



Privacy Policy  
POWERLINES  
SERVICES  
TRANSMISSION  
RENEWABLE ENERGY INC.

*Powered by Integrity*

## Entegrus Inc. Privacy Policy & You

You, as an individual, have a right to know what personal information we collect about you, what we use it for and who could receive it. With that, you have a right to also expect that, to the best of our ability, your information remains confidential, secure and accurate.

The Privacy Policy of Entegrus Inc. and its affiliates is based upon and in compliance with the Municipal Freedom of Information and Protection of Privacy Act (Ontario) ("MFIPPA").

*It is important that your information is accurate. You have a right to your own information and the opportunity to correct anything that is not accurate.*

## Needing Personal Information

We need certain personal information from you in order to:

- Set up your account
- Bill & collect for amounts owing
- Verify creditworthiness
- Continue to maintain your account
- Determine your preferences
- Law enforcement or legal authorizations

## We Protect your Personal Information

- Your personal information will continue to be treated responsibly and legitimately. We do not collect more information than is reasonably necessary.
- We keep your personal information secure and for no longer than necessary.
- It is important that your information is accurate. You have a right to your own information and the opportunity to correct anything that is not accurate.



[entegrus.com](http://entegrus.com)

# 10 Principles of Fair Information Practices

To ensure your privacy is protected, we operate under the following principles:

1. Accountability
2. Identifying purposes
3. Consent
4. Limited collection
5. Limiting use, disclosure and retention
6. Accuracy
7. Safeguards
8. Openness
9. Individual access
10. Challenging compliance

## Consent

Consent is agreement by you, our customer, that we obtain, use or disclose your personal information.

If you wish to discuss your options for withdrawing your consent, or have any questions about our privacy policies and practices, please contact us at 866-804-7325 or email [customerservice@entegrus.com](mailto:customerservice@entegrus.com)



As a services provider, we are committed to maintaining confidentiality of personal information.

## Requests for Information

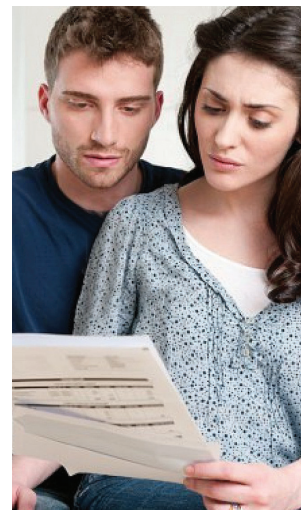
In accordance with MFIPPA:

- We need any requests in writing in order to allow your personal information to be given out, requested by you or someone that you have given authority to.
- Depending on the length of time spent to retrieve your information, a fee may be required. We will tell you the amount of this reasonable fee before we begin.
- We have the right to refuse to provide any information, with reasons, in writing.
- If an individual registers a privacy complaint, an investigation follows, remedial measures are implemented and documented where is necessary.



## Personal Information Is:

- Name, address, telephone number, email address and identification numbers
- Utility installation and usage information
- Special needs information
- Credit records



For inquiries:

**entegrus.com**

866-804-7325 or [customerservice@entegrus.com](mailto:customerservice@entegrus.com)

Telephone calls may be monitored and/or recorded for continued quality assurance.