

Privacy Policy

Think+ Network, LLC (referred to herein as “Think+”, “our”, “us” or “we”) is committed to respecting the privacy rights of those visiting our websites, including the Think+ website (at <https://www.thinkenergy.plus>), our Independent Energy Advisors’ Replicated Websites and our mobile applications (hereafter collectively referred to as the “Website” or “Websites”). We created this Privacy Policy to give you confidence as you visit and use the Websites, and to demonstrate our commitment to fair information practices and to the protection of privacy.

This Privacy Policy is only applicable to our Websites and not to any Third-Party websites that may link to or from this Website, which may have data collection, storage and use practices and policies that differ materially from this Privacy Policy. For additional information, see the section concerning Third-Party Websites, below.

The Website is located in United States and is subject to U.S. laws. If you are outside of the United States, your use of the Website constitutes consent to the transmission of personal information to the United States. If your use of the Website is against the laws of your jurisdiction, it is your responsibility to refrain from the use of the Website.

BY USING THE WEBSITE, YOU REPRESENT AND WARRANT THAT YOU HAVE READ AND UNDERSTOOD, AND AGREE TO THE TERMS OF, THIS PRIVACY POLICY. IF YOU DO NOT UNDERSTAND OR DO NOT AGREE TO BE BOUND BY THIS PRIVACY POLICY, YOU MUST IMMEDIATELY LEAVE THE WEBSITE.

Each time you use the Website, the then-current version of this Privacy Policy will apply. Accordingly, each time you use the Website you should check the date of this Privacy Policy (which appears at the end) and review any changes since the last time you visited the Website. For additional information, see the section concerning Updates and Changes to Privacy Policy, below.

Children’s Privacy

Think+ is committed to the safety of our children. Persons under the age of 18 may not enroll as Think+ Independent Energy Advisors (hereafter “Energy Advisor”), register as customers, or purchase any products or services through any of our Websites. Think+ does not solicit or knowingly collect personally identifiable information from children under the age of 13. If Think+ obtains actual knowledge that it has collected personally identifiable information from a child under the age of 13, Think+ will immediately delete such information from its database. Because Think+ does not collect personally identifiable information from children under the age of 13, Think+ has no such information to use or disclose to third parties.

Information Collection

Think+ is the sole owner of the Websites. We collect information from Energy Advisors, customers, and visitors to the Websites at different points on the Websites.

- **Traffic Data.** Like most website operators, Think+ automatically gathers information of the sort that browsers automatically make available, including: (i) IP addresses; (ii) domain servers; (iii) types of devices accessing the Website; and (iv) types of Web browsers accessing the Website

(collectively “Traffic Data”). Traffic Data is anonymous information that does not personally identify you.

