



MOON LAKE ELECTRIC ASSOCIATION, INC.

ONLINE PRIVACY STATEMENT

Respect for Your Privacy

Moon Lake Electric respects the privacy of its members and of visitors to its online platforms, including its website, www.mleainc.com. This statement explains how information that is collected through Moon Lake Electric's online interfaces is treated and how Moon Lake Electric uses any such information that is collected. These interfaces include our website, applications we have placed on third-party sites such as Facebook and Twitter, and our mobile applications. All use of the various online platforms including the website, applications, and associated services and functionality is subject to this privacy statement.

Information We Collect

Personal Information: Moon Lake Electric obtains personal information concerning you when you contact us with inquiries, register for an online account, or use our services. This includes our online bill payment services and our online employment application services. Moon Lake Electric may also obtain personal information in connection with providing utility services to you. By using our services, you are consenting to our use of personal information in accordance with this privacy statement.

Personal information also includes any username or password selected or assigned to you when you register with our website or online services. You should be sure to keep any such username and password confidential, and to let us know right away if you believe that someone else may have learned your password.

Non-Identifiable Information: When you use our services, Moon Lake Electric may receive or generate non-identifiable information about your use of our services. Typically, such information is collected passively. For example, we may use "cookies" or similar technology to collect this information. A "cookie" is a piece of information sent to your browser when you access our website or applications. The information gathered using "cookies" or similar technology may include the date and time you access any of our services, the pages you view on our website, the type of browser and operating system used to access our website and/or whether you linked to our website from



another site and, if so, the URL of the referring website. We may store non-identifiable information ourselves or it may be provided to or maintained by our affiliates, agents or service providers. We use this information to help us keep our services current with industry standards, to improve the functionality and services and to better tailor our website or applications to users' needs.

How We Use Personal Information

We use personal information for billing, collecting payments, contacting members, resolving problems, providing or improving our services, marketing purposes, enhancing our website, and meeting legal concerns or obligations. If you provide personal information for a specific reason, we may use your personal information in connection with the reason for which it was provided. An example of this is, if you contact us, we will use the personal information you provide to answer your question or resolve your problem.

Online Tracking

Location tracking on mobile devices: Certain applications on mobile devices may transmit information to us about your location when you request information from them. An example may be the inclusion of your physical location when you report an outage using your mobile device. We may use that information to improve the services we provide to you as well as improving our service generally in your area. We use Google Analytics, which uses "cookies" and other, similar technologies to collect information about use of our services anonymously and reports website and application trends, without identifying individual visitors. To learn more, including how to opt out, visit <https://tools.google.com/dlpage/gaoptout>.

Disclosure of Personal Information

In special circumstances, we may share your personal information with certain third parties without further notice to you. There are times when we use other companies to perform certain business-related functions in connection with our website, applications, and other services. This includes phone services that are given after our normal business hours. When we engage another company to perform a function of this nature, we provide such company with the personal information that they need to perform that function.

We will not share email addresses, phone numbers or other personal information to any third parties for the marketing of their goods or services.

We may disclose personal information if required to do so by law or if we in good faith believe that such action is necessary to (i) comply with a legal obligation, (ii)



protect and defend our rights or property, (iii) act in urgent circumstances to protect the personal safety of users of our website or the public, or (iv) protect against legal liability. In addition, we may provide personal information to credit bureaus or collection agencies if we are permitted or required to do so by law.

Links to Other Websites

Our website and applications may contain links to other websites that are not owned or controlled by us. You may have linked to our website from another website that is not owned or controlled by us. Please be aware that we are not responsible for the privacy practices of other websites, and this Online Privacy Statement applies only to information collected through our website, applications, or services. You should carefully review the privacy practices of any third-party website before providing such website with any personal information.

Text Messaging

Moon Lake Electric may interact with members via SMS or MMS communications relating to your service with Moon Lake Electric including billing, outage and payment notifications. Moon Lake Electric complies with relevant messaging regulations, including but not limited to the Telephone Consumer Protection Act (TCPA), the Controlling the Assault of Non-Solicited Pornography And Marketing (CAN-SPAM) Act, and 10 DLC messaging requirements. Message and data rates from your carrier may apply to messages received.

Social Media Platforms

Moon Lake Electric may interact with registered users of various social media platforms, including Facebook and Twitter. Please note that any content you post to social media platforms, as well as any personal information that you otherwise make available to users, is subject to that social media platform's terms of use and privacy policies. We recommend that you review this information carefully in order to better understand your rights and obligations with regard to such content.

Security

Moon Lake Electric employs reasonable security measures to protect personal information in our possession. Such measures include protecting the following:

- email addresses
- phone numbers
- data used for messaging in relation to your account and data storage encryption
- authentication measures to protect against the loss, misuse, or alteration of any sensitive information included in personal information



However, no electronically stored information is completely secure. Consequently, while we strive to secure the information, we have collected online concerning you, we are not able to guarantee such security. If a data breach is detected, we will alert consumers that their data has been compromised within 30 days of our knowledge of such breach.

Changes to This Privacy Statement

It may be necessary for us to make changes to this privacy statement from time to time, in order to reflect changes to the website or other services, technology, or legal requirements and guidelines. Moon Lake Electric reserves the right to update or modify this Privacy Statement without prior notice to you. Please check the Privacy Statement for any updates periodically, especially before you provide any personal information.

Children's Privacy

While our website contains energy-related information and entertainment that may be of educational value to children, no personal information has to be entered in order for you to use those features. We do not knowingly permit persons under the age of 13 to register or provide personal information through our website or other services, and the provision of personal information by children through our website or other services is strictly prohibited. We encourage parents to supervise and participate in their children's internet activities, and we urge children to exercise caution and consult their parents before providing any personally identifiable information to any website on the Internet.

How to Contact Us

For questions or concerns regarding your information or privacy-related issues, please contact us via any of the methods listed directly below:

Mail:

Moon Lake Electric Association
P.O. Box 278
Roosevelt, Utah 84066-0278

Telephone:

(435) 722-5400

Fax:

(435)722-5466