

IEDR Privacy Policy

Introduction

Thank you for visiting the Integrated Energy Data Resource (“IEDR”) website. E Source Companies LLC (“E Source”) operates, in conjunction with its licensors and subcontractors (its “Licensors”), this IEDR website (the “[Platform](#)” or this “[Website](#)”). The Platform is designed to make it easier and more efficient for individuals and businesses to access public information, utility information, utility customer information, and other information that may or may not be confidential, personal, or proprietary, and which generally originates in the state of New York. E Source recognizes that it is critical for individuals and businesses to be confident that their privacy is protected when they visit this Website. This privacy policy also incorporates and is subject to the [Terms of Use](#).

This policy describes E Source’s privacy practices regarding information collected from *users* of this website. This policy describes **what** information is collected and **how** that information is used. Because this privacy policy only applies to this Website, you should examine the privacy policy of any website, including other *state agency websites*, that you access using this Website. If you do not agree with this policy, your choice is not to use the Website or to refrain from sending E Source any *personal information*. For purposes of this policy, “*personal information*” means any information concerning a natural person who, because of name, number, symbol, mark, or other identifier, can be used to identify that natural person. “*Personal Information*” does not include information that is de-identified or aggregate individual information. For purposes of this policy, “de-identified or aggregate individual information” means information that relates to a group or category of individuals, from which individual identities have been removed, that is not linked or reasonably linkable to any person or household.



Information Collected Automatically When You Visit this Website

When visiting this Website E Source may automatically collect and store the following information about your visit:

1. *User client hostname.* The hostname or Internet Protocol address of the *user* requesting access to a *state agency website*.
2. HTTP header, “*user agent.*” The *user agent* information includes the type of browser, its version, and the operating system on which that the browser is running.
3. HTTP header, “*referrer.*” The referrer specifies the web page from which the *user* accessed the current web page.
4. System date. The date and time of the *user’s* request.
5. Full request. The exact request the *user* made.
6. Status. The status code the server returned to the *user*.
7. Content length. The content length, in bytes, of any document sent to the *user*.
8. Method. The request method used.
9. Universal Resource Identifier (URI). The location of a resource on the server.
10. Query string of the URI. Anything after the question mark in a URI.
11. Protocol. The transport protocol and the version used.

None of the foregoing information is deemed to constitute *personal information*.

The information that is automatically collected is used to improve this Website's content and to help E Source understand how *users* are interacting with the Website. This information is collected for statistical analysis, to determine what information is of most and least interest to our *users*, and to improve the use of the material available on the Website. The information is not collected for commercial marketing purposes and E Source is not authorized to sell for commercial marketing purposes the information that is automatically collected from the Website.

If you have consented to advertising personalization with E Source and are signed into Google while visiting this Website, additional data may be anonymously collected by Google Analytics for reporting on cross-platform activity, advertising, demographics, and interests. This information is never processed by outside parties and can be accessed and/or deleted via [My Activity](#) . Visit the [Google Analytics Opt-out Browser Add-on webpage](#)  for more information about how to opt out of having your information used by Google Analytics. The Website does not currently support Do Not Track, which is a privacy preference you can set in your web browser to indicate that you do not want certain information about your web page visits tracked and collected across websites.

Cookies, Pixel Tags and Usage Tracking



Cookies are simple text files stored on your web browser to provide a means of distinguishing among *users* of this Website. The use of cookies is a standard practice among Internet websites. To better serve you, we occasionally use “session cookies” to enhance or customize your visit to this Website. Session cookies can be created automatically on the device you use to access this Website but do not contain *personal information* and do not compromise your privacy or security. We may use the cookie feature to store a randomly generated identifying tag on the device you use to access this Website. A session cookie is erased during operation of your browser or when your browser is closed.

If you wish, you may complete a registration to personalize this Website and permit a “persistent cookie” to be stored on your computer’s hard drive. This persistent cookie will allow the Website to recognize you when you visit again and tailor the information presented to you based on your needs and interests. E Source will use persistent cookies only with your permission.