- **Cookies.** A “Cookie” is a string of information that a website stores on a user's computer, and that the user's browser provides to the website each time the user submits a query to the website. The purpose of a Cookie is to identify the user as a unique user of the Website. Think+ uses Cookies to customize your experience on the Website to your interests, to ensure that you do not see the same informational messages repeatedly, and to store your username so you do not have to re-enter it each time you visit the Website. For additional information on Think+'s uses of Cookies, see the section concerning Information Use and Disclosure Practices/Traffic Data and Information Gathered Using Cookies, below.
- **Third Party Cookies.** We may allow third parties to use Cookies on the Websites, but we do not control the use or contents of third-party Cookies. Such third-party cookies may include:
 - Ad Services. In the course of providing advertisement services, the following third parties utilize cookies on the Website: Google AdWords.
 - Data Providers. We use third-party data provider cookies in connection with the Website. The following third parties utilize data provider cookies on the Website: Google Analytics.
 - Analytics. We use third-party analytics cookies to gain insight into how our visitors use the Website. Third parties such as Google Analytics utilize cookies on the Website for analytics.
- **Opting Out of Cookies.** IF YOU DO NOT WISH TO HAVE COOKIES PLACED ON YOUR COMPUTER, YOU SHOULD SET YOUR BROWSER TO REFUSE COOKIES BEFORE ACCESSING THE WEBSITE, WITH THE UNDERSTANDING THAT CERTAIN OF THE SERVICES AND CERTAIN FEATURES OF THE WEBSITE MAY NOT FUNCTION PROPERLY WITHOUT THE AID OF COOKIES. IF YOU REFUSE COOKIES, YOU ASSUME ALL RESPONSIBILITY FOR ANY RESULTING LOSS OF FUNCTIONALITY.
- **Personal Information.** Through your use of or visits to our Websites, you may be required or requested to provide personally identifiable information (hereafter “Personal Information”) to us. Personal Information is any piece of information which can potentially be used to uniquely identify, contact, or locate a single person. We collect the following categories of Personal Information from users:
 - Name
 - Mailing Address
 - Email Address
 - Telephone Number
 - Social Security/Taxpayer Identification Number
 - Username
 - Account Password
 - Geolocation Information
 - Credit Card Information
 - Billing Information
 - Bank Account Information
 - Information associated with other accounts belonging to a user
- **Consent.** We do not collect Personal Information from a user without first asking the user to provide it. The Website does not gather Personal Information from users without their knowledge. We may supplement the Personal Information that a user provides to us with additional Personal Information gathered from public sources or from third parties (e.g.,

consumer reporting agencies) who may lawfully provide such information to us. You are under no obligation to provide Personal Information to us, with the caveat that your refusal to do so may prevent you from using certain of the features and services available on the Website or from purchasing some or all of our products and services.

- **Credit Card Information.** Credit card information collected at registration or for shopping cart orders is used only to process payment for purchases. Credit card information is retained by us in order to facilitate subscription purchases. In addition, users may elect to store their credit card information for in order to pay for future product orders and recurring fees. To protect your Personal Information, we take reasonable precautions and follow industry best practices to make sure your credit card information is not inappropriately lost, misused, accessed, disclosed, altered or destroyed. Although no method of transmission over the Internet or electronic storage is 100% secure, we implement additional generally accepted industry standards
- **Information that you make Public.** The Website may contain features (e.g., public profiles, forums, and message boards) that permit you to upload, post, transmit, display, perform or distribute content, information or other material, including some of your Personal Information. Any information that you choose to disclose by means of such features becomes public information over which Think+ is unable to exercise control. You should exercise caution when deciding to disclose your Personal Information by means of such features, and you agree to assume all responsibility for doing so.

Information Obtained from Third Party Sources

We may receive information about you such as contact information and demographics information from other sources. In addition, we may combine information you give us with information from these sources. The types of information and sources of such information include without limitation the following categories:

- **Vendors.** We may receive contact information and demographic information that you provide to or through our vendors, such as through our email and text message campaigns.
- **Your Think+ Energy Advisor (if applicable).** Information such as account or demographic information that is submitted by your Think+ Energy Advisor on your behalf.
- **Payment Service Providers.** Payment information such as updated credit card number and expiration dates from your bank or credit card company which we use to keep our records current and service you better.
- **Delivery Service Providers.** Delivery details such as updated delivery, contact information, and address information from our carriers or other third parties which we use to keep our records current, process orders, deliver your next purchase, and service you better.
- **Social Media Services.** Information that you publicly post on our and your social media pages (e.g., our Facebook®, Instagram®, and Twitter® pages), such as your contact and demographic information, such as likes, interests, preferences, comments, suggestions, and opinions, general feedback, and content.
- **Other Third-Party Sources (Including Data Aggregators and Public Databases).** Transactional data from third party purchases; contact information, demographics information, including profile data; information about products or services purchased from other companies.

Information Use and Disclosure Practices

- **Traffic Data and Information Gathered Using Cookies.** Think+ analyzes Traffic Data and

information gathered using Cookies to help Think+ better understand who is using the Website and how they are using it. By identifying patterns and trends in usage, Think+ is able to better design the Website to improve your experience, and to serve you more relevant and interesting content. From time to time, Think+ may release Traffic Data and information gathered using Cookies in the aggregate, such as by publishing a report on trends in the usage of the Website. Think+ does not attempt to link information gathered using Cookies to Personal Information.

