

We Respect Your Privacy

Niagara Peninsula Energy Inc. (NPEI) is committed to ensuring that the Personal Information it collects is accurate, confidential, secure and private. This Privacy Policy outlines some of the steps that NPEI has taken to satisfy their obligations under applicable privacy laws which includes the *Municipal Freedom of Information and Protection of Privacy Act, (MFIPPA)*



Personal Information Obtained

NPEI collects information by various methods including data provided by customers. The types of Personal Information collected includes but is not limited to the following,

- Service and Mailing Address
- Other Contact Information (Phone, Cellular, Fax, E-mail)
- General Banking Information for Pre-Authorized Chequing
- Medical Information (used for emergency power outages and eligibility of Ontario Clean Energy Benefit exemption)

Accountability

NPEI is responsible for personal information under its control and has designated a Privacy Officer who is accountable for NPEI's compliance with privacy principles.

Identifying Purposes

NPEI collects, utilizes and discloses Personal Information for a number of reasons which includes the following;

- To provide you with safe and reliable electric service
- Establishing, maintaining and restoring of electric service
- Billing and Collecting of payments for electric services
- To meet legal and regulatory requirements relating to the services or products provided to you.

Consent

NPEI will ensure that your consent is obtained prior to the collection, use or disclosure of Personal Information. . Your consent may be expressed or implied, depending upon the following,

- The nature and sensitivity of the information,
- The purpose for which the information is collected
- Whether you have consented already to have third parties disclose Personal Information.

For example, when you use our products and services we consider that you have provided implied consent. Subject to certain legal or contractual restrictions and reasonable notice, you may withdraw this consent at any time.

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However, by doing so, depending on the situation you may be limiting or even preventing our ability to provide you with the service or product you desire and expect.

The personal information identified above will not be sold. We do not provide your information to any outside company or unaffiliated agency for marketing, solicitation or any other such purpose. We will not use or disclose your information without your consent except in the following circumstances:

- When required by law or law enforcement purposes
- For an emergency that threatens life, health or security
- To collect a debt that you owe us or to evaluate your credit worthiness
- To a third party that we have contracted with to work on our behalf in providing services to you or to assist us in understanding your needs and preferences
- Billing and consumption information with third party billing and settlement agencies. Our billing, settlement and regulatory relationships with third parties are governed by licenses and codes established by the Ontario Energy Board.

Limiting Collection and Retention of Personal Information

NPEI will limit the amount and type of personally that it collects, uses, or discloses to a type which is necessary for the identified purposes or as required by law. If we require personal information for any other purpose, you will be notified.

The types of Personal Information that NPEI usually collects includes but is not limited to the following,

- Name
- Address
- Contact Information
- General Banking Information (when applied for Pre-Authorized Chequing)
- Medical Information (for Outage notification and eligibility of Ontario Clean Energy Benefit exemption)

Accuracy

In order for the NPEI to ensure the reliable delivery of electric service and the correct billing for such service, all personal information will be kept accurate, complete and up to date.

Individuals may challenge the accuracy and completeness of personal information about them and have it amended, as appropriate.

If you identify any incorrect or outdated information requiring amendment, please contact us. We will ask you to put your request for a correction in writing.

Safeguards

NPEI will protect your personal information by security safeguards appropriate to the sensitivity of the information. Safeguards will vary depending on the sensitivity, format, location, and storage of the personal information.

Openness and Customer Access

NPEI is responsible for all personal information under its control and has designated a privacy officer who is accountable for compliance with this Privacy Policy.

Any customer of NPEI may have access to the personal information about them that NPEI has in its possession or control.

Visiting us on the Web

Your personal information is only collected when you voluntarily complete an online application, request form, or survey. Personal information collected during the online application is only used to respond to your inquiries or requests and is not used for any other purposes. We will not send you any unsolicited electronic communication.

Our website does not collect visitor information in the form of the visitor's domain or Internet Protocol ("IP") address but does collect information regarding which pages are accessed. This information is used internally, only in aggregate form; to better serve you by helping us manage and improve the content of our website and to diagnose technical problems.

How to Reach Us

If you wish to access your personal information, change your consent to the ways in which we may use your personal information, have a complaint about our Privacy Policy or the manner in which we may have handled your personal information, or if you have any other questions about our privacy policy, please **contact our Privacy Officer**.

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Fax: 905-356-0118
Email: info@npei.ca
Website: www.npei.ca

Challenging Compliance

If you are not satisfied with Niagara Peninsula Energy Inc. response to a privacy related inquiry or complaint, you may contact the Office of the Privacy Commissioner/Ontario during business hours at 1-800-387-0073 or www.ipc.on.ca.