

# PRIVACY POLICY

This Policy covers information on how Fort Frances Power Corporation (FFPC) collects, uses, discloses and protects the personal information that it receives from its customers or a third party. Providing personal information or authorizing a third party to disclose personal information to FFPC signifies consent to FFPC's collection, use and disclosure of personal information in accordance with this Policy.

For the purposes of this Policy, "personal information" means information that can identify an individual directly or through other reasonably available means. The meaning of "personal information" shall be interpreted in a manner that conforms with the minimum requirements of applicable provincial and federal privacy legislation.

Personal information we may collect:

- Your name
- Contact address
- Email address
- Telephone number
- Meter readings

Personal information we may also collect:

- Individual(s) authorized to access your account on your behalf
- Previous address history
- Your date of birth
- Bank account or payment details
- Reference or credit checks (for security deposit purposes)

FFPC is closely affiliated with its shareholder "The Town of Fort Frances" and also abides by the following Privacy laws/acts

- Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56
- Personal Information Protection and Electronic Documents Act (S.C. 2000, c. 5)

FFPC protects your personal data in accordance with applicable laws and through its contractual commitments and privacy policies and procedures. FFPC also has data privacy procedures describing how we should handle access requests or inquiries. Together, these ensure that appropriate data privacy safeguards are in place across our organization.

Before collecting any individuals information, FFPC will notify that individual(s) of its intent and reason for attaining this potentially personal information.

Some examples of reasons why FFPC may need to collect or disclose your personal information are as follows:

- Prior to delivering electricity
- Construction and maintenance services
- Providing FFPC customers with information on upcoming initiatives or services
- Identifying a customers special requests or needs
- Responding to government inquiries or other governing bodies
- Protecting the rights, property and safety of FFPC employees

# PRIVACY POLICY

FFPC may collect your information in the following manners:

- In person
- Over the phone
- By mail or fax
- Over the internet
- From third parties who have been authorized to disclose personal information to FFPC
- Web cookies

FFPC's website may contain links to and from the sites of our partner networks, affiliates and general information links. If you follow a link to any of these sites, please note that these sites have their own privacy policies and that we do not accept any responsibility or liability for these policies or sites. Please check these policies before you submit any personal data to these sites.

FFPC will retain your personal data only for as long as is necessary. Criteria we use to determine the retention periods include:

- The retention of your data for as long as we have an ongoing relationship with you
- The retention of your data as required by law by governing bodies
- The retention of your data without having an ongoing relationship with but with your expressed consent (such as a testimonial on our website, etc.)
- The retention of your data for FFPC reporting or statistics

FFPC will require written consent before providing any customers personal information to any third parties. FFPC may also reach out to that customer to ensure that this request is in their best interest.

If you feel your personal information has been used inappropriately or without your consent, please contact that third party directly or reach FFPC by phone or email at (807) 274-9291 or [ffpc@fortfrances.ca](mailto:ffpc@fortfrances.ca). FFPC will work with all applicable parties to immediately resolve the matter.

Please direct any questions, concerns or comments, regarding FFPC's privacy policy, via the following methods:

- Website: [ffpc@fortfrances.ca](mailto:ffpc@fortfrances.ca)
- Email: [ffpc@fortfrances.ca](mailto:ffpc@fortfrances.ca)
- Phone: (807) 274-9291
- Fax: (807) 274-9375