- **Personal Information.** Personal Information is used and disclosed as described in this Privacy Policy. In general, we use your Personal Information to:
 - Process your orders;
 - Communicate with you regarding your orders, your account, the use of our products or services, or otherwise provide customer service;
 - Maintain your account and keep track of any purchases made by you;
 - Authenticate your account credentials and identify you to log in to the Website;
 - Personalize your experience on the Website;
 - Send you marketing communications about services and products offered by us and our affiliated companies, as permitted by law;
 - Improve our website, your personal information may be analyzed to search for patterns which may help improve the overall website experience;
 - Improve the customer service we provide; your personal information may be used for review and quality control purposes;
 - Authenticate your credit or debit card account information;
 - Create de-identified personal information to be used by us;
 - Where required for Energy Advisor applicants, conduct confidential criminal background checks; and
 - Use for any other reason you consent to.

Except as specifically set forth in this Privacy Policy, Think+ DOES NOT share Personal Information. Think+ may share aggregated information from time to time with its partners, vendors or other third parties. When such aggregate information is shared by Think+, no Personal Information is shared.

- **Disclosure Practices.** Except under the following circumstances and otherwise as set forth in this Privacy Policy, Think+ will keep your Personal Information private and will not sell it to or share it with third parties.
 - **Disclosure in Connection with Services.** Think+ discloses Personal Information to those who help it provide Services, including those who perform technical, administrative and data processing tasks such as hosting, billing, fulfillment, and data storage and security.
 - **Our Affiliates.** We disclose your Personal Information to affiliates of Think+ for the following purposes: to support the Energy Advisor with trainings, meeting location information and building of their organizations.
 - **By Law or to Protect Rights.** Think+ discloses Personal Information when required to do so by law, or in response to a subpoena or court order, or when Think+ believes in its sole discretion that disclosure is reasonably necessary to protect the property or rights of Think+, third parties or the public at large.
 - **Legally Required Law Enforcement, Judicial and Administrative Agency Disclosures.** Think+ will provide confidential and personally identifiable information as necessary to comply with judicial and administrative orders, subpoenas, Civil or Criminal Investigative Demands, Administrative and Regulatory Demands and other legal obligations. In order for Think+ to

