

# Privacy Policy

We appreciate the trust you place in National Energy Improvement Fund LLC, and we are committed to respecting your privacy and the security of your personal information. This privacy policy describes the information that we collect and how we use it.

## INFORMATION WE COLLECT

We may collect information (including name, address, telephone number, project details, and email address) when you:

- Submit an application or provide us another form
- Sign up for our newsletter
- Inquire about our services
- Sign up for updates
- Enter a contest or sweepstakes
- Are referred to us through a marketing promotion
- Participate in a marketing survey, promotion or event

We maintain the data that you provide us in a secure database. We also gather information about how visitors navigate through our Web site by using clickstream data gathered with "cookies" and/or other online tools such as "pixel tags." See Cookies and Pixel Tags below for further information.

## WHAT DO WE USE YOUR INFORMATION FOR?

At National Energy Improvement Fund LLC, we always want to provide you with the best possible experience and fulfill your needs exactly as you've requested. In order to do this, we collect information that allows us to:

- Provide the services you request
- Contact you about an inquiry
- Send you National Energy Improvement Fund LLC email updates
- Customize our communications to you

## INFORMATION WE SHARE WITH OTHERS AND YOUR PRIVACY RIGHTS

NEIF does not sell, trade, or otherwise transfer to outside parties your personally identifiable information. We may share company information with non-affiliated third parties in order to offer you the products and services you have requested as well as additional products and services. For example, NEIF may disclose company information to service providers and other third parties as necessary to facilitate a transaction requested by you, or to report to credit bureaus.

NEIF may collect certain financial information about individuals such as business owners or personal guarantors in connection with providing products or services to a commercial customer. NEIF will not use or transfer such information for any purpose other than facilitating the commercial transaction for which the information was originally provided, except with the consent of the individual.

## **YOUR CHOICES ABOUT COMMUNICATION FROM National Energy Improvement Fund LLC**

We offer choices about the types of information you receive from us. If you prefer not to receive email updates or newsletters from us please follow the unsubscribe using the link provided in each edition of the email, or please contact us at [lnelson@neifund.org](mailto:lnelson@neifund.org) or at

National Energy Improvement Fund LLC  
1005 Brookside Rd, Suite200,  
Allentown, PA 18106

Please be sure to provide us your exact name and email address so that we can be sure to identify you correctly.

NEIF may also disclose company information in response to a court order, subpoena or warrant. You may not opt-out of this sharing.

## **HOW WE USE EMAIL**

When you provide us your email address, we will email you as necessary to respond to a request for or inquiry about our services, or to provide ongoing customer service. We may also send promotional email about products, special offers, services or events that we believe may be of interest to you. It is our intent to send promotional emails only to those persons who wish to receive them. We provide instructions on how to unsubscribe in each email.

## **COOKIES AND PIXEL TAGS**

A cookie is a small data file that is stored by your Web browser on your computer. Cookies enable you to place an order on our Website. They also allow us to enhance and personalize your online experience, so that the information you receive is more relevant to you.

We also use pixel tags – tiny graphic images – to tell us what parts of our Website you have visited or to measure the effectiveness of any searches you may do on our site.

Pixel tags also enable us to send you email in a format you can read and let us know when you have opened an email message from us. We may also contract with other companies who use cookies or other online tools such as pixel tags to measure the performance of a marketing effort on our behalf. We prohibit these companies from using this information for their own marketing purposes or from sharing this information with anyone but us.

## **LINKS TO OTHER SITES**

Occasionally we provide links on our Web site to other sites we think you will enjoy. These sites operate independently of National Energy Improvement Fund LLC, and have established their own privacy and security policies. For the best online experience, we strongly encourage you to review these policies at any site you visit.

## **PRIVACY OF CHILDREN ON OUR WEBSITE**

Our Web site is not intended for use by children under the age of 13, and we do not knowingly collect personal information from children under the age of 13.

## **POLICY CHANGES**

From time to time, we may use customer information for unanticipated uses not previously disclosed in our privacy notice. If our information practices change, we will post these changes on our Website. We encourage you to review our privacy policy periodically.

## **QUESTIONS OR COMMENTS?**

We always welcome your questions and feedback. For privacy-related issues, please contact us at:

National Energy Improvement Fund LLC  
1005 Brookside Rd, Suite200, Allentown, PA 18106  
[lnelson@neifund.org](mailto:lnelson@neifund.org)