

PLATEAU ELECTRIC COOPERATIVE

POLICY NO. B30

Subject: PRIVACY OF MEMBER CONSUMER INFORMATION

Objective: To establish fair principles for the cooperative in carrying out its responsibility to respect the privacy and confidentiality of member-consumer information

Policy:

1. Records may be disclosed to affiliates or contractors hired by the Cooperative to assist in carrying out operations, such as service, billing, and management functions including legal, audit, and collection services.
2. Member-consumer 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).
3. Records may be disclosed to government regulators and other government agencies when authorized or required by law.
4. Records may also be compiled in various forms for management activities.
5. Records may be disclosed when required by law, such as in response to a search warrant, subpoena, or court order. The cooperative 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 the cooperative's legal rights or during emergencies if physical safety is believed to be at risk. The cooperative will take reasonable steps to limit the scope and consequences of any of these disclosures.
6. Records about a member-consumer may be disclosed at the request of or with the permission of the member-consumer.
7. Member-consumer information may be shared with affiliates and partners of Plateau Electric Cooperative that offer products and services to member-consumers.
8. Plateau Electric Cooperative does not sell, rent, loan, exchange, or otherwise release mailing lists or telephone lists of member-consumers, for marketing purposes. Plateau Electric Cooperative does not disclose any information about a member-consumer to nonaffiliated third parties without the consent of the member-consumer.
9. Member-consumers may request that their information not be shared with affiliates for the offering of new products and services by contacting and giving written notice to either of the Cooperative's offices.