

EXTERNAL PRIVACY POLICY

EFFECTIVE: JUNE 1, 2024

FORTIS
ALBERTA



1.0 OVERVIEW

1.1 OBJECTIVE AND PURPOSE

At FortisAlberta Inc. (the "**Company**" or "**we**"), your privacy is important to us. We are committed to the protection of your personal information in accordance with Alberta's *Personal Information Protection Act* and all other applicable legislation. We want you to understand why and how we may collect, use, disclose, and safeguard your information, which we have described in this *External Privacy Policy* (the "**Policy**").

1.2 APPLICATION AND SCOPE

This Policy applies to any person who may interact with us as consumers, or as a member of the public.

This Policy does not apply to FortisAlberta employee information. The personal information we collect to establish and maintain the working relationship is managed in accordance with FortisAlberta's Internal Privacy Policy.

1.3 INTERPRETATION AND ADMINISTRATION

In this Policy, unless otherwise stated, "including" or any derivation thereof, means "including, without limitation".

The Company has sole discretion to interpret, administer and apply this governance document and to change it at any time to address new or changed legal requirements or business circumstances.

2.0 DEFINITIONS

In this Policy, the following definitions shall apply:

- a) "**Collection**" means acquiring, gathering, or obtaining personal information by any means;
- b) "**Consent**" means agreeing to the collection, use, or disclosure of your personal information, whether express or implied;
- c) "**Cookie**" means an element of data that a website can send to your browser, which may then be stored on your computer or mobile device so we can recognize you when you return;
- d) "**Disclosure**" means disclosing your personal information to a third party outside of FortisAlberta, but does not include transfers to our service providers made in compliance with applicable privacy law;
- e) "**Identified Purpose**" means a purpose consistent with this privacy policy;
- f) "**Personal Information**" means information about an identifiable individual;
- g) "**Safeguard**" means an administrative, physical, or technical measure used to protect personal information; and

- h) **“Use”** means the management of your personal information by FortisAlberta.

3.0 POLICY REQUIREMENTS AND RESPONSIBILITIES

3.1 IDENTIFIED PURPOSE

- a) Except where otherwise required or permitted by applicable law, FortisAlberta collects, uses, or discloses the personal information required to establish and maintain our relationship with you, and to manage and develop our electricity distribution business and operations.
- b) Some of FortisAlberta’s identified purposes may include, but are not limited to:
- i) providing you with your connection to the electrical distribution system and the service that you have requested;
 - ii) understanding our customers’ needs for products and services and to enhance our service offerings;
 - iii) allowing our customers to create an account on service.fortisalberta.com, to allow them to request services, check monthly and daily electricity consumption, and more;
 - iv) allowing persons to create a sponsorship application account on community.fortisalberta.com, to apply for community sponsorship opportunities;
 - v) responding to customer inquiries and requests;
 - vi) notifying you of any service disruptions or outages in your service area;
 - vii) engaging with you on social media;
 - viii) communicating with you to respond to an inquiry or comment, or as part of our marketing communications;
 - ix) evaluating a job application or related inquiry;
 - x) enabling us to respond to market trends, needs, and operational planning;
 - xi) enabling site security and monitoring of our operations and our property;
 - xii) protecting us against error, fraud, theft, damage and vandalism to our goods and property;
 - xiii) enabling our environmental, health and safety activities, including incident planning, response and investigation;
 - xiv) enabling us to manage our relationships with media, investors, and the public; and
 - xv) enabling us to comply with applicable law or regulatory requirements.

3.2 COLLECTION

- a) We may collect different kinds of personal information about you depending on your relationship with FortisAlberta, including for the identified purposes in this Policy, and as otherwise permitted or required by applicable law. The personal information we may collect includes:
- i) contact information (including name, address, email address and telephone number);
 - ii) online account information (including email, username, and a password that you choose);

- iii) service information (including billing, product and service information, rate and consumption history, meter and premise information, trouble call history, and repair and maintenance information);
- iv) financial information (such as your credit history, where you wish to obtain credit from us or your direct deposit or banking information so that we can pay you for the products and services we obtain from you);
- v) information related to any person participating in and / or impacted by our activities (including information related to the establishment, management and termination of leases, right of way agreements or easements and information related to obtaining government permits and licenses, emergency planning and environmental stewardship);
- vi) sponsorship application information (including name, address, organization information and information about the nature of the sponsorship you or your organization is seeking);
- vii) general relationship-management information (including, general inquiries, comments or questions, optional feedback surveys, agreements, and preferences);
- viii) information related to our media, investor and public relations activities (including the names and opinions of interested stakeholders, and other information related to our interactions with financial and other analysts, advisors, or members of the community);
- ix) job application or related inquiry information (including information contained in a resume or cover letter); and
- x) social media account information (limited to name, username, email address, and profile picture) – when engaging with FortisAlberta or its content on or through third-party social media websites, plug-ins and applications, you may allow us to have access to certain information associated with your social media account to deliver content or as part of the operation of the website, plug-in or application.

3.3 USE AND DISCLOSURE

- a) We may use and disclose personal information about you including for the identified purposes in this Policy. Except as described in this Policy or as permitted or required or permitted by law, we do not sell or share your personal information with third parties without your consent.
- b) We may also share your personal information:
 - i) **Affiliates and Service Providers.** With our affiliates and other third parties service providers (including information technology or data processing services) to assist us in the provision of your services. Our service providers are given the information they need to perform their designated functions and are not authorized to use or disclose personal information for their own

marketing or other purposes.

