** For example, our business partners may provide information about you. We may purchase this information from data providers to improve our services or products for you. Social media platforms may also provide us information. If you use social media platforms you should read their privacy disclosures to understand how they collect, use, share or protect your information.

**We combine information.** For example, we may combine information that we have collected offline with information we collect online. Or we may combine information we get from a third party with information we already have.

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 **We use information as disclosed and described here.**

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**We use information to respond to your requests or questions.** For example, we might use your information to communicate with you about your questions and our services. We may use your information to notify you if you win a promotion, or if you make a purchase.

**We use information to improve our products and services.** We may use your information to make our website and services better. We might use your information to customize your experience with us.

**We use information for security purposes.** We may use your information to protect our company, property, and our customers. We also use information to protect our websites.

**We use information for marketing purposes.** For example, we might provide you with information about new services and special offers. We might also use your information to serve you ads about products and offers. We might tell you about new features or updates. These might be third party offers or products we think you might find interesting. If you register with us, we may send you an email newsletter. To learn about your choices for these communications, read the [“You have certain choices”](#) section below.

**We use information to communicate with you.** For example, we will communicate with you about your account, our services, or our relationship. We may contact you about your feedback. We might also contact you about this Privacy Policy or our Terms.

**We use information as otherwise permitted by law or as we may notify you from time to time.**

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 **We may share information with third parties to the extent permitted by law.**

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**We will share information within our family of companies** where permitted by law including with our parent company Vistra Energy Corp. and its respective subsidiaries and affiliates such as Dynege Energy Services, LLC and Dynege Energy Services (East), LLC.

**We will share information with third parties who perform services on our behalf.** For example, we will share information with vendors who send emails for us. We may also share information with companies that operate our websites or run a promotion.

**We may share information with our business partners to help us service, manage and grow our business relationship with you and where permitted by law.** For example, we may share your information in order to perform services on our behalf or to market products or services. Where required by applicable law, we will seek your consent prior to sharing your information with such third party providers. These third party providers may also collect your information directly from you on our behalf.

**We will share information if we think we must to comply with the law or to protect ourselves.** For example, we will share information to respond to a court order or subpoena. We may share it if a government agency or investigatory body requests. We might share information when we are investigating potential fraud. This might include fraud we think has happened during a promotion. Or we may share your information if you are the winner of a promotion or other contest with anyone who requests a winner's list.

**We may share information as part of a transfer of assets or with any successor to all or part of our business.** For example, if part of our business was sold, we may share your information as part of a business transition involving another company. This could include a merger, reorganization, acquisition, or the lease or sale of all or a portion of our business. We could also share your information as part of a business evaluation or integration process in connection with a potential transaction.

**We may share information for other reasons we may describe to you from time to time.**

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 **You have certain choices about how we use your information.**

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**You can opt out of receiving our marketing emails.** To stop receiving our promotional emails, email us at [privacy@vistraenergy.com](mailto:privacy@vistraenergy.com), or follow the instructions in any promotional message you get from us. Users with more than one email address should include all email addresses they wish to unsubscribe in any unsubscribe request. Even if you opt out of getting marketing messages, we will still send you transactional messages. These include responses to your questions.

**You can control cookies and tracking tools.** To learn how to manage how we – and our vendors – use cookies and other tracking tools, and to read our **Do Not Track** policy, please click [here](#).

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 **These sites are not intended for children.**

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**Our sites are meant for adults.** We do not knowingly collect personally identifiable information from children under 13 without permission from a parent or guardian. If you are a parent or legal guardian and think your child under 13 has given us information, you can email us [privacy@vistraenergy.com](mailto:privacy@vistraenergy.com). You can also write to us at the address listed at the end of this policy. Please mark your inquiries “COPPA Information Request.” Parents, you can learn more about how to protect children's privacy on-line [here](#).

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 **We use standard security measures.**

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Your information is important to us and we value your trust in managing it carefully. However, please be aware that the Internet is not 100% secure and we cannot promise that your use of our sites will be completely safe. We encourage you to use caution when using the Internet. This includes not sharing your passwords.

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 **We may link to other sites or apps or have third party services on our platforms we don't control.**

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If you click on a third-party link, you will be taken to a platform we do not control. This Policy does not apply to the privacy practices of that website or platform. Read other companies' privacy policies carefully including social media websites. We are not responsible for these third parties.

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 **Feel free to contact us if you have more questions.**

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If you have any questions about this Policy, please email us at [privacy@vistraenergy.com](mailto:privacy@vistraenergy.com).

You can also write to us or call at:    Legal Department  
    Better Buy Energy  
    Attn: VP & AGC for Operations  
    P.O. Box 650772  
    Dallas, TX 75265-0772  
    Phone: 1-844-359-1877

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 **We may update this Policy.**

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From time to time we may change our privacy policies to address changes required by legal or regulatory obligations or changes in how we collect, use, share or protect your information. We will notify you of any material changes to this Policy as required by law. We will also post an updated copy on our website and any changes will be effective immediately. Please check our site periodically for updates.

**Last Updated: July 8, 2019**