

# Privacy Policy

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## Our Commitment to Privacy

At Southern Iowa Electric Cooperative, Inc. (SIEC), member confidentiality is very important to us. As we continue to improve our services and provide you with all available information concerning your energy use, outage response and account status, we recognize the necessity to preserve member privacy and confidentiality. SIEC is committed to safeguarding the privacy of our members' information.

## The Information We Collect

We receive and retain information about our members through many sources:

- Information we receive on applications or other forms;
- Information about previous transactions with us;
- Information we receive from a consumer-reporting agency;
- Information from meters communicating energy times of consumption and quantities.

## The Way We Use Information

We limit the use and collection of non-public member information to that which is necessary to maintain and administer the operations of SIEC. We do not share this information with outside parties unless:

- The information is provided to help complete a member initiated transaction (e.g. credit reporting agencies etc.);
- The member has requested it (subject to verification);
- The disclosure is required by law (e.g. subpoena, investigation of fraudulent activity, etc.); or
- The disclosure is required by banking regulation (e.g. Fair Lending Reporting Act, Home Mortgage Disclosure Act).

When member information is provided to any of the third parties mentioned above, that third party must agree to adhere to privacy principles and standards that provide for keeping such information confidential.

Energy use data/information is available and provided to each member individually through a secured internet connection accessed from the SIEC web page to our E-Business page. Members may use this information as a basis for energy use decisions and to understand the financial impact of their individual choices. SIEC uses this information in the same way as each member which is to understand the electric use of the entire system. This allows the Cooperative to design rates that recover the cost of supplying electricity in the same manner they are incurred. Meter information is also used to measure system performance and for engineering purposes. Member energy use data is retained in a secure location that insures, to the degree reasonably possible, confidentiality and accuracy.

### **Limiting Employee Access To Information**

SIEC limits employee access to member information to those with a business reason for knowing such information. All of our employees are educated on the importance of confidentiality and member privacy. Any employee that compromises member access to information, privacy, and/or data security will be subject to appropriate disciplinary measures and possible termination.

### **Protection of Information via Established Security Procedures**

To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure member information.

### **Maintaining Accurate Information**

We have established procedures so that our members' information is accurate, current and complete in accordance with reasonable commercial and industry standards. SIEC will respond to requests to update or correct inaccurate information in a timely manner.

At Southern Iowa Electric Cooperative we value our member relationships. We want you to understand how we utilize member information and our commitment to ensuring confidentiality, privacy, and data security. If you have any questions regarding how SIEC protects information, please contact us at (641) 664-2277.