

We Respect Your Privacy

Niagara Peninsula Energy Inc. (NPEI) is committed to protecting your privacy and the confidentiality of your personal information. The Federal Government enacted the Personal Information Protection and Electronics Documents Act (“PIPEDA”) that regulates the private sector’s collection, use and disclosure of personal information. Any personally identifiable information about a customer is considered personal information (“Personal Information”) and will be treated in accordance with this Privacy Policy.



Personal Information Obtained

- Name
- Driver’s License
- Service and Mailing Address
- Other Contact Information (Phone, Cellular, Fax, E-mail)
- General Banking Information for Pre-Authorized Chequing
- Medical Information (used for emergency power outages).

Accountability

NPEI is responsible for personal information under its control and has designated a Privacy Officer who is accountable for NPEI’s compliance with the ten privacy principles.

Identifying Purposes

NPEI only collects, uses and discloses personal information for the following purposes.

To provide you with ongoing safe and reliable electric service.

Establishing, maintaining and restoring of electric service

Billing and Collecting of payments for electric services and water services on behalf of the City of Niagara Falls

To meet legal and regulatory requirements relating to the services or products provided to you.

Consent

Your knowledge and consent of NPEI’s collection, use and disclosure of your Personal Information is critical. Your consent may be expressed or implied, and you may give it to us in writing, or electronically. When you use our products and services we consider that you have implied your consent. Subject to certain legal or contractual restrictions and reasonable notice, you may withdraw this consent at any time. However, by doing so, depending on the situation you may be limiting or even preventing our ability to provide you with the service or product you desire.

The personal information identified above will not be sold. We do not provide your information to any outside company for marketing, solicitation or any other such purpose. We will not use or disclose your personal information without your consent except in the following circumstances:

- When required by law or law enforcement purposes
- For an emergency that threatens life, health or security
- To collect a debt that you owe us or to evaluate your credit worthiness

To a third party that we have contracted with to work on our behalf in providing services to you or to assist us in understanding your needs and preferences

Billing and consumption information with third party billing and settlement agencies. Our billing, settlement and regulatory relationships with third parties are governed by licenses and codes established by the Ontario Energy Board.

Limiting Collection and Retention of Personal Information

NPEI will only collect, use, or disclose personal information that is necessary for the identified purposes or as required by law. If we require personal information for any other purpose, you will be notified of the new purpose, and subject to your consent, that the new purpose will become an identified purpose.

Accuracy

In order for the NPEI 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.

If you identify any incorrect or outdated information requiring amendment, please contact us. We will ask you to put your request for a correction in writing.

Safeguards

NPEI will protect your personal information by security safeguards appropriate to the sensitivity of the information. Safeguards will vary depending on the sensitivity, format, location, and storage of the personal information.

Openness and Customer Access

NPEI is responsible for all personal information under its control and has designated a privacy officer who is accountable for compliance with this Privacy Policy.

Any customer of NPEI may have access to the personal information about them that NPEI has in its possession or control.

How to Reach Us

If you wish to access your personal information, change your consent to the ways in which we may use your personal information, have a complaint about our Privacy Policy or the manner in which we may have handled your personal information, or if you have any other questions about our privacy policy, please [contact our Privacy Officer](#).