

Privacy Policy

BJE Home™ by Bloom Energy
Updated June 20, 2024

GENERAL PURPOSE

Bloom Energy Corporation (“Bloom Energy” or “we” or “our” or “us”), has developed this Privacy Policy to explain our collection, use and disclosure of personal information during our interactions with you online via our website at <https://behomepower.com> (the “Site”), via email, or offline means, such as via in-person events or via phone or anywhere else we post this Privacy Policy (collectively, our “Services”).

This Privacy Policy is intended to summarize and inform our customers and users (“users” or “you”) of our online privacy and data protection practices regarding the collection, use, and disclosure of personal information when you use our Services, to inform our customers and other users about how we define, gather and utilize personal information, and how personal information is used, shared, and secured, and how you can take steps to exercise and protect your privacy rights.

This Privacy Policy forms part of our Terms of Use. To read our Terms of Use, click [here](#).

ACCEPTANCE OF THIS PRIVACY POLICY; UPDATES TO THIS PRIVACY POLICY

By accessing the Site or using our Services, you acknowledge that you have read and understand the Privacy Policy and that we will collect, use and share your information as set forth below. Bloom Energy reserves the right, at its sole discretion, to change, modify, add, or remove portions of this Privacy Policy at any time for any reason. Each time you use the Services, the current version of the Privacy Policy will apply. Accordingly, your continued use of the Services following a change in the Privacy Policy represents your acceptance of the new Privacy Policy to the fullest extent permitted by law. We suggest that you regularly review this Privacy Policy and our Terms of Use for changes and to ensure that you understand and accept our privacy practices and your obligations in accessing and using the Services.

CATEGORIES OF INFORMATION WE COLLECT AND HOW WE COLLECT IT

For the purposes of this Privacy Policy, “personal information” generally means any information that identifies, relates to, describes, is capable of being associated with, or could reasonably be linked (directly or indirectly) with a particular individual. Personal information does not include: deidentified, aggregated or anonymized information that is maintained in a form that is not capable of being associated with or linked to you or a particular household or publicly available information from government records.

Depending on how you interact with our Services, we may collect the following categories of personal information about you:

Information You Choose to Provide: We, or our service providers, may collect the following information you choose to provide through our Services:

Personal Identifiers, such as name, telephone number, physical home address, and email address.

Customer Records Information, such as deposit or payment information.

Geolocation Information, such as location information from your device or estimated based on your IP address.

Communications, such as content of communications you choose to send to us.

Miscellaneous Information, any other voluntarily provided information in connection with our Site or Services, such as information you enter into a free text form.

Automatic Data Collection: We may also automatically collect certain personal information when you visit or use the Site using pixels, cookies or similar tools. A “cookie” is a small data file stored on your browser if you visit the Site. We use pixels and cookies to collect information such as your device type, browser type, and IP address. We also track content you visit on the Site and duration on specific pages of the Site to help us improve your access to the Site and enhance our Services. Cookies also enable us to track your general location and similar information that typically remains in aggregate form. If such information does identify you, we will treat it as personal information subject to the is Privacy Policy. You can adjust your browser settings to disable or reject cookies but if you disable all cookies, you may be unable to access all functionality of the Site. We do not permit third parties to track your online activities over time and across other websites based on your use of the Site.

We may also use service providers to monitor and analyze the use of our Site, including Google Analytics. Google Analytics is a web analytics service offered by Google that tracks and reports website traffic. Google uses the data collected to track and monitor the use of our Site. This data is shared with other Google services. Google may use the collected data to contextualize and personalize the ads of its own advertising network. You can opt-out of having made your activity on the Site available to Google Analytics by installing the Google Analytics opt-out browser add-on [here](#). The add-on prevents the Google Analytics JavaScript (ga.js, analytics.js, and dc.js) from sharing information with Google Analytics about site activity. For more information on the privacy practices of Google, please visit the Google Privacy & Terms web page: <http://www.google.com/intl/en/policies/privacy/>.

“Do Not Track” Signals

Bloom Energy does not track its customers over time and across third party websites to provide targeted advertising and does not respond to Do Not Track (“DNT”) signals or universal opt-out mechanisms, such as the Global Privacy Control. However, some third party sites do keep track of your browsing activities when they serve you content, which enables them to tailor what they present to you. If you are visiting such sites, your browser allows you to set the DNT signal or universal opt-out mechanism so that third parties (particularly advertisers) know you do not want to be tracked.

