

Privacy Statement

Last Updated: June 28, 2022

GENERAL STATEMENT

LCEC is strongly committed to transparency and ensuring the security of personal information. In the course of doing business, data is collected to provide and enable electric service and energy-related products. Your privacy is important to LCEC and maintaining trust and confidence is a high priority.

MODIFICATIONS TO LCEC PRIVACY STATEMENT

This LCEC Privacy Statement may be updated periodically and without prior notice to reflect changes in our business practices and processes. If there are material changes to how personal information is treated, LCEC will communicate through this website.

HOW WE COLLECT INFORMATION

LCEC obtains information through various sources, such as:

- Phone, fax, e-mail, social media and other communication channels.
- Service application or signing up for promotional products, services, and programs.
- Website and mobile applications.
- Surveys, contests and other promotions.
- Third parties such as credit agencies or others acting on behalf of LCEC.

TYPES OF INFORMATION COLLECTED

LCEC routinely collects and maintains both public and non-public information to provide services, including but not limited to:

- Name, address, telephone number, social security number, e-mail address, date of birth and property information.
- Information regarding transactions including but not limited to electric usage, service history, payment history, billing information and financial account information.
- Information regarding an LCEC equity account and contact information for inactive members resulting from membership and governance activities.
- Information received from credit reporting agencies regarding credit history and other reports.
- User name, ID and/or passwords for any account established on the LCEC website.
- Additional information collected and maintained to provide requested products or services.

HOW THE INFORMATION COLLECTED IS USED

LCEC may use information to:

- Provide, bill and collect payment for LCEC products and services.
- Assist in establishing an account with LCEC.
- Respond to questions and comments.
- Provide you with storm or other weather incident-related information.
- Improve or enhance service and product offerings.
- Provide you access to view and analyze your LCEC related information.
- Provide information or updates related to LCEC products or services.
- Communicate LCEC website product, or service changes.
- Aggregate data that contains general characteristics of a member group for analysis, reporting, or program design purposes.
- Provide other services or functions.
- Conduct marketing research.
- Protect against and prevent fraud and unauthorized transactions.
- Comply with legal requirements.

COOKIES

LCEC uses “cookies” on its website. A cookie is a text file placed on a site visitor’s computer or other Internet-connected device to uniquely identify the visitor’s browser or to store information or settings in the browser. Cookies help LCEC improve site access and identify repeat visitors. Cookies can also enable LCEC to track and target the interests of website users to enhance the experience on our site. Usage of a cookie has no linkage to any personal information on the LCEC site.

User web browsers should provide instructions on how to stop accepting new cookies, how to be notified when receiving a new cookie, and how to disable existing cookies. Please note that without cookies users may not be able to take full advantage of LCEC websites features.

LINKS

The LCEC website contains links to other sites for convenience and information. Please be aware that LCEC is not responsible for these other sites' content or privacy practices. We encourage users to be cautious when being redirected away from the LCEC site and to read the privacy statements of any other site that collects personal information.

SHARING

LCEC shares information to providers who perform services on behalf of LCEC. It is required that LCEC share information with certain providers to provide basic services (subject to appropriate confidentiality agreements and instructions consistent with this Privacy Notice). These providers are not allowed to use the personal information except for the purpose of providing LCEC related services and/or products. LCEC provides customers with the ability to opt-out of certain elective/optional services to prevent the sharing of information.

LCEC may also disclose information:

- To comply with a court order, law, or legal process, including to respond to a government or regulatory request.
- To enforce or apply LCEC terms of use and other agreements, including for billing and collection purposes
- If disclosure is believed to be necessary or appropriate to protect the rights, property, or safety of LCEC, members, customers, or others. This includes, but is not limited to exchanging information with other companies and organizations for the purposes of fraud protection and credit risk reduction.
- With other cooperatives and utilities under shared service agreements or to meet operational requirements.
- To enable service providers to host the LCEC website or mobile applications, provide payment services, or administer other LCEC contracted for services.

LCEC does not sell your information. LCEC does not provide your information to unaffiliated companies for commercial purposes unrelated to LCEC business.

QUESTIONNAIRES AND SURVEYS

From time to time LCEC may provide the opportunity to participate in surveys, some of which might be sponsored or conducted by a third party. Participation in these surveys is voluntary. LCEC will request certain personal information from participants. If a third party is involved in the survey, LCEC or participants may provide certain personal information to the third party contracted to conduct the survey.

Please review any third-party privacy policies and be aware that surveys offered by LCEC may be governed by specific rules, terms and conditions that are separate from and in addition to this Privacy Statement. Participants will become subject to those rules, including but not limited to receiving emails containing survey communications. All members may choose to "opt-out" of receiving survey communications by following the procedures listed at the bottom of the email message.

SOCIAL MEDIA

LCEC services may contain links to and from social media platforms. You may choose to connect to LCEC through a social media platform, such as Facebook, LinkedIn, Instagram, or Twitter. LCEC may collect additional information as referenced in the information listed in the Types of Information Collected section above. Please be advised that social media platforms may also collect information from users. Before using them, LCEC encourages users to review the social media platforms' usage and disclosure policies and practices, including the data security practices.

CHILDREN'S PRIVACY

LCEC does not knowingly open accounts for or collect any personal information from individuals under the age of 13. If you believe we have collected personal information from an individual younger than the age of 13, you should notify us immediately.

HOW INFORMATION IS PROTECTED

LCEC maintains administrative, physical and technical safeguards to help protect against unauthorized disclosure, use or alteration of collected information. Processes are in place to store collected data in secure operating environments. LCEC security procedures require proof of identity before personal information is disclosed.

LCEC makes every effort to safeguard personal information once received. However, please understand that no data transmission over the Internet or any other public network can be guaranteed to be 100 percent secure. If you believe your LCEC user ID, password or other personal information has become compromised, please contact LCEC immediately.

LCEC does not initiate requests for any of the following information via e-mail or telephone:

- Your account user ID.
- Your account password.
- Your complete social security number.
- Your credit card or bank information.

LCEC will not send you an unsolicited e-mail containing a link to the login page of our website. If an e-mail or telephone call requesting any of this information is received, it is likely an attempt at identity theft commonly called “phishing.” If you believe you have been subjected to an LCEC related “phishing” attempt please contact LCEC so appropriate action can be taken. For more information about data and personal information security, visit the Federal Trade Commission’s website at www.ftc.gov.

APPLICABLE LAW

This Privacy Statement is be governed and interpreted by the laws of the State of Florida, United States of America, notwithstanding any principles of conflicts of law. If at some time any part is found not to be compliant with other laws, regulations, etc., that part will be deemed severable and will not affect the enforcement or validity of the remaining provisions.

HOW TO CONTACT LCEC

For more information regarding LCEC privacy practices, or general questions, comments, or to update account information please contact:

Phone: 239-656-2300

Toll-free: 800-599-2356

Fax: 239-995-4287

Email: customerservice@lcec.net