

## **KARNES ELECTRIC COOPERATIVE, INC.**

### **Operating Policy No. 504**

Date: November 22, 2005

Revised: October 27, 2008

### **Subject: Privacy Policy**

Karnes Electric Cooperative, Inc. is committed to protecting your privacy, and supports a general policy of openness about how we collect, use and disclose your personal information.

The purpose of this Privacy Policy is to identify and define Karnes Electric Cooperative, Inc.'s practices relating to the collection, use, and disclosure of personal information that may be provided through access to or use of our website, services and related products or that may otherwise be collected by us. By providing this information, you consent to the collection, use, and disclosure of your personal information (as defined below) in accordance with the following terms and conditions.

#### **Personal Information**

For the purpose of this Policy, "personal information" means information about an identifiable individual, but does not include the name, title, or business address or telephone number of an employee of an organization.

#### **What Personal Information We Collect**

The personal information collected may include at least some of the following:

- Contact information (such as name, address, e-mail address and telephone number)
- Proof of identity (such as a driver's license number and/or social security number)
- Financial and billing information (such as credit card number/expiration date and credit rating)
- Demographic information (such as age, medical status, education and occupation)
- Usage information (such as intended use and quantity of power)

#### **How We Use Your Personal Information**

We use your personal information to:

- Provide you with personalized services and interactive communication
- Provide you with timely and reliable services
- Do all the things necessary to administer those services
- Research, develop, manage, protect and improve those services
- Advise you about new products and services that may be of interest to you
- Develop and maintain our relationship with you and communicate with you
- Bill you for our products and services
- Collect outstanding debts
- Assist in the investigation of a contravention of a law
- Assist in the detection of fraudulent activities
- Act in respect of an emergency that threatens the life, health, or security of an individual.

**When We Disclose Your Personal Information**

Karnes Electric Cooperative, Inc. may share personal information with third parties engaged to assist us in providing services to you or to carry out one or more of the purposes described above. These service providers are prohibited from using your personal information for any purpose other than to provide this assistance and are required to protect personal information disclosed by Karnes Electric Cooperative, Inc. and to comply with the general privacy principles describes in this Policy.

Karnes Electric Cooperative, Inc. reserves the right to disclose personal information to a third party if a law, regulation, search warrant, subpoena or court order legally requires or authorizes us to do so.

Karnes Electric Cooperative, Inc. also reserves the right to disclose and/or transfer personal information to a third party in the event of a proposed or actual purchase, sale, lease, merger, amalgamation or any other type of acquisition, disposal or financing of all or any portion of Karnes Electric Cooperative, Inc. or of any of the business or assets of Karnes Electric Cooperative, Inc. or a division thereof in order for you to continue to receive the same products and services from the third party.

**How We Protect Your Personal Information**

Karnes Electric Cooperative, Inc. makes all commercially reasonable efforts to ensure that personal information collected from you is protected against loss and unauthorized access. This protection applies in relation to information stored in both electronic and hard copy form. Access to your personal information is restricted to selected employees or representatives. In addition, Karnes Electric Cooperative, Inc. employs generally accepted information security techniques, such as firewalls, access control procedures and cryptography, to protect personal information against loss and unauthorized access.

**Links to Third Party Sites**

The Karnes Electric Cooperative, Inc. website may offer links to other third party websites. You should be aware that operators of linked websites may also collect your personal information (including information generated through the use of cookies) when you link to their websites. Karnes Electric Cooperative, Inc. is not responsible for how such third parties collect, use or disclose your personal information, so it is important to familiarize yourself with their privacy policies before providing them with your personal information.

**Retention of Your Personal Information**

Karnes Electric Cooperative, Inc. retains your personal information for as long as necessary to fulfill the purpose(s) for which it was collected and to comply with applicable laws. Your consent to such purposes(s) remains valid after termination of our relationship with you.

**Changes to this Privacy Policy**

Karnes Electric Cooperative, Inc. reserves the right to modify this Member Privacy Policy at anytime without notice. The Member Privacy Policy posted at any time or from time to time shall be deemed to be the Member Privacy Policy then in effect.

**Correcting or Updating Your Information**

You can help us maintain the accuracy of your personal information by notifying us of any changes to this information. You may contact Karnes Electric Cooperative, Inc. in any one of the following ways to request access to or correction or update of your personal information:

- Send Mail: Karnes Electric Cooperative, Inc., PO Box 7, Karnes City, TX 78118
- Telephone: 1-830-780-3952
- Fax: (830) 780-2347

**Disciplinary Action**

Failure to comply with this Privacy Policy may result in punitive action against the employee, including suspension or termination. Any director violating this policy is subject to immediate discipline. Questions about this policy should be referred to the General Manager.

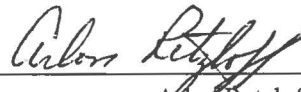
**Provisions for Enforcement**

The board, General Manager, and department heads shall be responsible for the overall administration and enforcement of this policy.

**Contacting Us**

In the event that you have any questions about Karnes Electric Cooperative, Inc.'s Member Privacy Policy or if you have reason to believe that Karnes Electric Cooperative, Inc. may have failed to adhere to this Member Privacy Policy, you may contact us at 1-830-780-3952.

**APPROVED BY BOARD OF DIRECTORS**



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Arlon Retzloff, President