- conduct business in certain jurisdictions, Think+ must disclose certain personally identifiable and confidential information to regulatory authorities in such jurisdictions. Such information may include, but is not limited to, income information and personally identifiable information.
- **Business Transfers; Bankruptcy.** Think+ reserves the right to transfer all Personal Information in its possession to a successor organization in the event of a merger, acquisition, or bankruptcy or other sale of all or a portion of Think+'s assets. Other than to the extent ordered by a bankruptcy or other court, the use and disclosure of all transferred Personal Information will be subject to this Privacy Policy, or to a new privacy policy if you are given notice of that new privacy policy and an opportunity to affirmatively opt-out of it. Personal Information submitted or collected after a transfer, however, may be subject to a new privacy policy adopted by Think+'s successor organization.
 - **Unpaid Accounts.** If you fail to pay any balance owed to Think+, we may, as permitted by law, report your Personal Information, including without limitation your unpaid balance, to consumer credit reporting services, collection agencies and others.
 - **Invite a Friend.** When you invite family or friends to join the Think+ network or to attend a Think+ meeting or event, Think+ will send an email on your behalf to the indicated recipient. Your name and email address will appear in the "From" line of such email.
 - **Lead Assignment and Energy Advisor Locator Features.** Think+ occasionally will assign prospective sales and prospective Energy Advisor leads to Energy Advisors. In these cases, we will provide the prospective customer or Energy Advisor with the appropriate Energy Advisor's name and contact information and/or provide an Energy Advisor with the prospective customer's or Energy Advisor's name and contact information.
 - **Downline Activity/Genealogy Reports.** As a network marketing company, Think+ provides certain information to Energy Advisors regarding other Energy Advisors and Customers enrolled in an Energy Advisor's downline marketing organization (sales team). To help Energy Advisors in Think+'s network marketing program manage their independent businesses, we provide our Energy Advisors with some of the Personal Information of the other Energy Advisors and customers whom they have personally sponsored/enrolled as well as other Energy Advisors who are on their marketing teams. If you enroll as an Energy Advisor or register as a Think+ Customer, your name, address, telephone number, and email address, as well as data relating to your sales, purchases, and recruitment activity will be disclosed to the Energy Advisor who sponsored you and to other Energy Advisors who are upline to you and your sponsoring Energy Advisor. No other Personal Information will be shared with Energy Advisors. Such information is shared via the Energy Advisor Back-Office. Information relating to downline Energy Advisors is made available to Energy Advisors subject to a confidentiality and non-solicitation covenant in the agreement that each Energy Advisor enters into with Think+. However, Think+ does not warrant that other Energy Advisors will adhere to the confidentiality and non-solicitation covenants, and Think+ shall not be responsible for Energy Advisors' violation of these covenants. By enrolling as an Energy Advisor or registering as a Think+ Customer, you consent to the disclosure of your Personal Information as described in this paragraph.
 - **Surveys.** It may become necessary to conduct surveys of our customers or Energy Advisors. Should we deem it necessary to conduct a survey, we may outsource the survey to a third party. We will provide the third-party survey company with your Personal Information as is necessary for the third-party survey company to conduct the survey and to those third parties whom we engage to review and analyze the results of the survey. We will not provide your

social security number, credit card or banking information to the survey provider.

Retention of Personal Information

Unless there is something in this Policy to the contrary, we may retain your Personal Information for as long as your account is active and for a period of time thereafter to allow you to re-activate your account without loss of information. We may also retain your Personal Information as necessary to comply with legal requirements and obligations, defend our rights, resolve conflicts, improve the Website, address complaints, and enforce contracts.

Electronic Communications

Consistent with this Privacy Policy and as is permitted by applicable law, we may communicate with you via electronic messages, including email and SMS text. We receive notice when you open an email or click a link within a marketing email.

Online Advertising

We may display advertising on our Website and partner with third parties to manage advertising on other Websites for our products and services. We may also partner with third parties, including business partners, advertising networks, and other advertising service providers, who gather information about you on our Sites and other sites to provide you with advertisements on the Website and elsewhere online based on your browsing history and tailored to your interests, preferences, and characteristics. Cookies or other similar technologies may be used to provide you with advertising based upon your browsing activities and interests. We are not responsible for the privacy practices of these third parties, and the information practices of these third parties are not covered by this Policy.

Some third parties collect information about users of our Website to provide interest-based advertising on our Website and elsewhere, including across browsers and devices. These third parties may use the information they collect on our Website to make predictions about your interests in order to provide you with ads (from us and other companies) across the Internet. Some of these third parties may participate in industry-developed programs designed to provide consumers with choices about whether to receive targeted advertising. Due to differences between using apps and websites on mobile devices, you may need to take additional steps to disable targeted ad technologies in mobile apps. Many mobile devices allow you to opt out of targeted advertising for mobile apps using the settings within the mobile app or your mobile device. For more information, please check your mobile settings. You also may uninstall our apps using the standard uninstall process available on your mobile device or app marketplace.

To opt out of interest-based advertising across browsers and devices from companies that participate in the Digital Advertising Alliance or Network Advertising Initiative opt-out programs, please visit the websites operated by the Network Advertising Initiative (<http://www.networkadvertising.org/choices/>) and the Digital Advertising Alliance (<http://www.aboutads.info/choices/>). You may also be able to opt out of interest-based advertising through the settings within the mobile app or your mobile device, but your opt-out choice may apply only to the browser or device you are using when you opt out, so you should opt out on each of your browsers and devices if you want to disable all cross-device linking for interest-based advertising. Please note that even if you use an industry-based opt-out for interest-based advertising, you will continue to receive generic advertisements and your experience on our Website may be degraded.

