

Corporate Policies and Procedures			
Department:	General Administration	Policy #	
Policy:	Privacy Policy		
Date: June 2015	Rev. Date:	Coverage: All customers of ORPC	# pages 2

POLICY STATEMENT:

Ottawa River Power Corporation is committed to keeping the personal information of its customers accurate, confidential, secure and private. This Privacy Policy has been designed to inform customers, employees, suppliers, and subcontractors of Ottawa River Power Corporation of our commitment and recognition of our obligation to meet the spirit and terms of the federal Personal Information Protection and Electronic Documents Act (PIPEDA).

PRACTICAL:

1. This Privacy Code does not apply to information about business customers who carry on business as corporations, partnerships or other forms of association. Ottawa River Power Corporation does, however, protect the confidentiality of such information in accordance with the law.
2. Ottawa River Power Corporation is accountable for the protection of all personal information within the organization’s possession or control, including any personal information that has been transferred to a third party for regulatory, legal or processing purposes. Ottawa River Power Corporation will require a comparable level of protection of this information from its third party relations.
3. Personal information collected from customers may include: the customer’s name and address and other contact information; the meter number; facts about consumption of power, both historic and current; facts about payment history, including general financial information; credit and reference information, such as date of birth, employment information, driver’s licence, previous addresses, telephone numbers, e-mail address, medical information to be used in case of emergency power outages, and bank information requested for pre-authorized payments.
4. Ottawa River Power Corporation uses the information we collect for the following purposes:
 - (a) To provide you with electric services and to bill you for those services.
 - (b) To assist us in the collection of accounts.
 - (c) To respond to your inquiries about energy billing.
 - (d) To conduct customer service surveys and inform you about conservation and energy management tools and resources.
 - (e) To prevent fraud with respect to both you and our company.
 - (f) To meet legal and regulatory requirements.
5. Ottawa River Power Corporation will obtain consent before or when it collects, uses or discloses personal information about an individual. An individual can provide consent to the collection, use and disclosure of personal information about them expressly or implicitly. ORPC will collect, use or disclose personal information without an individual’s consent only in limited circumstances as permitted by law. Subject to certain legal and contractual restrictions and reasonable notice, an individual can reduce or withdraw their consent to the collection, use or disclosure of personal information about them at any time. Should a customer withdraw consent, other forms of security, including but not limited to security deposits, may be required.

6. Ottawa River Power Corporation limits the amount and type of personal information it collects to that which is necessary for the business of the utility. Any affiliate of ORPC will be responsible for its own collection, use and disclosure of information. Personal information will be collected using procedures which are fair, transparent, and lawful.

7. Ottawa River Power Corporation will only use the personal information collected for the purpose for which it was collected, as identified, unless consent is given by the individual to use or disclose it for another purpose. In accordance with the Affiliate Relationship Code, created under the provincial Electricity Act, no customer information will be disclosed by one affiliate to another. Ottawa River Power Corporation follows a legislated Destruction of Information Policy for the destruction of records, including all customer information.

8. In order to ensure the reliable delivery of electric service and the correct billing for such service, all personal information will be kept accurate, complete and up to date. Individuals may challenge the accuracy and completeness of personal information about them and have it amended, as appropriate.

9. In executing its responsibilities with respect to the confidentiality of personal information, Ottawa River Power Corporation utilizes a variety of safeguards, appropriate to the sensitivity of the information, to protect personal information against loss or theft, as well as unauthorized access, disclosure, copying, use, or modification. Such safeguards include physical, organizational technological measures.

10. Ottawa River Power Corporation will provide means, via the corporate website, www.orpowercorp.com and through other methods, such as bill inserts to inform customers of these policies and practices and any updates or modifications to the same.

11. Any customer of Ottawa River Power can have access to the collected personal information that Ottawa River Power Corporation has in its possession or control, about them. Any customer may request that their personal information be amended for purposed of accuracy and completeness. Customers can make their requests by telephone, 613-732-3687, via email, inquiries@orpowercorp.com or in writing, P.O. Box 1087, Pembroke, Ontario, K8A 6Y6. Response to an individual's request will be made in a timely and efficient manner.

12. Any customer of Ottawa River Power Corporation may challenge ORPC's compliance with this Privacy Policy by contacting us directly, or if the customer is not satisfied with the way ORPC has responded to a complaint, related to the privacy of their information, the customer can contact the Privacy Commissioner of Canada.