

Privacy Policy

Effective January 1, 2023

Last updated July 1, 2023

We have updated our Privacy Policy and associated notices. The update contains important information about our collection and use of your information, as well as your legal rights. For questions, please contact WebAgent@constellation.com.

This Privacy Notice ("Notice") explains how Constellation Energy Corporation ("Constellation") and its subsidiaries and affiliated companies, including Constellation Energy Generation, LLC, Constellation Home Products & Services, LLC, Constellation NewEnergy, Inc., Constellation NewEnergy-Gas Division, LLC, and their respective subsidiaries (hereinafter referred to collectively as "Constellation" or "Constellation companies," "us," "we," or "our") collects, uses, and shares your information when you request and obtain our energy services, use our websites or applications, or otherwise interact with us (the "Services"). This Notice also explains your privacy rights and how you can exercise them.

We may change this Notice at any time by posting a revised version on our website. Any changes will be immediately effective upon the posting of the updated Notice. Please regularly check this Notice for any such updates.

For more information as to our use of cookies and other tracking technologies, please see our [Cookie Policy](#).

This Notice applies to residential and business customers and visitors to websites and applications that facilitate the offering of such Services. If you have applied for employment with Constellation, please see our [Job Candidate Privacy Notice](#).

This Notice explains:

- [The Information We Collect](#)
- [How Constellation Uses Your Information](#)

- [How Constellation Shares Information](#)
- [Information Choices](#)
- [How We Protect Your Information](#)
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A. Information We Collect

This section describes our practices when you interact with Constellation in connection with one of the energy services we offer to individuals, or otherwise access Constellation websites or applications.

Information You Give Constellation. Depending on how you interact with our Services, we will collect the following information from you:

- *Contact information:* This includes individual name, email address, mailing address, telephone number, office location, business name, physical address, email address, and telephone number.
- *Account information:* This includes username and password, name, physical address, email address, and marketing preferences.
- *Usage Information:* This includes information about your usage of our energy services, including meter data and information on your home or business's energy services (such as size or heating source).
- *Transactional information:* This includes payment information, such as your credit card or debit card information, and payment history.
- *Identification information:* This includes information you provide to verify your identity and to participate in a credit check, including your date of birth and Social Security number.
- *Customer service interactions:* This includes information you provide when you engage with Constellation's customer service, including through recorded telephone calls, chats, surveys, and email correspondence.
- *Location information:* This includes, for certain Services, your physical address and your approximate or precise geolocation obtained from your mobile device.
- *Biometric information:* This includes fingerprints and hand geometry scans of persons who visit certain locations of ours. For more information on our biometric information practices, please see our Biometric Information Policy below.

Information Constellation Learns From You. When you interact with our Services, certain information about you is automatically collected via our use of cookies and other tracking technologies, such as the following:

- *Usage details* about your interaction with our Services, such as which pages you access, frequency of access, what you click on, search terms, date and length of visits, and referring website addresses.
- *Device information*, including the IP address and other details of a device that you use to connect with our Services, such as device type and unique device identifier, hardware model, operating system, browser, mobile network information, mobile carrier, and the device's telephone number.
- *Location information* where you choose to provide us with access to information about your device's location, including information on nearby devices and Wi-Fi access points.

To learn more about how we use cookies and to manage your cookie settings, please see our [Cookie Policy](#).

Information Obtained From Third Parties. We may also obtain information about you from third parties, such as identity verification services and credit bureaus. In some markets, if you apply for our Services, we will obtain consumer reports from consumer reporting agencies related to you at the time of the collection in connection with the use of any Services we may offer you or that you may obtain from us. Additionally, Constellation may purchase your information from a third party to supplement the information you have provided to us, such as information about your interests, demographics, and marketing inferences. We may also obtain business contact information from the business entity you represent.

B. How Constellation Uses Your Information

We may use your information for any the following purposes:

- *Provide our Services*: To establish and provide service, maintain your account, manage your payments and transaction history, security and identity verification; build and manage business opportunities, and fulfill contract requirements.
- *Improve our Services and grow Constellation*: To understand our consumer base, conduct market research and statistical analysis, develop new products, and improve the Services.
- *Respond to your inquiries*: To provide support and respond to your questions, inquiries, and other requests.
- *Send communications and marketing*: To provide account updates or other communications regarding your account or to inform you of any changes to our Services. We may also use your information to send you information, recommendations, and promotions we feel may be of interest to you.

