

Privacy Standards for Customer Information

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Introduction

EPCOR is committed to respecting the personal privacy of its customers. To ensure EPCOR is performing to the highest standards available, we have updated our EPCOR Privacy Policy to comply with the applicable legislation. EPCOR's Privacy Policy applies to personal customers, including individuals carrying on business alone or in partnership with other individuals. EPCOR's Privacy Policy can be found at www.epcor.ca.

Why EPCOR collects personal information

EPCOR will only collect personal information for the following purposes:

- ✓ to confirm customer identity and credit history;
- ✓ to provide customers with ongoing service;
- ✓ to manage and develop EPCOR's business and operations;
- ✓ to understand customer needs and preferences;
- ✓ to develop, enhance, market or provide EPCOR's products or services; and
- ✓ to meet legal and regulatory requirements.

What personal information EPCOR collects

EPCOR will ask you for information to establish and serve you as a customer. We may collect some or all of the following information:

- ✓ **Contact Information:** You will be required to provide your name, address and contact number(s) to enable us to establish your account and to accurately bill and collect for the products and services that you receive from us.
- ✓ **Identification Information:** Identification (e.g. Drivers License Number, Social Insurance Number, etc.) will be requested to allow us to confirm your identity and credit history and to ensure that we can identify you correctly as the account holder when you contact us.
- ✓ **Credit Checks:** EPCOR will collect most information directly from you. With your consent, we may also conduct credit checks through third parties.
- ✓ **Bank Account Details:** Should you prefer the convenience of Automatic Payment Withdrawal, we will collect bank account information from you.

- ✓ **Customer Profile Information:** Examples include past purchase history, requests for information, etc.
- ✓ **General Correspondence:** We may collect general correspondence issued to you or by you.
- ✓ **Legal and Regulatory:** For example, We may require a Death Certificate to allow a family member to make required changes to an account.

Your consent

All personal information EPCOR currently retains adheres to EPCOR's Privacy Policy. By establishing or maintaining an account with EPCOR, you consent to the collection, use and disclosure of your personal information by EPCOR for the purposes identified above, unless you indicate otherwise in writing. Should you have someone else seeking your personal information on your behalf (e.g., a family member, a lawyer), EPCOR will only release details once a signed consent form is received from you. Consent forms may be requested from EPCOR Customer Service at 310-4300 (toll-free) or by visiting our website at www.epcor.ca.

How EPCOR protects your personal information

In order to protect your right to privacy, EPCOR:

- ✓ will not collect, use or disclose your personal information for any reason other than stated in the purposes above;
- ✓ will protect your personal information with security safeguards appropriate to the sensitivity of the information;
- ✓ will retain your personal information only for the period prescribed by law;
- ✓ has established policies and procedures to protect the privacy and confidentiality of the personal information we collect and maintain – including contracts with third parties who provide services to you;
- ✓ only allows individuals specifically involved in the purposes stated above to have access to your personal information; and
- ✓ will strive to keep your personal information as accurate and up to date as is necessary for the purposes identified above.

Who EPCOR releases information to

EPCOR may disclose personal information to:

- ✓ a person who, in the reasonable opinion of EPCOR, is seeking your personal information as your agent;
- ✓ a company involved in supplying you with electricity, water, natural gas or other related services;
- ✓ a company (including EPCOR affiliates) or an individual employed by EPCOR to perform functions on its behalf;
- ✓ an agent used by EPCOR to evaluate your creditworthiness or to collect your account;
- ✓ a credit reporting agency;

- ✓ a public authority or agent of a public authority if, in the reasonable opinion of EPCOR, it appears that there is imminent danger to life or property which could be avoided or minimized by disclosure of the information; and
- ✓ third party or parties where you consent to such disclosure or where the disclosure is required or permitted by law.

EPCOR maintains a list of third parties to which it discloses personal information. For further details, please visit www.epcor.ca or contact us at 310-4300 (toll-free).

Release without consent

In most cases, we will not release your information without your consent. However, we must provide information in response to a valid demand, search warrant, subpoena or court order or based upon a request by a government institution or where otherwise required by law. We may also disclose information to help us collect a debt owed to us by you.

Access to your personal information

EPCOR will give you access to the information that we have about you. You may obtain access to your personal information through a number of sources:

- ✓ Please consult your EPCOR bill for basic details such as billing address, payment history, etc.
- ✓ Most other questions can be addressed by our Customer Services staff who can be reached at 310-4300 (toll-free).
- ✓ Should our Customer Services personnel be unable to provide the information that you require over the phone, they will assist you in initiating a formal access request through EPCOR's Compliance Office. We will respond to your requests to access your information within 30 calendar days of receiving your written request.

Please note that we may not be able to provide information about you where prohibited by law, where our records contain confidential information about other persons or contain confidential information proprietary to EPCOR. Also, we do not maintain disclosure records for regular or routine actions such as the updating of credit information with credit bureaus.

Your choices

We would like to have your consent to continue to collect, use and disclose your personal information. However, you do have choices and can refuse or withdraw your consent, as follows:

- ✓ You may have your name removed from our marketing lists. We use this list to inform you of products, services and special offers that may be of benefit to you.
- ✓ You may refuse to provide personal information to us. You may also withdraw your consent at any time, subject to legal or contractual restrictions and reasonable notice. Refusal to provide personal information, or withdrawal of consent may change our agreement to provide service to you.

Addressing your concerns

A full copy of EPCOR's Privacy Policy is available on our website at www.epcor.ca . Questions or concerns related to our privacy practices should be directed as follows:

1. Call 310-4300 (toll-free) to speak to an EPCOR agent.
2. Should your Customer Services agent be unable to address your question or concerns, you may request that the issue be escalated within Customer Services.
3. Should Customer Services be unable to satisfy your request, you may contact EPCOR's Compliance Office, as follows:

E-mail: privacyofficer@epcor.ca

Fax: Attn: Privacy Officer
EPCOR Compliance Office
(780) 441-7118

Mail: Privacy Officer
EPCOR Compliance Office
10065 Jasper Avenue
Edmonton, AB T5J 3B1

Phone: 1-800-866-8003 (Toll-Free)

4. If you have addressed an issue through EPCOR's Compliance Office and are still not satisfied with the outcome, you may contact the Office of the Information and Privacy Commissioner of Alberta, as follows:

Email: generalinfo@oipc.ab.ca

Fax: (403) 297-2711

Mail: Office of the Information and Privacy Commissioner (Calgary)
Suite 500, 640 - 5th Avenue SW
Calgary, AB T2P 3G4

Phone: (403) 297-2728 (local) or 1-888-878-4044 (Toll-Free)