

Dakota Electric Association® (“Dakota Electric” or “Cooperative”) understands the importance of protecting Personally Identifiable Information (“PII”) provided by its members. Dakota Electric protects its members’ privacy in accordance with all regulatory and legal requirements. This notice outlines Dakota Electric’s PII policy.

## **Definition of PII**

PII is defined by the Minnesota Public Utilities Commission as:

Member data which can be used to identify or trace the identity of an individual alone, or when combined with other personal or identifying information which is linked or linkable to a specific individual, for example, name, social security number, date of birth.

## **Collection of PII**

Dakota Electric collects information about members to provide cooperative service and to prevent fraud. Dakota Electric only collects and keeps member PII data needed to perform its regulated cooperative business functions. Access to PII is limited to employees and third party contractors on a “need-to-know” basis.

Information requested in order to establish Electric Cooperative service includes:

- Name or Names of responsible parties on the account
- Social Security Number or verifying identity through a government issued I.D. (If a member refuses to provide a Social Security Number to Dakota Electric, service will not be denied.)
- Address where service is requested and mailing address of billing statement if different than address of service
- Member’s preferred main telephone number and any alternate telephone number(s)
- Whether the location being served is owned or rented by Applicant
- Landlord information, if applicable
- Does any person residing at the location require emergency medical equipment?
- Date service is required

## **Dakota Electric restricts access to PII**

Dakota Electric does not sell its members’ PII data – period. Control of, and access to, member PII shall only be available to Dakota Electric employees who require it to perform regulated cooperative business functions.

Dakota Electric will share a member’s PII data with a third party designated by the member only after the Association

receives your consent that includes a clear statement of the information to be shared and with whom it will be shared.

Dakota Electric may disclose customer information, without written permission, to contractors hired to help us provide cooperative services. We limit the type and amount of customer information disclosed to these contractors to what’s necessary for the service. We prohibit these contractors from using customer information for any other purpose or disclosing the customer’s information.

Dakota Electric will also disclose PII if required by a court or other legal process, if disclosure is required by a government agency or authority, or other entity with proper authorization.

## **Member access to PII**

Dakota Electric members may review their PII on file by contacting Dakota Electric at 651-463-6212 (1-800-874-3409). Members can request the correction or deletion of any member PII data improperly collected or retained and can request deletion of a Social Security Number. If a request to delete a Social Security Number or any member PII data is not resolved within 45 days from the date of the request, the member may contact the Minnesota Public Utilities Commission for assistance. Members can request mediation with the Minnesota

Public Utilities Commission by written request at 121 7th Place East, Suite 350, Saint Paul, MN 55101-2147, email [consumer.puc@state.mn.us](mailto:consumer.puc@state.mn.us) or by calling 651-296-0406 or 1-800-657-3782.

## Security

We maintain administrative, technical and physical safeguards to protect the privacy and security of the information we maintain about you. While we take reasonable measures to protect information about you, we cannot guarantee that these security measures will always be sufficient or effective. Please note that no electronic transmission of information can be entirely secure. Should a security breach ever occur, we will notify you and our government regulators.

You are responsible for all online activity on the website including activity using your username or ID and password.

We recommend that you protect your username or ID and password you use to access any online services.

You should also sign off your accounts and close your browser window when you have finished your visit to our website.

# Dakota Electric Association®

## Personally Identifiable Information (PII)

## Member Notice



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