- ii) **Mergers or Sale.** In connection with a merger or sale (including transfers made as part of insolvency or bankruptcy proceedings) involving all or part of FortisAlberta or as part of a corporate reorganization or stock sale or other change in corporate control. This includes for the purpose of determining whether to proceed or continue with such transaction or business relationship.
 - iii) **Legal and Compliance.** We and our service providers may provide your personal information in response to a search warrant or other legally valid inquiry or order, or to another organization for the purposes of investigating a breach of an agreement or contravention of law or detecting, suppressing, or preventing fraud, or as otherwise required or permitted by applicable Canadian, United States or other law or legal process. Your personal information may also be disclosed where necessary for the establishment, exercise or defense of legal claims and to investigate or prevent actual or suspect loss or harm to persons or property.
- c) When using generative intelligence tools such as ChatGPT (“AI Tools”), we will not input any of your personal information into the AI Tool.

3.4 CONSENT

- a) FortisAlberta may obtain your consent in a variety of ways through either verbal or written form. Your consent may be implied, including when you have been provided with a notice of the identified purposes for which your personal information may be collected, used, or disclosed. You may choose to withdraw your consent at any time, subject to applicable law. If you choose to withdraw your consent, there may be limitations in the ability for FortisAlberta to provide you with our services.
- b) To learn more or to withdrawal your consent, you may contact our Privacy Officer using the information in Section 3.13 of this Policy.

3.5 LIMITED ACCESS

- a) Your personal information will only be accessed on a need-to-know basis by employees and authorized third party service providers who require it for an identified purpose consistent with their job requirements and this Policy, or as otherwise permitted or required by applicable law.

3.6 RETENTION

- a) FortisAlberta is committed to only retaining personal information for no longer than necessary for the identified purposes or to otherwise meet legal requirements. Your personal information will be retained in accordance with FortisAlberta’s retention schedule in compliance with applicable privacy legislation.
- b) When your personal information is no longer required, the Company will erase, delete, destroy or otherwise dispose of it in a secure manner.

3.7 CORRECTION AND ACCESS TO YOUR PERSONAL INFORMATION

- a) You may request access, updates, or corrections to the personal information in FortisAlberta's custody, subject to certain exceptions prescribed by law. You may request access, updates, or corrections to your personal information by submitting your request in writing to the Privacy Officer using the contact information in Section 3.13 of this Policy. We may request certain personal information for the purposes of verifying the identity of the person seeking access to their personal information records.

3.8 SAFEGUARDING OF YOUR PERSONAL INFORMATION

- a) FortisAlberta has established administrative, technical and physical safeguards that are reasonable for the sensitivity of the personal information we collect. These safeguarding measures are used to protect your personal information from unauthorized access, use, or disclosure. Our service providers are also required to maintain safeguards over personal information which they process on behalf of FortisAlberta.
- b) When FortisAlberta shares your personal information with a third-party service provider, these third parties may store your personal information in the US or other jurisdictions. In the event that personal information is transferred to a jurisdiction outside of Canada, it may be subject to the laws of that jurisdiction and may be disclosed to or accessed by the courts, law enforcement and governmental authorities in accordance with those laws. You may obtain access to written information about FortisAlberta's policies and practices with respect to service providers outside Canada and address any questions you have about FortisAlberta's use of service providers outside of Canada, by contacting our Privacy Officer using the information in Section 3.13 of this Policy.

3.9 NOTIFICATION OF LOSS, UNAUTHORIZED ACCESS, USE OR DISCLOSURE

- a) If FortisAlberta identifies a loss, or unauthorized access, use or disclosure of your personal information and determines that a real risk of significant harm exists, FortisAlberta will (without unreasonable delay) notify the appropriate authorities and persons who have been identified.

3.10 FORTISALBERTA WEBSITES

- a) FortisAlberta uses cookies to track users of our websites including www.fortisalberta.com, service.fortisalberta.com, and community.fortisalberta.com. The cookies used on FortisAlberta websites may collect information, including IP address, device identifiers, browser characteristics, operating system details, language preferences, referring URLs, length of visits and pages viewed.
- b) We use cookies for analytics purposes as well as for certain features of the website. We also use cookies or other tools that track, measure, and analyze the behaviors and usage patterns of visitors to our website. We use this information to help us

understand how visitors engage with the website and to improve our visitors' experience.

- c) We and our third-party service providers, including Google Analytics, collect, process, store and analyze information obtained from your browser when you visit our websites. You can obtain additional information on Google Analytics' [collection and processing of data](#) and [data privacy and security](#), including how to [learn more about opting out](#) of Google Analytics' data collection.
- d) You may set your web browser to notify you when you receive a cookie or to not accept certain cookies. If you decide not to accept cookies from the website, you may not be able to take advantage of all of the features of our website.

3.11 OTHER WEBSITES

- a) Our websites may contain links to other websites that are not owned or controlled by us. We have no control over, do not review and are not responsible for the privacy policies of or content displayed on such other websites. When you click on such a link, you will leave our service and go to another website. During this process, another entity may collect personal information from you.

3.12 REVISIONS TO THIS PRIVACY POLICY

- a) From time to time, we may make changes to this Policy to reflect changes in its legal or regulatory obligations or in the manner in which we deal with your personal information. We will post any revised version of this Policy on our website (www.fortisalberta.com and service.fortisalberta.com). We encourage you to refer to it on a regular basis. This Policy was last updated on June 1, 2024.

3.13 CONTACT INFORMATION

- a) FortisAlberta welcomes your comments and questions regarding this Policy. We have appointed a Privacy Officer to oversee compliance with this Policy.
- b) You may contact the Privacy Officer via mail, phone or email using the contact information below:

Privacy Officer
320 17th Avenue SW
Calgary, Alberta Canada T2S 2V1

Phone: (403) 310 – 9473

E-mail: privacyofficer@fortisalberta.com