

Alberta Co-operative Energy (ACE)

Privacy Policy

Section: Finance

Responsible Authority: Chief Executive Officer

PURPOSE AND INTENT: To provide a process and commitment to properly collect, manage, and safeguard Customer Information for the purpose of providing energy retail services.

POLICY STATEMENT: All personal information related to a Customer and the Customer's account will be collected, safeguarded, updated and maintained in alignment with all provincial and federal Acts and Regulations.

Procedure (for Administrative Purposes Only):

Collecting Personal Information – Customers

Personal information is needed to provide process billing for retail customers. In order to provide the Customer with energy retail services, Administration may collect the following information when necessary:

- Contact and mailing information such as name, address, telephone/cell numbers, fax numbers, and email addresses.
- Employment information, credit information, and personal references of those who apply for or receive credit;
- Site: specifications and other particulars pertaining to the location of the Customers' service in order to enroll the location;
- Payment information, banking or credit card information
- Municipal and legal descriptions;
- Use, time of use or other "read" information or statistics on electricity use and service standards that may be required;
- Any other relevant information which is necessary to provide the information and service that the retailer is supposed to provide to its customers.

Safeguarding Customer Personal Information

Personal information is kept protected and confidential; this is achieved by:

- ACE employees understand/sign confidentiality agreements and is an integral part of employment;
- Records are kept in locking file cabinets/offices;
- Computers are kept up to date and have enhanced security through such means as passwords, encryption, and firewalls;
- Where third parties are hired to assist ACE, all reasonable steps are taken to ensure that Customer personal information is protected.

Updating Customer Personal Information

ACE will do its best to ensure that Customer personal information is correct and kept current.

Information is only kept as long as is necessary to continue to meet the Customers' needs and any legal requirements that may exist. Once the Customers personal information is no longer needed, it is destroyed.

If the Customers personal information changes or is found to be incorrectly collected, the Customer would need to inform Administration of the change and any other information felt necessary to disclose.

Controlling Customer Personal Information

ACE Terms and Conditions of service authorizes the collection, use and disclosure of personal information whenever required.

Customer Access of Their Personal Information

ACE provides the Customer access to their own personal information. Customers are eligible to receive one complimentary copy of their information to keep in their own personal file when asked for. If additional copies or other customized information is required, the ACE Privacy Officer may be contacted. A nominal fee may be charged.

If Customers have questions or concerns about the handling of their personal information or wish to withdraw their consent, our Privacy Officer may be contacted at privacy@acenergy.ca.

Questions related to privacy rights in Alberta can be addressed or accessed by visiting the website of the Office of the Information and Privacy Commissioner at www.olpc.ab.ca. The equivalent federal website is www.privcom.gc.ca.

This Privacy Policy Reviewed and Approved by ACE Board: April 5, 2017