The software and hardware you use to access the Website allows you to refuse new cookies or delete existing cookies. Refusing or deleting these cookies may limit your ability to take advantage of some features of this Website.

We may also use web beacons, clear gifs, or other similar technologies (collectively, “[pixel tags](#)”). A pixel tag is an electronic image, often a single pixel, which is ordinarily not visible and may be associated with cookies on the visitors’ storage drives. We may use pixel tags to track your use of our Website or to determine whether you opened an email message from us. This information also enables us to customize the services we offer.

Personalized Advertising

If you have consented to advertising personalization with and are signed into Google while visiting this Website, certain information may be anonymously collected by Google Ads for elsewhere providing advertisements that will likely be of more interest to you based on your interactions with the Website. This information is never processed by outside parties and can be managed via [Ads Settings](#) . Visit the [Network Advertising Initiative \(NAI\) website](#)  for more information about how to opt out of tailored online advertising.

Information Collected When You E-mail this Website or Complete a Transaction

We receive and store any information you enter on the Website or give to us in any other way. Types of information you may provide to us in this manner include:

Contact information. When you use the Website you may be required to give us your name, email address, and phone number, and additional information that enables you to use the services you request. We limit the information we collect from you for services and products to information we need to provide you with the services or products you request. During your visit to this Website you may send an e-mail to E Source. Your e-mail address and the contents of your message will be collected. The information collected is not limited to text characters and may include audio, video, and graphic information formats included in the message. Your e-mail address and the information included in your message will be used to respond to you, to address issues you identify, to improve this Website, or to forward your message to another New York State agency for appropriate action. E Source is not authorized to sell your e-mail address for commercial purposes.

Information you submit. If you contact us directly, we may receive additional information about you. For example, when you contact support, we may receive your name, email address, phone number, the contents of a message or attachments that you may send to us, and other information you choose to provide.

Computer and phone information. If you visit our Website on your mobile device, tablet, laptop, or computer, it may require special permission such as access to location, read and write external storage, network access, etc. Those permissions allow the Website to work properly on your device. If you do not allow all required permissions the Website may not work properly.

Survey and feedback information. During your visit to this Website you may complete a transaction such as a survey, registration, or order form. The information, including *personal information*, volunteered by you in completing the transaction may be used by E Source and its Licensors for the provision of goods, services, and information. The information collected by E Source may be disclosed by E Source for those purposes that may be reasonably ascertained from the nature and terms of the transaction in which the information was submitted.

Third-party information. We may receive additional information about you, such as demographic data or fraud detection information, from third parties and combine it with other information that we have about you.

Interactions with the Website. To help us understand how you use the Website and to help us improve it, we automatically receive information about your interactions with the Website, like the pages or other content you view, your actions within the Website, and the dates and times of your visits.

E Source does not knowingly collect *personal information* from children or create profiles of children through this website. *Users* are cautioned, however, that the collection of *personal information* submitted in an e-mail will be treated as though it was submitted by an adult, and may, unless exempted from access by federal or State law, be subject to public access. E Source strongly encourages parents and teachers to be involved in children's Internet activities and to provide guidance whenever children are asked to provide *personal information* on-line.

Information and Choice

As noted above, E Source does not collect any *personal information* about you unless you provide that information voluntarily by sending an e-mail, responding to a survey, or completing an on-line form. You may choose **not** to send us an e-mail, respond to a survey, or complete an on-line form. While your choice not to participate in these activities may limit your ability to receive specific services or products through this Website, it will not normally have an impact on your ability to take advantage of other features of the website, including browsing or downloading information.

If you create an account on the Website, you may be asked to choose a password for your account, in which case your account information shall be protected by your password. You should not disclose your password to any other person. You are responsible for maintaining the confidentiality of your password and are fully responsible for all activities that occur under your password or account. You can access and update information in your account profile at any time by logging into your account with your username and password. Once you have logged in, you can update certain information such as your name, email, password, and security preferences.

