EnergyHub Referral Incentive Program
Privacy Policy (Save on Energy Peak Perks)

Last updated: November 3, 2026

1. About this policy

EnergyHub Canada ULC ("EnergyHub," "we," "us," or "our") offers and administers the EnergyHub Referral Incentive Program for Save on Energy Peak Perks (the "Referral Program"). We offer the Referral Program on our own account.

This policy explains how we collect, use, share, and protect personal information for the Referral Program. It applies only to the Referral Program.

The Save on Energy Peak Perks Program ("Peak Perks") is offered by the Independent Electricity System Operator (the "IESO"). Your Peak Perks application and participation are handled by the IESO under its own privacy notice at https://mercury.energyhub.net/t/terms/ieso-peak-perks/ieso-peak-perks.pdf.

Information we collect in other ways, such as through cookies when you visit our websites, is covered by our general Privacy Policy at www.energyhub.com/privacy-policy.

2. Personal information we collect

- **If you are a referrer:** We collect the name and email address you provided when you enrolled in Peak Perks, and information about referrals made through your unique referral link.
- **If you use a referral link:** We collect the name and address you provide on the referral form.
- **From the IESO:** We collect from the IESO confirmation that you are a current Peak Perks participant in good standing and confirmation of whether a person who used your unique referral link was accepted into Peak Perks.

3. How we use the information we collect

We use the personal information described above only to:

- confirm eligibility for the Referral Program;
- track referrals and provide referral incentives;
- communicate with you about the Referral Program;
- prevent and investigate fraud; and
- meet our legal obligations.

We do not use it for any other purpose.

4. How we share the information we collect

We share the personal information described above only:

- with service providers that help us run the Referral Program, such as the company that issues the prepaid cards, which may use it only to provide services to us in connection with the Referral Program;

- with our affiliate EnergyHub, Inc., which helps us run the Referral Program and may use the information only for that purpose;
- with the IESO, as required to offer and administer the Referral Program;
- with our professional advisors, such as lawyers and auditors, as needed to run the Referral Program or meet our legal obligations; and
- when required by law.

If you were referred and are accepted into Peak Perks, the person who referred you may learn that you joined Peak Perks when they receive a referral incentive.

5. Where we store and process it

We and our service providers store and process Referral Program information in Canada and the United States. Information stored or processed in the United States is subject to the laws of the United States and may be accessible to courts, law enforcement, and national security authorities there.

6. How we protect it

We use reasonable administrative, technical, and physical safeguards appropriate to the sensitivity of the information, and we use contracts and other measures to require our service providers to provide a comparable level of protection. We remain responsible for the information when it is processed by our affiliate or service providers.

7. How long we keep it

We keep Referral Program information only as long as needed for the purposes described in this policy, to administer the Referral Program in compliance with our agreement with the IESO, and to comply with legal requirements. We then securely destroy it.

8. Your choices and rights

- **Taking part is your choice.** You can apply to Peak Perks directly at https://saveonenergy.ca/For-Your-Home/Peak-Perks, without using a referral link.
- **Withdrawing consent.** You can stop taking part in the Referral Program at any time by contacting us at privacy@energyhub.com. If you do, you may no longer be eligible for referral incentives, and we may keep some information where needed to meet legal requirements.
- **Access and correction.** You can contact us using the information below to ask to see the Referral Program information we hold about you and ask us to correct it. We may need to verify your identity before responding, and we will respond within the time required by law.
- **Peak Perks information.** For questions about your information collected by the IESO in connection with Peak Perks, contact the IESO's Privacy Officer at privacy@ieso.ca.
- **Complaints.** If you have a concern about how we handle your information, please contact our Data Protection Officer first. If we cannot resolve it, you may contact the Office of the Privacy Commissioner of Canada at www.priv.gc.ca.

9. Contact us

EnergyHub Canada ULC has designated a Data Protection Officer who is accountable for our compliance with this policy and Canadian privacy law. You can reach our Data Protection Officer at:

EnergyHub Canada ULC
Attn: Data Protection Officer
c/o EnergyHub, Inc., 41 Flatbush Avenue, Suite 400A, Brooklyn, NY 11217
privacy@energyhub.com

10. Changes to this policy

We may update this policy from time to time. When we do, we will post the updated policy with a new “Last updated” date.