

Privacy Policy for High Desert Energy
Effective Date: June 26, 2025

High Desert Energy (“**HDE**,” “we,” “our,” or “us”) values your privacy. This Privacy Policy explains how we collect, use, share, and safeguard the information you provide when you visit **highdesertenergy.com**, communicate with us, or use our solar-related services.

1. Information We Collect

Category	Examples of Data	When We Collect It
Personal identifiers	Name, email address, phone number, postal address	When you request a quote, schedule a consultation, complete a contact form, or create an account
Energy & property details	Utility usage, roof images, site photos, battery-storage preferences	During the design and proposal process
Billing information	Financing details, payment method (tokenized)	When you finalize an agreement or make a payment
Device & usage data	IP address, browser type, pages visited, referral source	Automatically via cookies and similar technologies
Marketing preferences	Opt-in selections for newsletters, promotions, or event invitations	When you subscribe, RSVP, or adjust communication settings

2. How We Use Your Information

We process the data above to:

- 1. Provide and manage services** – design, finance, install, and monitor solar and battery systems.
- 2. Personalize your experience** – tailor quotes, savings analyses, and product recommendations to your home or business.

3. **Communicate with you** – confirm appointments, send project updates, answer inquiries, and deliver customer support.
 4. **Offer promotions & news** – inform you about incentives, rebates, referral programs, or educational content you might find valuable.
 5. **Improve our operations** – analyze website traffic, service performance, and customer feedback to enhance quality and efficiency.
 6. **Comply with legal obligations** – satisfy tax, warranty, and regulatory requirements.
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3. Information Sharing

We do **not** sell or rent your personal data. We disclose it only:

Scenario	Purpose
With your consent	You explicitly ask us to share information with a third-party lender, utility, or rebate program.
Service providers & installers	Licensed contractors, financing partners, IT vendors, and shipping firms that help us fulfill your project under contractual confidentiality.
Legal or safety reasons	To comply with a subpoena, court order, or applicable law, or to protect HDE, our customers, or the public.
Business transfers	In connection with a merger, acquisition, or asset sale, consistent with this Privacy Policy.

All third parties are required to protect your data and use it only for the contracted purpose.

4. Your Choices & Rights

- **Opt out of marketing** – Click “unsubscribe” in any promotional email or email us at privacy@highdesertenergy.com.
- **Update or correct data** – Contact us to review, change, or delete personal details.

- **Cookie controls** – Adjust your browser settings or our cookie banner to manage non-essential cookies.
 - **State-specific rights** – If you reside in California, Colorado, or other jurisdictions with privacy laws, you may have additional rights (e.g., access, deletion, portability). We honor all requests as required.
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5. Data Security

We employ administrative, technical, and physical safeguards—encryption in transit and at rest, firewall-protected servers, role-based access controls, and regular security audits—to protect your information from unauthorized access or misuse.

6. Children's Privacy

Our services are intended for adults and are **not** directed to children under 13. We do not knowingly collect personal information from minors.

7. Changes to This Policy

We may revise this Privacy Policy from time to time. If we make material changes, we'll post an updated version on this page with a new effective date. Continued use of our services after the update constitutes acceptance of the revised policy.

8. Contact Us

For questions, requests, or concerns about this Privacy Policy or our data practices, please reach out:

High Desert Energy

P.O. Box 11519, Chandler, Arizona 85248, United States

Email: Clarence@highdesertenergy.com

Phone: 888-302-2794

Thank you for trusting High Desert Energy. We're committed to safeguarding your information while powering a cleaner, more sustainable future.