

# Privacy Statement - Website

## Our Commitment to Privacy

Your privacy is important to us. To better protect your privacy, we provide this notice explaining our online information

This Privacy Statement applies to Clarke-Washington EMC's (CWEMC) web site.

## Information Collection and Use

Users may be asked to provide certain personally-identifiable information that can be used to contact or identify them. Personally-identifiable information may include, but is not limited to, name, account number, mailing address, birth date, full or partial Social Security Number, phone number, email address, financial information, etc. ("Personal Information").

If you choose to use online customer services, including online payment, you will be asked to provide Personal Information as appropriate and necessary for the online services you have selected. Failure to provide the requested information may preclude the delivery of the service or information requested. This information is voluntary and the user can opt-out of providing this information by simply not providing it as requested.

We cross-check the SSN provided with information already contained in our billing system to verify that an online user is, in fact, the individual associated with that account. This is a standard business precaution to ensure your privacy and security. Using positive identification helps protect you from fraudulent service requests and slamming.

Any such information will be used exclusively by us, our employees, suppliers, agents and any applicable third party service providers required to set up your service or needed to respond to your requests.

- To verify the existence of the member's electric service.
- To communicate with the member and handle requests made by the member.
- To compile research or statistical information that does not identify any member as an individual.
- To contact members about our products or services.
- To fulfill request by our members for information on other services.

Your personal information will not knowingly be shared with any other organization for commercial purposes. The Company limits access to information or documents that contain your Social Security Number and ensures - to the extent practicable - the confidentiality of your Social Security Number.

## Mobile Platform

We may collect and record certain information such as your unique device ID, hardware type, the version of your operating system ("OS") and your device name etc.

## Cookies

A cookie is a small, encrypted data string our server writes to your hard drive that contains your unique cwemc.com User ID. We use cookies to deliver web content specific to your interests and to control access to your personal account area after your initial entry. The cookie permits the server to recall information from your previous visit. A cookie is not used to access or otherwise compromise the data on your hard drive. With most browsers, you can

choose to change your browser settings to disable cookies. Please be aware that cookies may be required to complete certain functions on cwemc.com.

### **How We Keep Your Information Secure**

The Company takes reasonable security measures to keep your sensitive data on a secured server behind a firewall, transmitting sensitive information (such as a credit card number) entered on our site or mobile application using secure socket layer technology (SSL). Although we make good faith efforts to store the information collected in a secure operating environment that is not available to the public, we cannot guarantee the absolute security of that information during its transmission or its storage on our systems. Further, while we attempt to ensure the integrity and security of our network and systems, we cannot guarantee that our security measures will prevent third-party "hackers" from illegally obtaining access to this information. We do not warrant or represent that your information will be protected against, loss, misuse, or alteration by third parties.

### **Links to Other Sites**

CWEMC is not responsible for content or privacy policies of other sites. You should keep this in mind when accessing sites through links on CWEMC's website.

### **Updates**

As with our CWEMC site, we will constantly strive to improve the services we may offer, and may update this privacy statement from time to time in connection with that effort. We reserve the right to expand our capabilities for information collection and use, and may change our policies along with this privacy statement at any time.