

Residential

Business



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Privacy Policy

The effective date of this Privacy Policy is March 11, 2022.

Evergy, Inc. (“Evergy” or “we” or “us”), and its subsidiaries and affiliates providing utility services understand your concerns about the use of your personal information and are committed to protecting your privacy. We have implemented the following Privacy Policy to give you a better understanding of how we manage your information. This Privacy Policy applies to information we collect when you obtain service from us, use our websites, systems, or applications, or otherwise interact with us. Evergy and its subsidiaries control and retain information collected on our websites, our systems, and applications.

Please read this Privacy Policy carefully. By using our websites, systems, or applications, you agree to our collection, use, and sharing of your personal information as described in this Privacy Policy.

From time to time, we may change this Privacy Policy. Any changes will be immediately effective upon the posting of the updated Privacy Policy.

What personal information is collected from me?



What other information is collected through website, systems, and applications?



What are cookies and how do we use them?

What else should I know about my privacy?

How do we use your information?



We may use information about you for various purposes, including to:

- Provide, maintain and improve our services;
- Provide and deliver the products and services you request, process transactions and send you related information, including confirmations and invoices;
- Send you technical notices, updates, security alerts and support and administrative messages;
- Respond to your comments, questions and requests and provide customer service;
- Verify your identity and prevent fraudulent transactions;
- Communicate with you about products, services, offers, promotions, rewards and events we offer and provide news and information we think will be of interest to you;
- Monitor and analyze trends, usage and activities in connection with our websites, systems, and applications;
- Personalize and improve our websites, systems, and applications and provide advertisements, content or features that match user profiles or interests;
- Process and deliver contest entries and rewards;
- Link or combine with information we get from others to help understand your needs and provide you with better service; and
- Carry out any other purpose for which the information was collected.

How do we use your energy usage information?



When do we share your information with others? +

Do we sell your personal information? +

What about links to other sites? +

What security precautions are in place to protect your information? +

How do we communicate with you? +

How can you change your email preferences? +

How can you make changes to your Personal Information? +

How do we protect children's privacy? +

Do we retain your personal information? +

Do we make changes to this Privacy Policy? +

How can you contact us?



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- Economic Development

Help Lines

AUTOMATED OUTAGE REPORTING

1-888-544-4852

CALL BEFORE YOU DIG

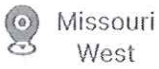
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CUSTOMER SERVICE

1-888-471-5275

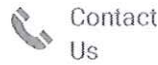
Help Center

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How do we use your information?



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When do we share your information with others?



We may share your information, including personal information, with others as described below:

- Affiliates and Subsidiaries: We may share information with our parent company, subsidiaries, and affiliates to the extent permitted by applicable law.
- Service Providers: We may share information with utility service providers that help us provide you service. These vendors, consultants, and other entities perform utility related services including emergency response on our behalf in order to: (1) provide, bill, or collect for utility related service; (2) provide for customer, system, grid, or utility operational service needs; (3) provide services as required by state or federal law or as specifically authorized in our approved tariff(s); or (4) plan, implement, or evaluate our energy assistance, demand response, energy management, energy efficiency programs, or other utility related programs which may include survey, research, program promotion, and enrollment activities.

We make commercially reasonable efforts to execute contracts with the service providers providing utility related services that limit access to personal information only to the extent necessary to render utility related services for the period of time necessary and provided they

require an appropriate level of protection for the information that we provide to them and the appropriate return or destruction when service is completed.

- Anonymized or Aggregated Information: We may disclose anonymized or aggregated information and user statistics to prospective partners and other third parties, and for other lawful purposes. Anonymized or aggregated information is information that does not identify an individual person.
- To Prevent Harm: We may share information if we believe it is necessary in order to detect, investigate, prevent, or take action against illegal activities, fraud, or situations involving potential threats to the rights, property, or personal safety of any person.
- As Required by Law: We will share information when we are legally required to do so, such as in response to court orders, subpoenas or legal process, to exercise our legal rights, to defend against legal claims or demands, or to comply with the requirements of any mandatory applicable (federal, state, or local) law. When we are required to share your personal information, we will request its confidential treatment in accordance with applicable laws, rules, orders or utility tariffs.
- With Your Consent: We may request your permission to share your personal information for a specific purpose not described above. In such case, we will notify you and receive consent before you provide the personal information or before the personal information you have already provided is shared for such purpose.
- Transactions: We may share information in connection with a merger, acquisition, consolidation, change of control, or sale of all or a portion of our assets or if we undergo bankruptcy or liquidation.

Do we sell your personal information?



- What about links to other sites? +
- What security precautions are in place to protect your information? +
- How do we communicate with you? +
- How can you change your email preferences? +
- How can you make changes to your Personal Information? +
- How do we protect children's privacy? +
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