



**SOUTHEAST COLORADO  
POWER ASSOCIATION**

**MEMBER RELATIONS**

**BP - 314**

Subject: **PRIVACY AND CONFIDENTIALITY**

Original Issue Date: **08/18/10**

Last Revised:

Last Reviewed:

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**I. OBJECTIVE:**

To establish fair information principles for Southeast Colorado Power Association in carrying out its responsibility to respect the privacy and confidentiality of member information.

**II. POLICY:**

A. Notice

1. Southeast Colorado Power Association discloses to its members its policies and practices for the collection, maintenance, use, and disclosure of identifiable information about its members.
2. Southeast Colorado Power Association collects and maintains appropriate information about its members as a routine part of its operations.
3. When providing electricity and related services, Southeast Colorado Power Association collects information from members, including name, address, telephone number, Social Security number, credit information, and payment and usage history. Usage history may include information on a member's property and appliances, health information for lifeline service, service history, and information maintained for meter reading purposes (e.g., warning about a dog in the yard, etc.)
4. Membership and governance activities may result in the maintenance of capital and patronage account information for members and former members, and contact information for former members.
5. Occasionally, Southeast Colorado Power Association may survey a sample of its members to collect information to identify needs or improve service.
6. Other activities by Southeast Colorado Power Association or its affiliates, either now or in the future, will result in the collection of additional information about a member's property, appliances, and activities. This information will be collected and maintained only when and to the extent appropriate to provide the services.

Date Adopted: **08/18/10**

, President



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1. This notice describes generally Southeast Colorado Power Association's privacy and confidentiality policies. The policy is not a formal limitation on the ability of Southeast Colorado Power Association to use, manage, and disclose its records as Southeast Colorado Power Association determines to be necessary, appropriate, or as required by law. It is subject to change without notice.

**B. Trust**

1. **General Practices:** Southeast Colorado Power Association maintains information about members for purposes that are suitable to its operations and management. Information is collected only through lawful and fair means and for appropriate purposes. Southeast Colorado Power Association is committed to maintaining accurate, complete, timely, relevant, and appropriate information about members as necessary for the purpose for which the information is to be used.
2. **Access and Correction:** Southeast Colorado Power Association generally permits its members to access and seek correction of records about themselves that are used by Southeast Colorado Power Association to provide service, for billing, and to manage capital accounts. Any person who wants to identify personal records maintained by Southeast Colorado Power Association, access the records, or correct the records should contact Southeast Colorado Power Association.

**C. Security**

1. Southeast Colorado Power Association maintains member information with technical, administrative, and physical safeguards to protect against loss, unauthorized access, destruction, misuse, modification, and improper disclosure. No record or computer system can ever be fully protected against every possible hazard. Southeast Colorado Power Association provides reasonable and appropriate security to protect against foreseeable hazards.
2. Southeast Colorado Power Association requires its employees and, when practicable and appropriate, its affiliates and contractors who have access to identifiable member information to comply with it. Any employee or contractor who fails to comply with these rules may be subject to disciplinary action up to and including dismissal.

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**D. Use and Disclosure**

1. Southeast Colorado Power Association uses and discloses identifiable information about members in defined and responsible ways in order to carry out its operations. This section describes how identifiable information about members may be used and disclosed.
2. Records may be disclosed to affiliates or contractors hired by Southeast Colorado Power Association to assist in carrying out operations, such as service, billing, and management functions including legal, audit, and collection services.
3. Member information may be disclosed to and shared with commercial and consumer credit reporting agencies for credit-related activities (e.g., the reporting of bad debts).
4. Members may access information about their specific accounts, minutes from past Board of Director meetings, minutes from past Annual Meetings, or other records pertaining to the Cooperative that are not specific in nature to another member's personal information by making an appointment for no more than four members in each meeting with the General Manager/CEO and viewing the documents in the presence of the General Manager/CEO or a delegate of the General Manager/CEO. Information from documents may be hand-copied, but photographic images or copies are not allowed. When Cooperative staff assistance is required to interpret the data, the requesting member will be responsible for reimbursing the Cooperative for the employee(s) time.
5. Records may be disclosed to government regulators and other government agencies when authorized or required by law.
6. Records may also be compiled in aggregate form for the Southeast Colorado Power Association management.
7. Records may be disclosed when required by law, such as in response to a search warrant, subpoena, or court order. Southeast Colorado Power Association may use and disclose records for investigations into employee misconduct or for law enforcement investigations related to our business. Disclosures may also be made when appropriate to protect Southeast Colorado Power Association's legal rights or during emergencies if physical safety is believed to be at risk. These events are unlikely, but they are possible. Southeast Colorado Power Association will take reasonable steps to limit the scope and consequences of any of these disclosures.

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8. Records may be shared with other utilities under shared service agreements or to meet operational requirements.
9. Records about a member may be disclosed at the request of or with the permission of the member.
10. In addition, member information may be shared with affiliates and partners of Southeast Colorado Power Association that offer products and services to members.
11. Southeast Colorado Power Association does not sell, rent, loan, exchange, or otherwise release mailing lists or telephone lists of members. Southeast Colorado Power Association does not disclose any information about a member to non-affiliated third parties without the prior, written consent of the member.
12. Requests for information about members must be in writing disclosing a proper purpose for which the information that will benefit the cooperative and its members. Any information disclosed must be used only for the stated purpose. Information will not be released in violation of this policy.
13. A member requesting information must provide identification, appear in person to the General Manager/CEO for receipt of the literature, and pay all costs of labor and materials for provision of the information.
14. In some instances, lists may be made available for appropriate uses without disclosing the list to a third party. For example, the Cooperative may undertake a mailing on behalf of and at the expense of a third party. Disclosures of membership lists will only be made following a specific policy adopted by the Board of the membership, and further uses of any lists so disclosed will be subject to that policy, and for no other purpose.
15. Any person or entity receiving any information from the Cooperative shall be required to verify that the information will not be used for any purpose other than the proper purpose for which it was released, and the information will not be sold, loaned, exchanged or otherwise released or used.

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16. The members of the Cooperative have the right to vote to authorize other uses and disclosures of information not inconsistent with regulatory or statutory requirements.

17. Member-consumers may request that their information not be shared with affiliates for the offering of new products and services by informing the cooperative and having those instructions on its member records by notification of: General Manager/CEO, PO Box 521 LaJunta, CO 81050.

18. Employees and directors may respond to communications from members without violating this policy.

E. Questions and Disputes

1. This policy is maintained and supervised by

General Manager/CEO  
PO Box 521  
La Junta, CO 81050

Questions about the policy may be directed to that office. Any disputes over access, correction, or other matters may also be directed to that office. Southeast Colorado Power Association will do its best to resolve any questions or problems that arise regarding the use of member-consumer information.

**III. RESPONSIBILITY**

A. The board shall ensure that this policy reflects current practices for personal information about member-consumers.

B. The General Manager/CEO is responsible for the administration of this policy.

Date Adopted: **08/18/10**

, President