Miscellaneous

- **Dispute Resolution.** This privacy policy is governed by the laws of the State of Connecticut. The offer extended by this Agreement, and any acceptance of its terms, shall occur in Fairfield County, State of Connecticut. Any dispute arising from or relating to this privacy policy shall be brought in the courts of the State of Connecticut residing in Fairfield County. Each party to a dispute arising from or relating to this privacy policy shall bear his/her/its own attorney's fees, costs, and expenses. **If a visitor to this site wishes to bring an action for the breach of this privacy policy, he/she shall do so on an individual basis. Visitors waive all rights to bring an action on a class or consolidated basis.** If a visitor to this site is also an Energy Advisor and combines claims under this privacy policy with claims that are subject to the Think+ Energy Advisor Agreement, the dispute resolution provisions of the Energy Advisor Agreement shall govern.
- **Links.** Think+'s Websites may contain links to other sites. Please be aware that Think+ is not responsible for the privacy practices of such other sites. We encourage users to be aware when they leave our site and to read the privacy statements of each and every website that collects Personal Information. This privacy statement applies solely to information collected by Think+ Websites.
- **Security.** Think+ has implemented and maintains reasonable security procedures and practices to protect against the unauthorized access, use, modification, destruction, or disclosure of your Personal Information.
- **Do-Not-Track Requests.** "Do-Not-Track" is a web browser setting that sends a signal instructing the website not to track a user. The Website does not have a mechanism to respond to "Do-Not-Track" requests.
- **Lost or Stolen Information.** You must promptly notify us if your credit, banking, other financial information, username, or password is lost, stolen, or used without permission. In such an event, we will remove that credit card number, bank account information, other financial institution information, username, or password from your account.
- **Promotional Activities.** From time to time, Think+ may conduct contests, giveaways, and other promotions (collectively, "Promotional Activities"). Any information submitted in connection with Promotional Activities will be treated in accordance with this Privacy Policy. From time to time, Think+ may also ask you to participate in surveys designed to help Think+ improve the Websites, its products, services, or the Think+ network marketing program. Any Personal Information provided to Think+ in connection with any survey will be used only in relation to that survey and will be disclosed to third parties not bound by this Privacy Policy only in aggregated form.
- **Changes to this Privacy Policy.** Think+ reserves the right to amend or change this Privacy Policy at any time at its sole discretion. It is your responsibility to periodically access this Privacy Policy by clicking on the [Privacy Policy](#) link at our home page. You can determine the date this Privacy Policy was last updated by referring to the effective date found at the end of the policy. When material changes or amendments are made to the Privacy Policy, we will announce the same at our home page for a period of 30 days following implementation of the amended Privacy Policy.
- **Making Changes to Your Personal Information.** Energy Advisors and Registered Customers may update their Personal Information as necessary by logging into their Think+ online Back Offices, which allows them to access and edit their registration account information. In addition, Energy Advisors and Registered Customers may contact us at easyupport@thinkenergy.plus to update their profiles.
- **Online Privacy Policy Only.** Except as may otherwise be provided herein, this Privacy Policy

applies only to information collected through the Website. It does not apply to information collected offline.

- **Questions.** Questions regarding this Privacy Policy should be directed to easyupport@thinkenergy.plus.
- **Effective Date.** The effective date of this Privacy Policy is January 10, 2022.

Supplemental Privacy Notice for California Residents. The following applies solely to California residents. Effective January 1, 2020.

Shine the Light. Residents of the State of California (under California Civil Code Section 1798.83) have the right to request from companies conducting business in California a list of all third parties, if any, to which the company has disclosed Personal Information during the preceding year for direct marketing purposes (e.g., requests made in 2022 will receive information about 2021 sharing activities). We comply with this law by offering California residents the ability to tell us not to share your Personal Information with third parties for their direct marketing purposes. To make such a request, please email us at easyupport@thinkenergy.plus. You must include the name of this Site and “California Resident” as the subject line, and your full name, e-mail address, and postal address in your message. Please note that any request under this paragraph will be limited to our use and disclosure of your Personal Information. You will need to make the same request of your Energy Advisor if you would like to obtain information about any disclosure that she or he has made of your Personal Information.

