

# FACTS

## WHAT DOES SUNNOVA ENERGY CORPORATION DO WITH YOUR PERSONAL INFORMATION?

### Why?

Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.

### What?

The types of personal information we collect and share depend on the product or service you have with us. This information can include:

- Social Security Number and Account Balances
- Credit History and Credit Scores
- Employment Information and Income Information

### How?

All financial companies need to share customers' personal information to run their everyday business. In the section below, we list the reasons financial companies can share their customers' personal information; the reasons **Sunnova** chooses to share; and whether you can limit this sharing.

Reasons we can share your personal information	Does Sunnova share?	Can you limit this sharing?
<b>For our everyday business purposes –</b> such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus	Yes	No
<b>For our marketing purposes –</b> to offer our products and services to you	Yes	No
<b>For joint marketing with other financial companies</b>	Yes	No
<b>For our affiliates' everyday business purposes –</b> information about your transactions and experiences	Yes	No
<b>For our affiliates' everyday business purposes –</b> information about your creditworthiness	Yes	Yes
<b>For our affiliates to market to you</b>	Yes	Yes
<b>For our nonaffiliates to market to you</b>	Yes	Yes

### To limit our sharing

- Call **(866) 786-6682** –our menu will prompt you through your choice(s)
- Mail the **form** below

**Please note:**

If you are a *new* customer, we can begin sharing your information **30** days from the date we sent this notice. When you are *no longer* our customer, we continue to share your information as described in this notice. However, you can contact us at any time to limit our sharing.

### Questions?

- Call **(866) 786-6682** or go to [sunnova.com](http://sunnova.com)

## Mail-in Form

**Leave Blank OR**  
If you have a joint account, your choice(s) will apply to everyone on your account unless you mark below.

Apply my choices only to me

Mark any/all you want to limit:

- Do not share information about my creditworthiness with your affiliates for their everyday business purposes.
- Do not allow your affiliates to use my personal information to market to me
- Do not share my personal information with nonaffiliates to market their products and services to me.

Name	
Address	
City, State, Zip	
Account #	

**Mail to:**

Sunnova Energy Corp.  
ATTN: GLBA Notice  
20 Greenway Plz. #540  
Houston, TX 77046

Who we are	
Who is providing this notice?	<b>Sunnova Energy Corporation</b>
What we do	
<b>How does Sunnova protect my personal information?</b>	To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured lines and buildings.
<b>How does Sunnova collect my personal information?</b>	We collect your personal information, for example, when you <ul style="list-style-type: none"> <li>▪ Open an account or Pay your bills</li> <li>▪ Apply for a loan or Apply for a lease</li> <li>▪ Provide your contact information or Request a quote</li> </ul> <p>We also collect your personal information from other companies.</p>
<b>Why can't I limit all sharing?</b>	Federal law gives you the right to limit only <ul style="list-style-type: none"> <li>▪ sharing for affiliates' everyday business purposes – information about your creditworthiness</li> <li>▪ affiliates from using your information to market to you</li> <li>▪ sharing for nonaffiliates to market to you</li> </ul> <p>[See below for more on your rights under state law]</p>
<b>What happens when I limit sharing for an account I hold jointly with someone else?</b>	Your choices will apply to everyone on your account – unless you tell us otherwise.
Definitions	
<b>Affiliates</b>	Companies related by common ownership or control. This can be financial and nonfinancial companies. <i>Sunnova affiliates may include companies that provide financial, solar, energy or other home services products.</i>
<b>Nonaffiliates</b>	Companies not related by common ownership or control. They can be financial and nonfinancial companies. <i>Nonaffiliates we share with may include mortgage companies, insurance companies, retailers, companies that provide other home services products, and companies that market related products and services that we believe may interest you.</i>
<b>Joint Marketing</b>	A formal agreement between nonaffiliated financial companies that together market financial products or services to you. <i>Our joint marketing partners may include mortgage lenders, insurance companies, banks, and other traditional financial institutions.</i>
Other important information	
<b>Important:</b> By providing telephone number(s) to us at any time, you authorize Sunnova and its affiliates and designees to contact you regarding your account(s) (including any business accounts for which you are an authorized signer) at such numbers using any means, including but not limited to placing calls using an automated dialing system to cell, VoIP or other wireless phone number, or by sending prerecorded messages or text messages, even if charges may be incurred for the calls or text messages; and you consent that any phone call with us may be monitored or recorded by us.	
State Privacy Laws	
We will comply with state privacy laws to the extent they apply.	
<b>California Residents:</b> Accounts with a California address are treated as if they have limited sharing as provided in this notice. California law provides that a consumer may opt out of certain sharing. If you are a California resident, please see Sunnova's Important Privacy Choices for Consumers notice for more information.	
<b>Vermont Residents:</b> Accounts with a Vermont address are treated as if they have limited sharing with affiliates and nonaffiliates as provided on page 1 of this notice. We will not disclose information about your creditworthiness to our affiliates and will not disclose your personal information, financial information, credit report, or health information to nonaffiliated third parties to market to you, other than as permitted by Vermont law, unless you authorize us to make those disclosures.	