Disclosure of Information Collected Through This Website

The collection of information through this Website and the disclosure of that information are subject to the provisions of the Internet Security and Privacy Act. Disclosure of information excludes Short Message Service (SMS) and Multimedia Message Service (MMS) subscriber data and consent; this information will not be shared with any third parties. E Source will only collect *personal information* through this Website or disclose *personal information* collected through this Website if the *user* has consented to the collection or disclosure of such *personal information*. The voluntary disclosure of *personal information* to E Source by the *user*, whether solicited or unsolicited, constitutes consent to the collection and disclosure of the information by E Source for the purposes for which the *user* disclosed the information to E Source, as was reasonably ascertainable from the nature and terms of the disclosure.

However, E Source may collect or disclose *personal information* without consent if the collection or disclosure is: (1) necessary to perform a state agency's or E Source's statutory duties, or necessary for that state agency or E Source to operate a program authorized by law, or authorized by state or federal statute or regulation; (2) made pursuant to a court order or by law; (3) for the purpose of validating the identity of the *user*; or (4) of information to be used solely for statistical purposes that is in a form that cannot be used to identify any particular person.

Further, the disclosure of information, including *personal information*, collected through this Website is subject to the provisions of the Freedom of Information Law and the Personal Privacy Protection Law.

E Source may disclose *personal information* to federal or state law enforcement authorities to enforce its rights against unauthorized access or attempted unauthorized access to E Source's information technology assets.

E Source may sometimes use other businesses to perform certain services for us, such as hosting or maintaining the Website and our products, storing your information, or providing data analysis. We may provide *personal information* to service providers when that information is necessary for them to complete a requested transaction or otherwise perform their duties. We will take reasonable steps to ensure these service providers are notified of their obligations to reasonably protect *personal information* on our behalf.

We may share your information to a buyer or other successor of the Website in the event of a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of our assets or a transfer of the operation of the Website, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which case *personal information* held by us about users of the Website, services, or products is among the assets transferred.

Retention of Information Collected Through this Website

The information collected through this website is retained by E Source during the term, and for the purposes of, E-Source's operation of the IEDR website provided that E-Source is not required to return or destroy any information that it is obligated to return or destroy by applicable laws and regulations. In general, the Internet services logs of E Source, comprising electronic files or automated logs created to monitor access and use of Agency services provided through this Website, are retained for the equivalent of three backup cycles and then destroyed. Information, including *personal information*, that you submit in an e-mail or when you complete a survey, registration form, or order form is retained in accordance with the records retention and disposition schedule established for the records of the program unit to which you submitted the information. Information concerning these records retention and disposition schedules may be obtained through the Internet privacy policy contact listed in this policy.

How We Use Your Personal Information

The following are the some of the ways we use your *personal information*:

Process your requests. We use your *personal information* to help us service your account and respond to your inquiries.

Make improvements based on feedback. If you provide *personal information* to E Source in connection with a survey, we will use that *personal information* for the purposes for which it was provided and for purposes related to the survey, including, for example, to clarify your response, to seek additional information, and to obtain your consent to use or disclose your *personal information* in additional capacities.

Personalize your experience. E Source may use various website technologies to personalize your experience on the Website and to otherwise improve service to you.

Respond to issues. We use *personal information* to find and prevent fraud and to respond to trust and safety issues that may arise.