California Consumer Privacy Act Notice. If you are a California resident, you may have certain rights under the California Consumer Privacy Act (CCPA) as described below:

- To access some of our services, use certain feature of our Websites, or to purchase products or services from us, you will be required to provide certain Personal Information to us.
- You have the right to know:
 - The California Consumer Privacy Act (CCPA) sets forth certain obligations for businesses that “sell” Personal Information. Based on the definition of “sell” under the CCPA and under current regulatory guidance, we do not believe we engage in such activity and have not engaged in such activity in the past 12 months.
 - We do not sell your Personal Information to any third party.
 - In the 12 months preceding the revision date of this Privacy Policy, we have not sold any Personal Information.
 - We do not discriminate against consumers as a result of a consumer’s exercise of any of his or her rights listed in this section. For example, we will not, as a result of a consumer’s exercise of any rights listed in this section:
 - Deny goods or services to the consumer;
 - Charge different prices or rates for goods or services;
 - Provide a different level or quality of goods or services; or
 - Suggest in any way that a consumer will receive a different price or rate for goods or services or a different level or quality of goods or services.
 - We may provide discounts or other incentives to customers who provide us with certain of their Personal Information. For example, we may offer a discount to a consumer who provides her contact information and payment information in order to register with us.

- You may request the following relating to your Personal Information from us:
 - A description of the categories of Personal Information we collect and the reasons we collect this information.
 - All Personal Information we have about you.
 - That we delete your Personal Information.
 - A description of the categories of Personal Information we collect and the categories of third parties to which we disclose your Personal Information.
 - A list of third parties to which we have provided your Personal Information for business purposes, and the corresponding purpose for which we have disclosed your information.

To exercise any of your rights under this section, contact us at 844-436-3649 or easupport@thinkenergy.plus, or via www.thinkenergy.plus/. You will be required to provide us with your name, address and Energy Advisor or customer identification number, and the last four digits of the credit card that you have on file with us so that we can verify your identity.

Supplemental Privacy Notice for Nevada Residents. The following applies solely to Nevada Residents.

Residents of Nevada have certain rights with respect to your Personal Information.

- You have the right to know that we do not sell any of your Personal Information to any third party or parties.
- You have the right to request that we not sell any of your Personal Information. Although we do not sell your Personal Information to any third parties, you have the right to submit a request to us directing us not to sell any of your Personal Information that we have collected from you or will collect from you in the future to any third party or parties. You may make such a request by sending an email to us at easupport@thinkenergy.plus. Please include the following information in your request: Your name, your email address, and, if applicable, your Energy Advisor or Customer Number. Upon our receipt and verification of your identity, we will not sell your Personal Information. Within 60 days of our receipt of your request, we will respond to you.
- We collect the following types of Personal Information from visitors who browse our Websites: None.
- We collect the following types of Personal Information (“Covered Information”) from visitors who purchase products from us or enroll as Energy Advisors through our Websites:
 - First name, middle name or middle initial, and last name;
 - Home or other physical mailing address;
 - Credit card or other payment information;
 - Email address;
 - Telephone number; and
 - Social Security Number (Energy Advisors Only).
- We share Covered Information only as specified in this Privacy Policy.
- If you wish to review, update or otherwise make changes or request that changes be made to the Covered Information you have provided to us, you may do so as specified in “Making Changes to Your Personal Information” above.
- If we ever change the types of Covered Information that we collect from you, with whom we share it, or the process by which you may review and request or make changes to your Covered Information that is collected and maintained by us, we will notify you as described in the “Changes

to this Privacy Policy” above.

- No third party or third parties may collect Covered Information about your online activities over time when you use any of our Websites.