- *Offer, maintain, and improve online Services:* To monitor the performance of the Services, improve the Services, ensure the security of the Services, and personalize your experience.
- *Comply with legal and regulatory obligations:* To comply with our legal and regulatory requirements or in connection with inquiries from regulators, law enforcement agencies, or parties involved in litigation. We may also use your information to establish, protect, or exercise our legal rights; as required to enforce contracts; to defend against legal claims or demands; detect, investigate, prevent, or take action against illegal activities, fraud, or situations involving potential threats to the rights, property, or personal safety of any person.

C. How Constellation Shares Information

We may share information as follows:

- *With vendors* that perform business functions on our behalf, such as processing transactions, marketing, professional services, measurement and analytics services, energy efficiency services, maintenance and hosting of our Services, and IT.
- *With recipients for business purposes* as necessary to offer and improve our Services, such as credit bureaus and utility companies.
- *With affiliates* and other entities in our corporate family so these entities can share information on products and services that may be of interest to you.
- *With advertising and measurement vendors* who assist us in serving advertisements regarding the Services. These third parties use tracking technologies on the Services to collect or receive information from the Services and elsewhere on the internet and use that information to provide measurement services and targeted ads. Third parties may allow other companies to access information about you so that they may market other products you may be interested in.
- *When required by law* and when we are legally required to do so, such as in response to or in compliance with court or regulatory agency orders, legal proceedings, or legal processes; to exercise our legal rights; to defend against legal claims or demands; or to comply with the requirements of any applicable law.
- *To prevent harm* if we believe it is necessary in order to detect, investigate, prevent, or take action against illegal activities, fraud, or situations involving potential threats to the rights, property, or personal safety of any person.
- *As part of a business transaction* with another entity or its affiliates or service providers in connection with a contemplated or actual merger, acquisition, consolidation, change of control, or sale of all or a portion of our assets or if we undergo bankruptcy or liquidation.

D. Information Choices

- *Access or correct your information:* You can access your contact information and other information about your service history via your Constellation account at any time to correct or view certain information of yours in our possession and associated with your account.
- *Notification and marketing preferences:* You may change your notification preferences at any time by logging into your Constellation account (if applicable) and adjusting your preferences. If you no longer wish to receive marketing communications from us, you can contact us or log into your account (if applicable) and adjust your preferences. You can also click the unsubscribe link at the bottom of applicable emails.
- *Universal Opt-Out Mechanisms:* If you are using a browser setting or plug-in that sends an opt-out preference signal to each website you visit, such as the Global Privacy Control ("GPC") signal, we will treat that as a valid request to opt out. To download and use a browser supporting the GPC browser signal, click here: <https://globalprivacycontrol.org/orgs>. If you choose to use the GPC signal, you will need to turn it on for each supported browser or browser extension you use. Please note, however, that our Services are not currently configured to respond to "Do Not Track" signals.
- *SMS preferences:* You can opt out of receiving SMS messages by responding to any of our text messages with any of the following replies: STOP, END, CANCEL, UNSUBSCRIBE, or QUIT. Alternatively, you can change your notification preference by contacting us or logging into your account (if applicable) and adjusting your preferences.

E. How We Protect Your Information

The security of your personal information is important to us. We implement and maintain commercially reasonable safeguards to protect and limit access to personal information that we collect and store. However, no security measure or modality of data transmission over the Internet is 100% secure. Although we strive to use commercially acceptable means to safeguard your personal information, we cannot guarantee absolute security of the networks, systems, devices, and databases we operate or that are operated on our behalf.

F. Special Information for Connecticut Residents

The Connecticut Data Privacy Act ("CTDPA") provides Connecticut residents with the right to receive certain disclosures regarding the personal data we process about them. For purposes of this Section, personal data means any information that is linked or reasonably linkable to an identified or identifiable individual. Personal data does not include de-identified data or publicly available information as the CTDPA defines those terms.

For a discussion of the categories of personal data we process, the purposes for our processing, the categories of personal data that we share with third parties, and the categories of third parties with whom we share personal data, please see Sections A through C, above, and Section G, below.

If you are a Connecticut resident, the CTDPA provides you the following rights with respect to your personal data:

- The right to confirm whether or not we are processing your personal data and to access such personal data;
- The right to obtain a copy of your personal data that we collected from and/or about you in a portable and, to the extent technically feasible, readily usable format that allows you to transmit the information to another controller without hindrance, where the processing is carried out by automated means;
- The right to delete personal data that we collected from and/or about you, subject to certain exceptions;
- The right to correct inaccurate personal data that we maintain about you, subject to certain exceptions;
- The right, if applicable, to opt out of the processing of your personal data for purposes of (1) targeted advertising, (2) the "sale" of your personal data (as that term is defined by the CTDPA), or (3) profiling in furtherance of solely automated decisions that produce legal or similarly significant effects concerning you;
- If we obtain your consent to process sensitive personal data, the right to withdraw your consent; and
- The right not to receive discriminatory treatment by us for the exercise of privacy rights the CTDPA confers.