Access to and Correction of Personal Information Collected Through this Website

Any *user* may submit a request to E Source's privacy compliance officer to determine whether *personal information* pertaining to that *user* has been collected through this Website. Any such request shall be made in writing and must be accompanied by reasonable proof of identity of the *user*. Reasonable proof of identity may include verification of a signature, inclusion of an identifier generally known only to the *user*, or similar appropriate identification. Requests should be addressed to:

E Source Companies, LLC
Attn: Privacy Compliance Officer
3020 Carbon Place, Suite 300
Boulder, CO 80301

The privacy compliance officer shall, within five business days of the receipt of a proper request, provide access to the *personal information*, should any exist; deny access in writing, explaining the reasons therefore; or acknowledge the receipt of the request in writing, stating the approximate date when the request will be granted or denied, which date shall not be more than 30 days from the date of the acknowledgment.

In the event that E Source has collected *personal information* pertaining to a *user* through the Website and that information is to be provided to the *user* pursuant to the *user's* request, the privacy compliance officer shall inform the *user* of the right to request that the *personal information* be amended or corrected under the procedures set forth in section 95 of the Public Officers Law.

Confidentiality and Integrity of Personal Information Collected Through this Website

E Source is committed to protecting *personal information* collected through this Website against unauthorized access, use or disclosure. Accordingly, E Source limits employee access to *personal information* collected through this Website to only those employees who need access to the information in the performance of their official duties. Employees who have access to this information follow appropriate procedures in connection with any disclosures of *personal information*.

In addition, E Source has implemented procedures to safeguard the integrity of its information technology assets, including, but not limited to, authentication, monitoring, auditing, and encryption. These security procedures have been integrated into the design, implementation, and day-to-day operations of this website as part of our continuing commitment to the security of electronic content as well as the electronic transmission of information.

For website security purposes and to maintain the availability of the Website for all *users*, E Source may employ software to monitor traffic to identify unauthorized attempts to upload or change information or otherwise damage this Website.

Disclaimers

In order to provide *users* with certain information, this Website may provide links to other websites including local, State, and federal governmental agencies. A website link does not constitute an endorsement of the content, viewpoint, accuracy, opinions, policies, products, services or accessibility of that website. Once you link to another website from this Website, including one maintained by the State, you become subject to the terms and conditions of that website including, but not limited to, its privacy policy.

Further, the information provided in this privacy policy should not be construed as giving business, legal, or other advice.

E Source reserves the right, at our discretion, to alter this Privacy Policy without prior notice to you, including to comply with privacy laws, regulations, and/or our own or industry standards, business practices, or otherwise. We encourage you to review this policy each time you access or use the Website or request products or services. By accessing or using the Website, you are acknowledging and accepting this policy. This policy may change from time to time. Your continued use of this Website after we make changes is deemed to be acceptance of those changes, so please check the policy periodically for updates.

If any provision of this Privacy Policy is held invalid or unenforceable, the provision is intended to be enforceable to the maximum extent permitted under law and therefore that the court or arbiter is requested to reform the invalid or unenforceable provision to render it enforceable to the maximum extent permitted. If the court or arbiter refuses to modify or reform the provision, then the provision shall be severed from this Privacy Policy with no effect upon the remaining provisions of this Privacy Policy.

If you access this Website from outside the United States, you acknowledge, agree, and consent that any information you provide, including any personal information, will be transferred to and processed by a computer server located within the United States, and subject to United States laws and regulations. Further, if you access this Website from outside the United States, you acknowledge and agree that you are responsible for compliance with any applicable local or national laws, rules or regulations applicable to such use.

Contact Information

For questions regarding this Internet privacy policy, please contact:

E Source Companies, LLC
Attn: Privacy Compliance Officer
3020 Carbon Place, Suite 300
Boulder, CO 80301

User support is available by contacting iedr-support@esource.com if you have questions regarding your underlying utility account information.

Definitions

The following definitions apply to terms appearing in *italics*, in this policy:

“Personal Information” shall have the meaning set forth in subdivision 5 of section 202 of the State Technology Law.

“State Agency Website” shall have the meaning set forth in subdivision 7 of section 202 of the State Technology Law.

“User” shall have the meaning set forth in subdivision 8 of section 202 of the State Technology Law.

This Policy last updated March 6, 2024