

Itron Data Use Statement

November 2024

Collecting and Delivering the Right Data, at the Right Time

At Itron, we are committed to delivering actionable insights and intelligence to help our customers better manage energy and water delivery. Naturally, insight requires knowledge, and knowledge requires data and observation. We are also committed to protecting privacy, confidentiality, and data security – especially the data we collect on our customers’ behalf when we provide our services. We rely on de-identified data to enhance our solutions, services, and products. By analyzing aggregated, anonymized data, we gain valuable, real-world insights that drive innovation and improve customer experiences while protecting the privacy and confidentiality of customers and consumers.

- **Data-Driven Innovation:** We use data to identify trends, optimize performance, and develop new features that meet our customers’ evolving needs. Data helps us uncover deep insights and take data-driven actions to better serve our customers. We collect and use only the minimum amount of data necessary to achieve the business purpose for which it was collected.
- **Customer-Centric Approach:** Our goal is to create more personalized and effective solutions by understanding how our products are used, and by identifying insights from across our installed solution base that can be used in aggregate to improve the experience for all Itron customers.
- **Security and Privacy:** We prioritize the security and privacy of all utility- and consumer-specific data. Robust encryption, access controls, and regular audits ensure that data remains safe and confidential. See our [Global Privacy Notice](#) for information about our privacy practices.
- **Transparency:** We are transparent about our data practices and provide customers with control over their data, including options to manage their privacy settings.

Itron helps utilities and cities deliver the energy and water that power our society, all around the world. As critical as these services are, our customers’ trust is equally paramount to us. We are committed to maintaining the highest standards of data protection while delivering exceptional value through our solutions, services, and products.