USE OF PERSONAL INFORMATION

We process your personal information pursuant to this Privacy Policy for the following purposes:

- To provide and manage our Services, products, and features to you and related customer service;
- To measure and improve those Services, products, and features;
- To contact you in connection with your questions, requests, or interactions with us or otherwise communicate with you;
- To contact you with newsletters, marketing or promotional materials and other information that may be of interest to you (you may opt out of receiving any, or all, of these communications from us by following the unsubscribe link or instructions provided in any email we send or by contacting us using the information below);
- To facilitate our internal business operations, including assessing and managing risk and fulfilling our legal and regulatory requirements or to protect the health or safety of our customers, employees, or others;
- To prevent fraud and protect the security of our Services and systems; and
- Other purposes you consent to, are notified of, or are disclosed when you provide personal information.

We may also disclose or process de-identified information for legitimate and lawful business purposes. Where we have de-identified data, we will maintain and use it without attempting to re-identify the data other than as permitted under law.

We do not collect sensitive personal information and do not use such information to infer characteristics about our business contacts or outside of the permitted purposes set forth under Section 7027(m) of the CCPA regulations.

DISCLOSURE AND TRANSFER OF PERSONAL INFORMATION

Bloom Energy may disclose the personal information collected to provide our Services and deliver products to you, as necessary for the uses noted above, and (i) where disclosure is necessary to comply with legal process (such as a court order, subpoena, search warrant, etc.) or other legal requirements of any governmental authority; (ii) where disclosure would potentially mitigate Bloom Energy liability in an actual or potential lawsuit; (iii) where disclosure is otherwise necessary to protect Bloom Energy rights or property; (iv) where disclosure is necessary to protect the legal rights or property of others, including to protect the confidentiality or security of your personal information; (v) as part of a bankruptcy, merger, reorganization, or a sale of the assets of Bloom Energy, a subsidiary, or division; (vi) where disclosure is necessary in connection with other business purposes including, without limitation, customer care, service quality, business management and operation, risk assessment, security, fraud and crime prevention/detection, research and analysis, marketing, and trends and dispute resolution; (vii) where disclosure is necessary for us to provide it to our attorneys, accountants, regulators, auditors or other advisors; or (viii) where it is otherwise necessary for us to disclose it as required or permitted by law.

We may disclose your information to the following categories of recipients:

Vendors and Service Providers. We may share any information we receive with vendors and service providers. The types of service providers to whom we entrust personal information include service providers for: (i) provision of IT and related services; (ii) web-hosting and analytics providers, and (iii) payment processors.

Regulators, Government Entities, and Law Enforcement. We may access, preserve, and disclose your personal information if we believe doing so is required or appropriate to: (i) comply with law enforcement or national security requests and legal process, such as a court order or subpoena; (ii) protect your, our or others' rights, property, or safety; (iii) to enforce Bloom Energy policies and contracts; (iv) to collect amounts owed to us; (v) when we believe disclosure is necessary or appropriate to prevent financial loss or in connection with an investigation or prosecution of suspected or actual illegal activity; or (vi) if we, in good faith, believe that disclosure is otherwise necessary or advisable.

Merger, Sale, or Other Asset Transfers. If we are involved in a merger, acquisition, financing due diligence, reorganization, bankruptcy, receivership, sale of company assets, or transition of service to another entity, then your information may be transferred as part of such a transaction as permitted by law and/or contract.

In the last 12 months, we disclosed the following categories of personal information to the following categories of recipients where necessary, appropriate, or required for a business purpose:

Category of Personal Information Collected by Bloom Energy	Category of Recipients Personal Information is Disclosed to for a Business Purpose (Details Above)
Personal Identifiers	<ul style="list-style-type: none">• Vendors and service providers• Regulators, government entities and law enforcement
Customer Records Defined in Cal. Civ. Code s. 1798.80(e)	<ul style="list-style-type: none">• Vendors and service providers• Regulators, government entities and law enforcement
Internet and Technical Information	<ul style="list-style-type: none">• Vendors and service providers• Regulators, government entities and law enforcement
Geolocation Information	<ul style="list-style-type: none">• Vendors and service providers

Category of Personal Information Collected by Bloom Energy	Category of Recipients Personal Information is Disclosed to for a Business Purpose (Details Above)
	<ul style="list-style-type: none"> Regulators, government entities and law enforcement
Communications	<ul style="list-style-type: none"> Vendors and service providers Regulators, government entities and law enforcement
Miscellaneous Information	<ul style="list-style-type: none"> Vendors and service providers Regulators, government entities and law enforcement

SALE OF PERSONAL INFORMATION

We do not sell personal information or share it for cross-contextual advertising or similar purposes. We also do not knowingly sell or share the personal information of minors under 16 years of age.

