

Effective Date: 04/03/31

PRIVACY CODE

Protecting Your Personal Information

1. Introduction

The privacy of information about an identifiable individual is an important value and is protected in law. Central Alberta REA is committed to respecting people's personal information – keeping it accurate, confidential and secure. Central Alberta REA's purpose is to *provide safe and efficient electrical service to its members*. To achieve that purpose it must Collect, Use and Disclose certain personal information. This policy provides an overview of how Central Alberta REA treats personal information and complies with the law.

Central Alberta REA is committed to the 10 principles for privacy protection set by Canadian and world organizations – those principles are set out at the end of this policy. Central Alberta REA is committed to meeting its obligations under the *Personal Information Protection Act*. A copy of the Act is available for reading at the Central Alberta REA office, and copies can be obtained from the Queen's Printer (telephone 780 427 – 4952, internet www.gov.ab.ca/qp).

Central Alberta REA has a Privacy Officer, who is responsible for providing information and support about privacy to members, staff, and the public, and compliance with the law.

2. Why personal information is collected

Central Alberta REA operates as a membership organization, to provide safe and efficient electrical distribution service to its members. To do that, it collects certain personal information to know who are members and potential members, keep them in good standing, communicate with them, elect and follow the direction of the Board of Directors. It also collects personal information so that it can run the operations using staff and contractors. Central Alberta REA does installations, provides electricity, responds to incidents and emergencies, monitors and bills consumption, maintains and upgrades the distribution system, reports as required by law to government and its agencies, lobbies government and works with other electrical distribution companies whose system is joined with Central Alberta REA's, obtains services from contractors, detects and prevents illegal activity, and plans for the future.

Central Alberta REA **uses** the personal information it collects for those purposes only. It does not sell, share, or disclose the information for other reasons without your consent unless required or allowed by law.

3. **Getting Consent.** Central Alberta REA tries to get clear written consent to collect, use and disclose personal information. Central Alberta REA application forms, contracts, and other documents include written consent. Where it is reasonable to do so, consent may be accepted by telephone, verbally in the field or office, or through a 3rd party.

Sometimes the law allows consent to be implied, or does not require consent. Information collected by Central Alberta REA prior to January 1 2004 has consent implied by law.

4. **What personal information is collected**

Central Alberta REA collects only the information that it needs for its purposes. That includes the following:

- ✚ identification and contact information for members, co-owners of land, renters.
- ✚ land locations and addresses, uses of land.
- ✚ start and end dates of electrical service, installation and repair information, consumption records, and distribution access information.
- ✚ financial and credit information about members and renters for billings, payments and collections.
- ✚ medical and business information for service restoration priority.
- ✚ consumer relationship information – requests for service, needs, feedback and preferences.
- ✚ business relationship information – contract terms, advisors.
- ✚ digitally recorded telephone communications for quality assurance and government compliance purposes.
- ✚ employee information, to ensure strong and effective relationships with employees and respect their privacy rights.

5. **Sharing or disclosing personal information** – Central Alberta REA only discloses personal information for the purposes set out above, unless required or allowed by law. If you want someone else to get information about you from Central Alberta REA, they may be asked to provide your consent. The law allows Central Alberta REA to disclose personal information in certain emergencies or to collect an outstanding account. The law sometimes requires Central Alberta REA to disclose personal information, for example as part of a legal proceeding.

6. **Accuracy** – Central Alberta REA wants the personal information it holds to be accurate, so it can provide the best service. People have the right to inquire about their information and ensure it is accurate. Central Alberta REA encourages its members to keep their personal information up to date with the office – please notify us of any changes of name, address, telephone, or other information.

7. **Access and correction** – If people have questions about the personal information Central Alberta REA has about them or how it has been used, they can make a request for access to the Privacy Officer. They can also request corrections of their information. Central Alberta REA will meet the legal requirements to provide access and correction in a timely and helpful way while protecting the privacy of others.

8. **Security** – To keep personal information secure, Central Alberta REA uses physical measures such as locked cabinets and doors, and extensive computer security measures. It requires employees and contractors to protect confidentiality, and allows them access to personal information only if they need to know it to do their job.

9. **Openness** – Central Alberta REA will make information about its privacy policy and procedures available to its members and employees. It will be responsive to questions and concerns.