We do not sell personal data in the conventional sense. However, like many companies, we use cookies and other tracking technologies to display advertisements about our Services to you on nonaffiliated websites, applications, and online services. This is "targeted advertising" under the CTDPA. When we engage in those activities, we sell personal data (i.e., information from cookies) to third-party advertisers and analytics companies. We do not use personal data for profiling in furtherance of solely automated decisions that produce legal or similarly significant effects concerning individuals.

To exercise your rights, please submit a request through our interactive webform available [here](#) or by calling us at 844-636-1244 . If legally required, we will comply with your request upon verification of your identity and, to the extent applicable, the identity of the individual on whose behalf you are making such request. To do so, we will ask you to verify data points based on information we have in our records. If you are submitting a request on behalf of another individual, please use the same contact methods described above. If we refuse to take action regarding your request, you may appeal our decision by replying to our denial or emailing us at WebAgent@constellation.com. If you would like to opt out of targeted advertising, you may alter your cookie preferences [here](#).

G. Special Information for California Residents

If you are a California resident, you have the right under the California Consumer Privacy Act (“CCPA”) to receive notice of the categories of personal information we collect, the purposes for which those categories of personal information will be used, and how we determine the length of time for which the personal information is maintained. You are also entitled to receive notice regarding your rights under the CCPA.

Collection, Use, and Retention – Business Customers and Prospective Business Customers

We collect personal information subject to the CCPA where we interact with representatives or agents of our business customers or other business contacts who are located in California or when residents of California visit our websites.

California law requires us to provide information regarding the criteria we use to determine the length of time for which we retain personal information.

We utilize the following criteria to determine the length of time for which we retain information:

- The business purposes for which the information is used, and the length of time for which the information is required to achieve those purposes;
- Whether we are required to retain the information type in order to comply with legal obligations or contractual commitments, to defend against potential legal claims, or as otherwise necessary to investigate theft or other activities potentially in violation of Constellation’s policies and procedures applicable to you or against the law, to ensure a secure online environment, or to protect health and safety;
- The privacy impact of ongoing retention on the consumer; and the manner in which information is maintained and flows through our systems, and how best to manage the lifecycle of information in light of the volume and complexity of the systems in our infrastructure.

Individual pieces of personal information such as those listed above may exist in different systems that are used for different business or legal purposes. A different maximum retention period may apply to each use case of the information. Certain individual pieces of information may also be stored in combination with other individual pieces of information, and the maximum retention period may be determined by the purpose for which that information set is used.

The following chart describes our practices with regard to the collection, use, and retention of personal information. We use categories to describe the information we process that are listed in the CCPA. Certain personal information may fall into multiple categories. Some of the categories

include very different types of information. As a result, how we use and how long we keep the information within each category will vary.

The examples of personal information listed below are illustrative and do not represent a complete description of the information we process.

Category	Required Information
Identifiers	<i>Name, email address, phone number, business or other contact address</i> <u>Source</u> : Directly from you or from the business entity you represent <u>Purpose of collection and use</u> : The purposes listed in Section B above <u>Retention considerations</u> : The amount of time we retain your identifiers will depend on the business you represent
Internet or other similar network activity	<i>Device ID, browsing history, search history, and information regarding your internet application, or advertisement</i> <u>Source</u> : Automatically generated when you use our websites or applications <u>Purpose of collection and use</u> : All purposes listed in Section B above <u>Retention considerations</u> : Internet or other network activity information is typically retained for short intervals when the information is no longer necessary for the purposes for which it was collected
Commercial information	<i>Products or services purchased, obtained, or considered</i> <u>Source</u> : Directly from you or from the business entity you represent <u>Purpose of collection and use</u> : The purposes listed in Section B above <u>Retention considerations</u> : The law requires us to maintain purchase records for a period of time that varies by state

Constellation does not collect the following categories listed in the CCPA for current and prospective business customers: protected classifications, biometric information, geolocation data, education information, inferences, or sensory data.

Sale and Sharing

The CCPA also requires us to list the categories of third parties to whom we “sell” or “share” personal information. Under the CCPA, a business “sells” personal information when it discloses personal information to a company for monetary or other benefit. We are required to list entities

to whom we disclose information to conduct activities on our behalf, as described in [Section C](#) above. These entities are restricted from using personal information for any purpose that is not related to our engagement.