RETENTION OF PERSONAL INFORMATION

We will retain your personal information as necessary to fulfill the purposes outlined in this Privacy Policy unless otherwise required by law. The criteria used to determine the retention periods include: (i) how long the personal information is needed to provide the Services and operate the business; (ii) the type of personal information collected; and (iii) whether we are subject to a legal, contractual or similar obligation to retain the personal information (e.g., mandatory data retention laws, government orders to preserve data relevant to an investigation, or data that must be retained for the purposes of litigation or disputes). If your relationship with Bloom Energy ends, we will continue to treat your personal information, to the extent we retain it, as described in this Privacy Policy.

YOUR CHOICES

General

You have certain choices about your personal information. Where you have consented to the processing of your personal information, you may withdraw that consent at any time and prevent further processing by contacting us as described below.

Email and Telephone Communications

You can use the unsubscribe link found at the bottom of our emails to opt-out of receiving future emails. Note that you will continue to receive transaction-related emails regarding products or Services you have requested. We may also send you certain non-promotional communications regarding us and our Services, and you will not be able to opt out of those communications (e.g., communications regarding the Services or updates to our Terms of Use or this Privacy Policy).

CHILDREN'S PRIVACY

Our Site and Services are not intended for persons under age 18. We do not knowingly collect information about children or sell products or services to children. We do not knowingly collect personal information from anyone under the age of 13. If you are a parent or guardian and you are aware that your child has provided us with personal information, please email us at privacy@Bloomenergy.com. If we become aware that we have collected personal information from children, we will take steps to remove that information from our servers.

YOUR RIGHTS WITH RESPECT TO YOUR PERSONAL INFORMATION

You, or someone legally authorized to act on your behalf (an "authorized agent"), may make a verifiable request related to your personal information.

Depending on the state in which you are a resident, you may have the following rights regarding your personal information under applicable laws, subject to a number of exceptions and limitations:

Right to Know

You may have the right to request to know the following categories related to personal information we have collected above you:

- The categories of personal information we have collected about you;
- The categories of sources from which the personal information was collected;
- The business or commercial purposes for collecting, selling, or sharing the personal information;
- The categories of third parties with whom the business shares personal information;
- The categories of personal information sold, and for each category identified, the categories of third parties to whom it sold that particular category of personal information; and
- The categories of personal information that the business disclosed for a business purpose, and for each category identified, the categories of third parties to whom it disclosed that particular category of personal information.

Right to Access Information

You may have the right to request access to the specific personal information we have collected about you.

Right to Correct

You may have the right to have your personal information rectified or corrected if that personal information is inaccurate or incomplete.

Right of Data Portability

You may have the right to be provided with a copy of the information we have on you in a structured, machine-readable and commonly used format (or have this transferred to a third party) to the extent technically feasible.

Right of Deletion

You may have the right to request that we delete your personal information under certain conditions.

Right of Non-Discrimination

You have the right not to receive discriminatory treatment by us when you exercise your rights.

Right to Appeal

In certain cases, you have the right to appeal if we deny your privacy request. Please contact privacy@bloomenergy.com if you wish to appeal. We will consider your request and applicable law and notify you of our decision.

Right to List of Specific Third Parties

You have the right to obtain a list of specific third parties to whom we have disclosed your personal information.

Some Limitations

The above data rights are subject to certain limitations, as provided for by applicable laws. Individual requests will be completed within the time allotted by relevant regulations. Where permitted, please note there may be a charge for subsequent requests from the same individual, which will be determined by Bloom Energy and only imposed to the extent permitted by applicable law.

