

Fortress Keystone Web Portal Privacy Policy

Fortress Power respects your privacy and is committed to protecting the personal information you share with us through the Fortress Keystone Web Portal. This policy explains what data we collect, why we collect it, and what choices you have.

1. Information We Collect

When you use the Fortress Keystone Web Portal, we collect:

a. Personal Information

- Your name
- Email address
- Company or installer affiliation
- Phone number (if provided)

b. Account and Usage Information

- Login history and access logs
- Actions you take in the portal (e.g., viewing a site, updating settings)

c. System and Site Data

- Site names, addresses, and serial numbers
- Equipment status, alarms, and performance data
- Firmware version and device connectivity

We do **not** collect or store sensitive personal identifiers like Social Security numbers, payment information, or homeownership documents.

2. How We Use Your Information

We use your information to:

- Operate and maintain the Fortress Keystone Web Portal
- Help support teams troubleshoot and monitor energy systems
- Send system alerts or important updates
- Improve product features and performance

We do **not** sell or share your personal information for advertising purposes.

3. Who Has Access

Only authorized users and Fortress Power employees with appropriate roles (such as system admins or support staff) can access site data and user accounts. Installers only have access to the sites assigned to their company.

3.1 A Customer Contractual Consent for Demand Response Programs

Fortress Power's privacy and data security practices comply with the data collection, use, and disclosure provisions contained in any Demand Response program agreements executed by customers. By enrolling in a Demand Response program and signing the applicable agreement, customers authorize the Company to collect, use, and disclose their information as expressly described in that agreement, subject to the protections and limitations set forth in this Privacy and Data Security Policy and applicable law.

Any release or sharing of customer information pursuant to a Demand Response program contract shall be limited to what is necessary to administer, operate, verify, or evaluate the program, and shall remain subject to all applicable confidentiality, data security, and non-disclosure requirements contained in this policy.

4. Your Privacy Rights (California Residents)

If you live in California, you have the right to:

- Request a copy of the personal data we have about you
- Request deletion of your personal data
- Opt out of the sale of personal information (though we don't sell your data)

To exercise these rights, contact us at software_admin@fortresspower.com

5. Data Security

We implement appropriate security measures to protect your personal information, including:

- Encryption of data in transit and at rest
- Regular security audits and updates
- Access controls and authentication

6. Changes to This Policy

We may update this privacy policy from time to time. We will notify you of any material changes by posting the new policy on this page and updating the "Last Updated" date.