



***OUR PRIVACY POLICY  
and  
COMMITMENT TO PROTECTING YOUR PRIVACY***

Haldimand County Utilities Inc., and its affiliates, (Haldimand County Hydro Inc., Haldimand County Energy Inc., and Haldimand County Generation Inc.), are committed to keeping the personal information of its customers accurate, confidential, secure and private. Our Privacy Policy has been designed to inform employees, subcontractors and customers of Haldimand County Utilities Group commitment and recognition to our obligation to meet the spirit and terms of the Federal ***Personal Information Protection and Electronic Documents Act (PIPEDA)***.

Our ***Privacy Policy*** describes the principles by which Haldimand County Hydro Inc. protects the privacy of personal information in its possession. It addresses the reasons why such information is collected, how it is used, how its confidentiality is protected and outlines the customers' rights in respect of this information. It incorporates and expands the 10 principles for the protection of personal information, as devised by the Canadian Standards Association (CSA). Haldimand County Hydro Inc. makes its policies and practices relating to the protection of personal information available to its customers.

This ***Privacy Statement*** is meant to describe what types of identifiable information about our customers we collect, use, why we do so and whether and to whom we disclose it. This Statement also describes how you can contact our "Privacy Officer" with any inquiries or complaints, or to exercise your rights under the Privacy Laws, including your right to access and correct your Personal Information.

**Collecting and Using Personal Information:**

Personal information that Haldimand County Hydro Inc. has collected from existing customers and will continue to collect from new customers includes:

- the customer's name and address and other contact information, such as telephone numbers, email address;
- the meter number;
- facts about consumption of power, both historic and current;
- information about a customer's transactions with us, such as account numbers, account balances, payment history;
- credit and reference information, such as date of birth, employment information, drivers license, previous addresses, and general financial information;
- medical information to be used in case of emergency power outages; and
- bank information for pre-authorized payments.

When an individual applies for service, Haldimand County Hydro Inc. will make the individual aware of the purposes for which we are requesting the personal information. If Haldimand County Hydro Inc. identifies other purposes for which the personal information may be used; we will seek the individual's consent prior to such use. Haldimand County Hydro Inc. will advise that it is the individual's right to refuse permission for us to use personal information for any new purposes.

Additional purposes for collecting personal information may be identified to an individual before or at the time of collection. However, at a minimum we will collect personal information for the following purposes:

- Billing and collection of payments for electric service
- Billing and collection of payments for water and sewer service on behalf of the Municipality of Haldimand County
- Pre-authorized payment for services
- Priority restoration of electric service to the correct address and meter, as may be required by medical circumstances
- Energy sector legal, regulatory and settlement requirements

### **Do we Disclose Personal Information?**

Haldimand County Hydro Inc. will not sell customer information to anyone. Unless the customer authorizes us to release it, or release is required or permitted by law, we will not disclose Personal Information to third parties. However, in order to provide our customers with some of our products and services, we share Personal Information with our Affiliate Companies and/or suppliers who perform services on our behalf and with whom contracts have been signed that obligate that third party to adhere to our privacy policies and practices. There may be situations in which the Privacy Laws permit us to disclose Personal Information without consent, such as compliance with a warrant, subpoena or court order.

### **Got a Question? Ask our Privacy Officer**

Any customer of Haldimand County Hydro Inc. can have access to the personal information about them that we have in our possession or control. Any customer may request that their personal information be amended for purposes of accuracy and completeness.

Customers can make their requests by contacting our “Privacy Officer” in one of the following ways:

1. By telephone: **905-765-5211**
2. Via email: **privacyofficer@hchydro.ca**
3. In writing: **1 Greendale Drive, Caledonia, ON, N3W 2J3.**

Response to individual’s request will be made in a timely and efficient manner.

### **Your Privacy Choices**

We assume that you have provided implied consent to use your personal information for the above-stated purposes.

All existing customers of Haldimand County Hydro Inc. may withdraw that consent at any time, (subject to certain legal and contractual restrictions and on providing us reasonable notice), by contacting our Privacy Officer.

***Please be aware that withdrawing your consent may prevent us from providing you with the requested product and/or service.***