

## Privacy Policy

### Internet Privacy Policy

All information that we gather from this web site, including your email address, name, home address will not be given to any outside party.

We do not send unsolicited emails. You will only get a message from us if you have requested information from us.

### General Privacy Policy

At Navarro County Electric Cooperative, Inc. (NCEC), we believe that protecting the privacy of the confidential information of our members is an integral part of the service we provide. This privacy policy describes how we handle this confidential information. We are committed to providing you with the highest quality of electric service. While personal information about you is fundamental to our ability to do this, your privacy is also very important to us. NCEC defines confidential information as:

- Member's Name
- Member's Drivers License Number
- Member's Social Security Number
- Member's Telephone Numbers
- Member's Address
- Member's E-mail Address
- Member's Banking/Credit Card Information
- Other Personal Information (e.g. Gate Combinations)

We collect personal information, including the social security number of an individual, through our account application process and also through the servicing of a member's account(s) with us. Confidential information is also sometimes collected through other companies, such as credit bureaus. Personal information is used for the purpose of personal identity and credit verification at the time of service application, only to identify members for their protection and for future collection purposes. We do not sell personal information to third parties nor provide personal information to third parties for the purpose of marketing their products.

We restrict access to non-public personal information for all member-consumers to only those employees or affiliates who need to know specific information to provide products and services to the member/consumer. We maintain physical, electronic and procedural safeguards that, to the best of our abilities, provide prudent and sufficient protection for all non-public personal information.

NCEC may collect non-public personal information from the following:

- Information we receive from you on applications or forms.
- Information regarding payment histories, consumption history, demand history or capacity requirements.
- Information from inspections, customer services and customer reporting services.
- Information gathered from our website.