

Introduction

Ambit Energy Japan GK appreciates your interest in our company, products, and services. We are committed to protecting the privacy of our customer information. This policy describes how we collect, use, disclose, and protect Personal Data. Personal Data is protected in a manner consistent with Japan's Act on the Protection of Personal Data and applicable guidelines.

This policy is subject to change.

Purposes for collecting and using your Personal Data

Ambit Energy Japan collects and uses your Personal Data for the following purposes related your request for services including, but not limited to, the following:

- to process your request for services;
- to communicate with you about your services;
- to fulfill your contract requests and our services agreement with you;
- to verify information on service point;
- to execute, change, or cancel wheeling service or power generation supply adjustment contract;
- to fulfill your request to cancel your retail or electricity supply contract;
- to process your payment for services;
- to offer you our products and services which may be of interest to you;
- to facilitate the operations of utilities companies at it pertains to your services, such as meter reading and maintenance;
- to improve the products and services that we offer our customers; and
- to use for purposes notified to you other than above in advance individually.

If you are an independent consultant, we will use your Personal Data for the following purposes as well.

- to process your payment of commission
- to track your enrollments history; and
- to provide online training and information sharing services.

Personal Data items collected

The Personal Data items we collect from you may include, but are not limited to, the following:

- name;
- e-mail address and telephone number;
- residential and/or business address;
- contract and account number;
- electricity consumption and billing history;
- Information related to your supply service;
- amount and method of payment;
- details of your transactions with us; and
- service supply point information, including meter reading data and contract status.

Joint Use of your Personal Data

Ambit Energy Japan may jointly use your Personal Data as follows:

[Joint Use with Other Ambit Energy Entities]

(1) Scope of the joint users

Ambit Energy (United States)

(2) Purpose of use of the joint users

- (i) to analyze wholesale electricity services and other customer services;
- (ii) internal audit of accounting and finances
- (iii) to respond to inquiries and complaints from customers.

(3) Jointly used items of personal data

- name;
- e-mail address and telephone number;
- residential and/or business address;
- account number;
- (in case you are an independent consultant) consultant ID number;
- electricity consumption and billing history;
- Information related to your supply service;
- amount and method of payment;
- details of your transactions with us;
- service supply point information, including meter reading data and contract status; and
- inquiries and complaints from customers.

(4) Person responsible for the management of personal data

Ambit Energy Japan

[Joint Use with Other Utility Companies]

(1) Scope of the joint users ^{(*)1}

- Retail Electricity Providers ^{(*)2};
- General Electric Utility ^{(*)3};
- OCCTO;
- Demand Suppression contractor ^{(*)4}

(2) Purpose of use of the joint users

Executing, changing or canceling Wheeling Service Contract or Electric Energy Supply Adjustment Contract (hereinafter “Wheeling Service and Other Contracts”).

Drop Request for Retail Supply Contract (including contracts on isolated island supply and universal services) or Electricity Supply Contract (hereinafter “Retail Supply and Other Contracts”). ^{(*)5}

Verifying information on Service (Supply) Point.

General Electric Utility’s operations such as meter reading, maintenance, inspection and replacement of equipment, equipment investigations including outage and disaster investigations, and others based on Wheeling Service and Other Contracts.

For carrying out work related to negawatts transaction.

(3) Jointly used items of personal data

Basic Information: Name, address, telephone number and contract number of Retail Supply and Other Contracts.

Service (Supply) Point Information: Supply area of General Electric Utility on Wheeling Service and Other Contracts, isolated island provisions eligibility, Service (Supply) Point ID Number, wheeling contract volume, maximum value of current, intra-area transmission service menu, power factor, supply method, wheeling contract decision method, instrument information, service pole number, availability of system interconnection equipment, wheeling contract transfer date, meter reading date, contract status, and drop method.

Information related to negawatts transaction: Power generation sales volume, demand procurement volume, demand suppression volume, baseline.

(4) Person responsible for the management of personal information

Basic Information: Retail Electricity Provider or General Electric Utility on Retail Supply and Other Contracts (exception: General Electric Utility for basic information about customers with isolation island supply or universal services).

Service (Supply) Point Information: General Electric Utility whose supply area covers the service (supply) point.

Information related to negawatts transaction: Demand Suppression contractor.

*1 We will jointly use the customers’ Personal Data with the limited entities that are necessary for the joint use purposes. Your Personal Data will not be shared necessarily with all Retail Electricity Providers, General Electric Utilities and Demand Suppression contractor.

*2 Retail Electricity Provider refers to a company that none of the causes for denial of registration prescribed in Paragraph 1 of Article 2-5 of the Electricity Business Act (Act No. 170 of July 11, 1964) applies to and has completed registration as Retail Electricity Provider with Minister of Economy, Trade and Industry (including companies that are considered to have registered according to supplementary provisions of Partial Amendment Act of Electricity Business Act and Others (Act No. 72 of 2014)). (Please visit Agency for Natural Resources and Energy website (http://www.enecho.meti.go.jp/category/electricity_and_gas/electric/summary/retailers_list/) for names and locations of the companies.)

*3 General Electric Utility refers to Hokkaido Electric Power Co., Tohoku Electric Power Co., TEPCO Power Grid Co., Chubu Electric Power Co., Hokuriku Electric Power Co., KEPCO, Chugoku Electric Power Co., Shikoku Electric Power Co., Kyushu Electric Power Co., and Okinawa Electric Power Co.

*4 Demand Suppression contractor refers to a company (including a company who acquired the company code before the contract is concluded) that has concluded Demand Suppression Amount Adjustment Supply Contract with a member as General Electric Utility (Please visit OCCTO website (<https://www.occto.or.jp/privacy/negawatt-jigyousya.html>) for names and locations of the companies.)

*5 Drop Request for Retail Supply and Other Contracts means that, upon receiving your application for new Retail Supply and Other Contracts, the new provider requests cancellation of your Retail Supply and Other Contracts with your current provider on behalf of you.

Provision of Your Personal Information to Third Parties

We may provide your Personal Information to other third parties if one of the following reasons apply:

- we are required to do so by law, court order, subpoena, search warrant, or other legal process;
- we find it appropriate to prevent potentially unlawful activity or to protect the rights, property, or safety of Ambit Energy Japan, you, our customers or others, and when obtaining the consent is difficult.
- contractors, service partners, or other third parties we use to support our business;
- cases where the disclosure is permitted by law; or
- any other party for which we obtain your consent.

The third parties to which we provide your Personal Data use it in confidence only for the limited purposes for which we provide it. We do not sell Personal Data to third parties.

Security of your Personal Data

Ambit Energy Japan takes reasonable precautions, including systematic, human, physical, and technological measures, to protect your Personal Data against theft, mishandling, unauthorized access or disclosure, unauthorized changes, improper use, and accidental loss.

Changing your privacy preferences or Personal Data

You may contact us to limit or cancel our collection, use or disclosure of your Personal Data at any time.

Changing your privacy preferences may impact the services we provide you.

You may also contact us if you would like to request disclosure, correction, etc. of your Personal Data. For more details, please contact at CustomerService@ambitenergy.co.jp.

Questions

Please contact us if you have any questions regarding this policy or how your Personal Data is shared and protected at CustomerService@ambitenergy.co.jp.