



Privacy and Confidentiality

Policy No: CP-714

Revision 1st

Original Issue Date 04/21/2019

Last Revision 07/30/2019

Board Approved 04/21/2019

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SCOPE

This policy is to establish fair information principles for Tri-County Electric Cooperative, Inc. (TCEC), in carrying out its responsibility to respect the privacy and confidentiality of member-owner information.

NOTICE

- A. TCEC discloses to its member-owners its policies and practices for the collection, maintenance, use, and disclosure of identifiable information about its member-owners.
B. TCEC collects and maintains appropriate information about its member- owners as a routine part of its operations.
C. When providing electricity and related services, TCEC collects information from member- owners, including name, address, telephone number, social security number, credit information, and payment and usage history.
D. Membership and governance activities may result in the maintenance of capital and patronage account information, as well as contact information for members and former members.
E. Occasionally, TCEC may survey a sample of its member- owners to collect information to identify needs or improve service.
F. Other activities by TCEC will result in the collection of additional information about a member- owner's property, appliances, and activities.
G. This notice describes generally TCEC's, privacy and confidentiality policies.

TRUST

- A. General Practices: TCEC maintains information about member- owners for purposes that are suitable to its operations and management.
B. Access and Correction: TCEC generally permits its member- owners to access and seek correction of records about themselves that are used by TCEC to provide service, for billing, and to manage capital accounts.



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SECURITY

- A. TCEC maintains member- owner information with technical, administrative, and physical safeguards to protect against loss, unauthorized access, destruction, misuse, modification, and improper disclosure. No record or computer system can ever be fully protected against every possible hazard. TCEC provides reasonable and appropriate security to protect against foreseeable hazards.
B. TCEC requires its employees who have access to identifiable member- owner information to sign a statement acknowledging that they have read this privacy and confidentiality policy and agree to comply with it. Any employee or contractor who fails to comply with these rules may be subject to disciplinary action up to and including dismissal.

USE AND DISCLOSURE

- A. TCEC uses and discloses identifiable information about member-owners in defined and responsible ways to carry out its operations. This section describes how identifiable information about member- owners may be used and disclosed.
B. Records may be disclosed to contractors hired by TCEC to assist in carrying out operations, such as service, billing, and management functions including legal, audit, and collection services.
C. Member- owner information may be disclosed to and shared with commercial and consumer credit reporting agencies for credit-related activities (e.g., the reporting of bad debts).
D. Records may be disclosed to government regulators and other government agencies when authorized by law.
E. Records may also be compiled in aggregate form for TCEC management activities.
F. Records may be disclosed when required by law such as in response to a search warrant, subpoena, or court order. TCEC may use and disclose records for investigations into employee misconduct or for law enforcement investigations related to our business. Disclosures may also be made when appropriate to protect TCEC's, legal rights or during emergencies if physical safety is believed to be at risk. These events are unlikely, but they are possible. TCEC will take reasonable steps to limit the scope and consequences of any of these disclosures.
G. Records may be shared with other utilities under shared service agreements or to meet operational requirements.
H. Records about a member- owner may be disclosed at the request of, or with the permission of, the member-owner.
I. TCEC does not sell, rent, loan, exchange, or otherwise release mailing lists or telephone lists of member-owners (for marketing purposes). TCEC does not disclose any information about a member-owner to non-affiliated third parties without the prior, written consent of the member-owner.
J. The members of the Cooperative have the right to vote to authorize other uses and disclosures of information.



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QUESTIONS AND DISPUTES

- A. This policy is maintained and supervised by the General Manager. Questions about the policy may be directed to that office. Any disputes over access, correction, or other matters may also be directed to that office. TCEC will do its best to resolve any questions or concerns that arise regarding the use of member-owner information.