

COAST ELECTRIC POWER ASSOCIATION

Policy No. 111.2

PRIVACY POLICY

I. POLICY CANCELLATION

Policy No. 111.1 is hereby cancelled.

II. POLICY OBJECTIVE

To assure the continued privacy and confidentiality of member non-public information.

III. POLICY CONTENT

Prospective members must complete the application process to receive service from Coast Electric. By applying or receiving service from Coast Electric, each member instructs us to create a user identification record for them. Also, by becoming a member of Coast Electric, it is understood that we may revise this policy at any time and that we may use the members' non-public information in the manner described below.

A. **SOURCES OF INFORMATION:** Coast Electric collects non-public information about its members from various sources including, but not limited to, the following sources:

1. Applications or other forms (information such as name, address and social security number).
2. Member transactions with Coast Electric, our affiliates, or others (information such as account balance and payment history). "Affiliate" means one or more companies that contractually perform services for Coast Electric and its members.
3. Consumer reporting agencies (information such as credit history).
4. Electronic communications, i.e., telephone, email and internet applications or products and services. Information may be received from "cookies" stored on an individual's computer. (Cookies are small files stored on a computer to simplify and improve a user's web experience.)

- B. USES OF INFORMATION: Coast Electric Power Association does not sell the information about our member's account to any third party. Account information will only be used in the following ways;
1. Coast Electric may share and disclose non-public information (such as name and mailing address) to our affiliates if, in our opinion, this would be in the best interest of the membership.
 2. Information about delinquent or charged-off accounts may be shared with credit bureaus, reporting agencies and collection agents.
 3. To verify the existence of the member's electric service.
 4. To communicate with the member and handle request made by the member.
 5. To compile research or statistical information that does not identify any member as an individual.
 6. To contact members about our products or services offered by one or more of our affiliates. (Affiliates will only receive the information needed to provide the contracted service.)
 7. To fulfill request by our members for information on other services.
 8. To comply with court orders or regulatory proceedings.
- C. SECURITY AND CONFIDENTIALITY: Coast Electric restricts access to members' non-public information to those employees who need to know that information to provide products or services to members. Coast Electric maintains physical, electronic and procedural safeguards to protect high standards for security and confidentiality. To protect our members' privacy, Coast Electric makes every effort to partner only with companies that agree to maintain strong confidentiality protections. The information we will provide will be limited to the specific information that is needed to fulfill the purposes of our agreement. Coast Electric does not permit these companies to sell or otherwise disclose to third parties the information that is provided to them.
- D. MEMBER NOTIFICATION: Copies of this policy are available on our website or at any of our district offices. We will notify our membership of any material changes through written, electronic or other means permitted by law.

IV. POLICY RESPONSIBILITY

It will be the responsibility of the President/CEO and staff to implement this policy. It is the responsibility of all employees to protect the privacy and maintain the confidentiality of member non-public information. Questions regarding release of information should be directed to the Vice President of Human Resources & General Counsel.

Approved: June 28, 2004

Modified: June 21, 2007

Reviewed: March 2, 2010

Modified: August 28, 2018

Modified: June 25, 2026