Verification. To protect your privacy, where permitted or required by law, we will take the following steps to verify your identity before fulfilling your request. When you make a request, we will ask you to provide sufficient information that allows us to reasonably verify you are the person about whom we collected personal information or an authorized representative, which may include your name, email address, phone number, or other personal information associated with you. We will only use the personal information you provided in connection with verifying your request solely for the purposes of verification and we will not further disclose the personal information, retain it for longer than necessary for the purposes of verification, or use it for unrelated purposes.

Authorized Agents. In certain circumstances, you are permitted to use an “authorized agent” to submit these requests on your behalf. We may verify the authorized agent’s authority to act on your behalf as follows:

For requests to know, access, correct or delete personal information, we may ask you to provide sufficient evidence to show that you have provided the authorized agent signed permission to act on your behalf, verified your own identity directly with us pursuant to the instructions set forth in this Privacy Policy, or directly confirmed with us that you provided the authorized agent permission to submit the request on your behalf.

Exercise Your Rights

To exercise the rights listed above:

- Call us at +1 800-845-1968; or
- Submit a [privacy inquiry form](#); or
- Send an email to privacy@Bloomenergy.com; or
- Mail your written request to Attn: Compliance, Bloom Energy, 4353 North First Street, San Jose, CA 95134

We will process such requests in accordance with applicable laws.

INTERNATIONAL USERS

Bloom Energy is located in the United States. Our Site and Services are not targeted at individuals outside the United States. If you are visiting the Services from outside the United States and provide us with personal information, please note that your information will be accessed, transferred, stored and processed by us in the United States where the data protection laws may differ from those in the country where you are located. By doing business with or interacting with our Services, you acknowledge and agree to the transfer of your personal information to the United States and understand that such information will be stored and processed in accordance with this Privacy Policy and the laws of the United States.

LINKS TO OTHER SITES

This Privacy Policy applies only to our Site and not to third-party websites or platforms. Bloom Energy may include links to other websites that we believe may be of interest to our visitors. Due to the nature of the World Wide Web, Bloom Energy cannot guarantee the standards of every website link it provides, or be held responsible for the contents of non-Bloom Energy Sites. We encourage you to be aware when you are leaving Bloom Energy Sites and read the privacy policy of the site that you visit prior to providing any personal information.

WE HAVE NO CONTROL OVER AND ARE NOT RESPONSIBLE FOR THE INFORMATION COLLECTION, USE, DISCLOSURE, OR OTHER PRIVACY PRACTICES OF ANY THIRD PARTY, SERVICE PROVIDERS, ANY THIRD-PARTY SOCIAL MEDIA PLATFORM, ANY THIRD PARTY MAKING AVAILABLE THE DEVICES OR OPERATING SYSTEMS FOR WHICH OUR SITE IS AVAILABLE, AND ANY THIRD PARTY OPERATING ANY WEBSITE TO WHICH OUR SITE CONTAINS A LINK. YOU MAY HAVE RIGHTS DIRECTLY ENFORCEABLE AGAINST THESE THIRD PARTIES SO PLEASE CONSIDER THEIR PRIVACY POLICIES TO LEARN MORE.

SECURITY

We follow generally accepted industry standards to safeguard personal information, including physical, technical, and administrative measures designed to protect the information submitted to us. However, no method of transmission over the Internet or method of electronic storage is 100% secure. Therefore, we cannot guarantee its absolute security. To the fullest extent permitted by applicable law, we do not accept liability for unauthorized disclosure.

By using our Services or providing personal information to us, you agree that we may communicate with you electronically regarding security, privacy, and administrative issues relating to your use of our Services. If we learn of a security system’s breach, we may attempt to notify you electronically by posting a notice on our Site, by mail or by sending an email to you.

CALIFORNIA SHINE THE LIGHT

If you are a California resident, under California Civil Code sections 1798.83-1798.84, California customers are entitled to annually request and obtain information free of charge about what categories of personal

information we shared with third parties or corporate affiliates for those third parties or corporate affiliates' direct marketing purposes in the preceding calendar year. That notice will identify the categories of personal information shared and will include a list of the third parties and affiliates with which it was shared, along with their names and addresses. We do not share your personal information with third parties in this manner and have not done so in the last 12 months. You may request more information by contacting us using the contact information at the bottom of this Privacy Policy.

CONTACT US

If you have any questions about our privacy practices or this Privacy Policy, or you wish to submit a request to exercise your rights as detailed in this Privacy Policy, please submit a [privacy inquiry form](#), contact us at privacy@Bloomenergy.com or:

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