Category	Required Information
Identifiers	<i>Unique personal identifier, online identifier, internet protocol address, or other</i> <u>Categories of parties with whom personal information is sold:</u> Advertising network <u>Categories of parties with whom personal information is shared:</u> Service providers
Internet or other similar network activity	<i>Information regarding your interaction with an internet website, application, or</i> <u>Categories of parties with whom personal information is sold:</u> Advertising network <u>Categories of parties with whom personal information is shared:</u> Service providers

Rights

As a California resident, you have the right to request **access** to personal information collected about you and information regarding the source of that personal information, the purposes for which we collect it, and the third parties and service providers with whom we share it. You also have the right to request we **correct inaccurate information**, and to request in certain circumstances that we **delete personal information** that we have collected directly from you. You have the right to be **free from discrimination** based on your exercise of your CCPA rights.

You may submit a request to exercise your rights to access, correct, or delete your personal information through one of two means:

- By completing the form available [here](#)
- By calling us at 1-844-636-3749

We may have a reason under the law why we do not have to comply with your request, or why we may comply with it in a more limited way than you anticipated. If we do, we will explain that to you in our response. Upon submission of your request, we will contact you (via the email address provided in your request) with instructions on how to verify the request, after which we will check our records for matching information, and aim to complete requests as soon as reasonably practicable and consistent with any applicable laws. You may authorize another individual or a

business registered with the California Secretary of State, called an authorized agent, to make requests on your behalf through these means.

If you are a California resident, you also have the right to direct us to stop selling or sharing your personal information to third parties. You may submit a request to **opt out of sales or sharing** by visiting our Your Privacy Choices page. If you have enabled privacy controls on your browser (such as a plugin), we will also treat that as a valid request to opt out. Please see the “*Universal Opt-Out Mechanisms*” portion of [Section D](#) above for more information.

The CCPA also grants you the right to request that we **limit use of sensitive personal information** to certain purposes allowed by law. However, we do not use sensitive personal information in any way for which you would be afforded this right.

H. Children’s Privacy

We do not knowingly collect information from children under 13 years of age, nor will we knowingly allow children under 13 years of age to use certain features of our website. If we become aware that a child under 13 years of age has provided us with personal information, we take immediate steps to delete such personal information.

I. Contact Us

For questions or concerns about this Notice, please contact WebAgent@constellation.com and we will use reasonable efforts to address those questions and concerns.

J. Biometric Information Policy

The Illinois Biometric Information Privacy Act (BIPA) regulates the collection, use, and retention of a person's biometric identifiers or information (biometric data). It requires collectors of this information to, among other things, establish a retention schedule and guidelines for permanently destroying biometric data when the initial purpose for collecting or obtaining such biometric data has been satisfied or within 3 years of the individual's last interaction with the private entity, whichever occurs first.

Constellation Energy Generation, LLC (Constellation Generation) is the largest operator of commercial nuclear power plants in the United States. As part of its extensive efforts to ensure the security of these facilities and to comply with federal government regulations, Constellation Generation collects biometric data in the form of fingerprints and hand geometry scans from persons who apply for and persons who are granted unescorted access to one or more of its nuclear power plants or to Safeguards Information. The collection of fingerprints for these

purposes is required by Section 149 of the Atomic Energy Act of 1954, as amended, and the regulations of the United States Nuclear Regulatory Commission (NRC) at 10 CFR §§ 73.55, 73.56, and 73.57. Upon collection, Constellation Generation transmits these fingerprint files electronically to the NRC to provide to the Federal Bureau of Investigation for the purpose of conducting criminal history records checks. The results of the criminal history records checks are provided to and used by Constellation Generation as part of its determination of the trustworthiness and reliability to hold unescorted access or have access to Safeguards Information.

Fingerprint files collected by Constellation Generation are securely stored and transmitted by Constellation Generation to Government entities using a reasonable standard of care within the nuclear industry. Constellation Generation periodically destroys the fingerprint files it collects once the initial purpose of collection has been satisfied, not to exceed three years. After the fingerprint files are transmitted to the Government entities, Constellation Generation retains a secure copy of the electronic file for a period of time in case the data becomes corrupted in transmission. The electronic files are periodically deleted based on the date the electronic file was created, but within a three-year period.

Constellation Generation collects hand geometry scans of persons granted unescorted access for the purpose of verifying the identity of persons who have already been granted unescorted access prior to each entry into the protected area of its nuclear power plants. For Constellation Generation's Illinois-based nuclear plants, hand geometry data is stored in a secure system and is evaluated, typically every thirty days. All hand geometry data for persons who no longer require unescorted access to the facility is deleted as part of that evaluation.

Constellation Generation does not sell, lease, trade, disclose, redisclose, disseminate, or profit from a person's biometric data.

Additional information regarding the NRC's requirement for access authorization and physical protection of nuclear power plants can be found on the NRC's website at www.nrc.gov.