

Privacy Policy

Hawaiian Electric Industries, Inc. ("HEI") is committed to protecting online user privacy. This privacy policy ("Policy") describes our practices regarding information that we may collect when you visit our website, www.hei.com ("Site"). This Policy does not apply to information collected by any other websites, including the websites of HEI's subsidiaries. We encourage you to read this Policy before using our Site. By using this Site, you agree to the terms and conditions of this Policy as well as to the Site's Terms of Use.

Information We May Collect Through the Site

When you visit the Site, HEI and third parties with whom we have contracted to provide certain website services collect generic information regarding your visit available from your internet browser ("Session Data"). Session Data includes the type of browser you use (for example, Internet Explorer), how you got to the Site (for example, from a search engine or a link), the IP address from which you visit the Site, the pages visited on the Site and the amount of time spent on the Site. We do not link Session Data with personally identifiable information. We do not collect personal information about you unless you voluntarily provide it, such as by signing up to receive email alerts or submitting an information request. Personal information that you might provide to us when using such a function of the site includes your email address, name, telephone number, and mailing address.

How We Use the Information We Collect

We, and third party service providers we may use to assist us with Site design and maintenance, analyze Session Data only in the aggregate to understand Site traffic and usage, maintain the Site, improve Site content and make the Site more useful to visitors. We use personal information you provide through the Site solely for the purpose of providing the information and services you request. For example, we may use your personal information to fulfill your requests for information and communicate with you about those requests or provide email updates to which you subscribe.

With Whom Information May Be Shared

We do not sell, lease or license your personal information to any party for any purpose, nor do we share it with third parties for marketing purposes. We may share your personal information with third party service providers with whom we contract for the purpose of processing your information requests and managing email updates. These companies are authorized to use your personal information only as necessary to provide these services and are required to maintain the confidentiality of such information. We may also disclose your personal information if we believe we are required to do so by law, regulation, or legal processes, such as a search warrant, subpoena or court order. We may need to disclose personal information in exceptional circumstances, such as to protect against malicious and/or unauthorized access, to protect legal rights or to address actual or threatened illegal or harmful conduct. We may share aggregate Session Data (i.e., non-personal information) with any third party for any reason.

Cookies

To collect the Session Data described above, this Site uses "session cookies." A session cookie is a small amount of data sent from a website to your internet browser, temporarily placed on the hard drive of your computer and deleted from your hard drive once you close your browser. These "session cookies" do not collect, store or transmit personal information. Some websites (but not this Site) use cookies that remain on your hard drive so the website will recognize you as a return visitor.

Links to Third Party Sites

This Site may contain links to third party websites. We do not control such websites and we are not responsible for their privacy practices. We encourage you to read the privacy policies of each website that collects information from you.

Children's Information

We do not intend to collect any personal information from children through this Site. Please do not allow children under the age of 13 to provide any personal information in connection with this Site. If we determine that a child under 13 has provided personal information through this Site, we will delete that

information as soon as practicable. If you become aware that personal information has been provided by a child under 13, please contact us at the address below so we can delete such information.

Changes to This Policy

HEI reserves the right to modify this Policy at any time without prior notice. If we revise this Policy, we will post the revised version on this page with an updated effective date. Use of the Site following such changes constitutes your acceptance of the terms of the Policy then in effect.

Privacy Policy Questions

Should you have questions or comments regarding this Policy, please write to us at:

Hawaiian Electric Industries, Inc.
Website Privacy Policy
C/o Corporate Secretary
P.O. Box730
Honolulu, HI 96808

Revised September 2016