

## GEA Website Privacy Policy

### Introduction

Thank you for visiting Greeneville Energy Authority (GEA). We value your privacy and are committed to protecting your personal data. This privacy policy will inform you about how we handle your personal data when you visit our website.

### Information We Collect

We collect various types of information in connection with the services we provide, including:

- **General Log Data:** GEA collects general log information. This may include your IP Address, web browser/operating system information and the time and date.
- **Usage Data:** Information on how you use our website specifically through the use of Google Analytics (see below)
- **Personal Information:** GEA collects personal information such as your name and email address on contact forms and chat interfaces.

### Google Analytics

We use Google Analytics to help us understand how our customers use the Site. Google Analytics collects information about your use of our website. No personal identifiable information (PII) is sent to Google. This information is transmitted to and stored by Google on servers in the United States. Google uses this information to evaluate your use of the Site, compile reports on website activity, and provide other services related to website activity and internet usage.

For more information on how Google Analytics collects and processes data, please visit Google's Privacy Policy: <https://policies.google.com/privacy>.

### How We Use Your Information

We use the collected data for various purposes:

- To provide customer support.
- To gather analysis or valuable information so that we can improve our website
- To monitor the usage of our website
- To detect, prevent, and address technical issues

### Choices About Usage Data and Tracking

We strive to provide you with choices regarding the tracking data you provide to us. We have created mechanisms to provide you with the following control over your information:

- **Tracking Technologies and Advertising.** You can set your browser to refuse all or some browser cookies, or to alert you when cookies are being sent. If you disable or refuse cookies, please note that some parts of the Site may then be inaccessible or not function properly.
- **Disclosure of Your Information for Third-Party Advertising.** GEA does not share your PII with unaffiliated third parties for promotional purposes.
- **Google Analytics Opt-out Option.** If you do not want your information collected with Google Analytics, you can install the Google Analytics opt-out browser add-on. To opt-out of Google Analytics, visit the Google Analytics opt-out page (located at <https://tools.google.com/dlpage/gaoptout>) and install the add-on for your browser. For more details, visit the Google support page (located at <https://support.google.com/>)

### **Service Providers**

GEA does not sell your PII to outside marketers. We may employ third-party companies and individuals due to the following reasons:

- To facilitate our Service
- To provide the Service on our behalf
- To assist us in analyzing how our Service is used.

We want to inform users of this Service that these third parties have access to your Personal Information. The reason is to perform the tasks assigned to them on our behalf. However, they are obligated not to disclose or use the information for any other purpose.

### **Video Content**

The only data collected in regard to viewing video content on this website is logging data and analytic data as mentioned above. No personal information is shared with any third party unless required by law. This includes the Service Providers mentioned above. In accordance with the Video Privacy Protection Act (VPPA) no PII will be disclosed as it pertains the video content on this website.

### **Security of Data**

The security of your data is important to us, but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your personal data, we cannot guarantee its absolute security.

### **Links to Other Sites**

This Service may contain links to other sites. If you click on a third-party link, you will be directed to that site. Note that these external sites are not operated by us. Therefore, we strongly advise you to review the Privacy Policy of these websites. We have no control

over and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services.

### **Children's Privacy**

These Services do not address anyone under the age of 13. We do not knowingly collect personally identifiable information from children under 13. If we discover that a child under 13 has provided us with personal information, we immediately delete this from our servers. If you are a parent or guardian and you are aware that your child has provided us with personal information, please contact us so that we will be able to take the necessary actions.

### **Changes to This Privacy Policy**

We may update our privacy policy from time to time. We will notify you of any changes by posting the new privacy policy on this page. You are advised to review this privacy policy periodically for any changes. Changes to this privacy policy are effective when they are posted on this page.

### **Contact Us**

If you have any questions about this privacy policy, please contact us:

- By visiting this page on our website: <https://www.mygea.net/contact-us/>