

Privacy Policy - terrapass

Right to Know About Personal Information Collected, Disclosed, or Sold

Under the California Consumer Privacy Act (CCPA), a consumer in California has the right to request that the business disclose what personal information it collects, uses, discloses, and sells over the past 12 months.

A California consumer may submit a verifiable consumer request to know by either completing the request form online at www.terrapass.com/CCPA or calling terrapass at 1-855-897-6793.

Terrapass will verify the consumer request and any information the consumer must provide by first authenticating the identity of the requester and then comparing the personal data from the submitted request form with the data for California consumers to find any personal information that matches the requester's identity. A response to the consumer request or a request for an extension will be provided within 45 days from the time the request was received.

Collection of Personal Information

The business has collected the following categories of consumers' personal information about consumers in the preceding 12 months: Personal Identifiers, Network Activity, Personal Information under CA Civil Code 1798.80, and Professional and Employment Related Information. Each category of personal information was collected from our website, inbound call center, and email server for operational use. Each category of personal information was shared with WooCommerce and Salesforce.

Disclosure or Sale of Personal Information

Terrapass may have disclosed or sold personal information to third parties for a business or commercial purpose in the preceding 12 months depending on when the consumer provided personal information to terrapass.

The categories of personal information disclosed or sold to third parties for a business or commercial purpose in the preceding 12 months include: Personal Identifiers, Network Activity, Personal Information under CA Civil Code 1798.80, and Professional and Employment Related Information.

Terrapass does not sell the personal information of minors under 16 years of age without affirmative authorization.

Right to Request Deletion of Personal Information

The consumer has a right to request the deletion of his or her personal information collected or maintained by the business. A California consumer may submit a verifiable consumer request to delete by either completing the request form online at www.terrapass.com/CCPA or calling terrapass at 1-855-897-6793.

Terrapass will verify the consumer request, including any information the consumer must provide, by first authenticating the identity of the requester. If the identity of the requester cannot be verified, then the request to delete will be treated as a request to opt-out of sale. Then terrapass will compare the consumer information in the request form with the consumer information stored in all the databases. Any personal information that relates to the consumer and is not required to be kept for legal or operational purposes will be deleted by:

- Permanently and completely erasing the personal information on its existing systems with the exception of archived or back-up systems;
- De-identifying the personal information; or
- Aggregating the personal information.

Right to Opt-Out of the Sale of Personal Information

The consumer has a right to opt-out of the sale of his or her personal information by a business. A California consumer may submit a verifiable consumer request to opt-out by either calling terrapass at 1-855-897-6793 or completing the request form online at www.terrapass.com/CCPA.

Right to Non-Discrimination for the Exercise of a Consumer's Privacy Rights

Terrapass will not discriminate against the consumer for exercising any of his/her CCPA rights. Unless permitted by the CCPA, terrapass will not:

- Deny goods or services;
- Charge different prices or rates for goods or services;
- Provide a different level of quality of goods or services; or
- Suggest that the consumer may receive a different price or rate for goods or services or a different level of quality of goods or services.

Terrapass may offer certain financial incentives permitted by the CCPA that may result in different prices, rates, or quality levels. Any CCPA-permitted financial incentive we offer will reasonably relate to the value of the personal information. A California consumer that participates in a financial incentive program may withdraw consent and opt-out at any time.

Authorized Agent

A consumer can designate an authorized agent to make a request under the CCPA on the consumer's behalf by submitting a complete and notarized Authorized Agent Declaration Form to terrapass by mail or email to CCPA@JustEnergy.com.

Contact for More Information: For questions or concerns about the business's privacy policies and practices, please contact 1-855-897-6793 or email terrapass at CCPA@JustEnergy.com.

The privacy policy was last updated on January 1, 2020.