



Dominica Electricity Services

Customer Data Privacy Policy

Introduction

Our online services are intended for use by our customers or their authorized representative.

The information that we obtain from you is for our internal purposes and is not shared with any other person or entity except in anonymous and aggregate form with our affiliates or selected third parties or as required by a court order or under the specific authority of the electricity utility regulator (the Independent Regulatory Commission) where it possesses this expressed authority.

We wish to assure our customers and all who legitimately make use of our online services that we value your privacy.

When using our online services, please be guided by the following general considerations.

Objective

This Online Customer Data Privacy Policy explains how we collect, share, use, and protect information when you visit or use this online service and any other online services that we offer.

Information we collect

- Personal Information

Among the personal information that we may request when you visit or use our online services is:

- ✓ Your name
- ✓ Email address
- ✓ Mailing address
- ✓ Telephone number(s)
- ✓ Account numbers
- ✓ User name
- ✓ Password (never to be given to any of our employees or representatives but only for log-in purposes)

- **Use of Information**

Information that we collect from you may be used in the following ways:

- ✓ Processing applications and transactions;
- ✓ Verifying your identity (e.g. for accessing your account information);
- ✓ Fraud prevention and strengthening cybersecurity;
- ✓ Attending to your requests and communicating with you;
- ✓ Performing data analytics;

- ✓ Target marketing messaging;
- ✓ Fulfilling relevant legal requirements and adherence to our policies;
- ✓ For any other approved legal purposes that we may specifically disclose at the time you provide or we collect your information;
- ✓ We may also use data that we collect on an aggregate or anonymous basis (without disclosing a customer's identity) for various business purposes, where permissible under applicable laws and regulations.

- **Disclosure of Information**

We may share the information we collect from and about you in aggregate or anonymous form with our affiliates and other third parties only to the extent permissible by law.

- **Security**

We use reasonable physical, electronic, and procedural safeguards to protect and limit access to personal information. Please note, however, that information you send to us electronically may not be secure when it is transmitted to us. We recommend that you do not use unsecure channels to communicate sensitive or confidential information to us.

- **Changes to this Online Privacy Policy**

We reserve the right to change this Online Privacy Policy from time to time. However, when this becomes necessary, we will inform you using appropriate means such as by posting the revised policy on this page with a new "Last Updated" date. Any changes to this Online Privacy Policy will become effective when posted unless indicated otherwise.