

SanteeCooper.com updated Privacy Policy

Last Updated: June 27, 2018

Santee Cooper values the privacy of its customers, website users, employees, and prospective employees. We strictly adhere to all regulatory requirements with regard to privacy, and our

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Santee Cooper does not release a customer's Personal Information to any other person or business entity without your prior consent, except as necessary for Santee Cooper to:

- Provide energy services to you
- Operate and maintain Santee Cooper 's electric system
- Comply with a valid warrant, subpoena, or court order
- Comply with a valid request from state or federal governmental agencies with legal authority to obtain the data from Santee Cooper
- Enable Third Parties to provide energy-related services on behalf of Santee Cooper — but only if necessary to render the service and subject to confidentiality and security requirements
- Notify credit reporting agencies and collection agencies if your account is assigned for collection
- Assist emergency responders in situations of immediate threat to life or property

Other than for the exceptions noted above, it is Santee Cooper 's policy to not release Personal Information to any other person, business, or entity without your prior written consent, unless necessary to provide energy services to you. Written consent may be obtained electronically.

You may authorize other companies or persons to receive your Personal Information, including your Energy Usage Data. Before sharing information, it is important that you understand how other parties intend to use your information, if they will share it with others, and your rights as a consumer. We encourage you to protect the confidentiality of your username and password and other personally identifiable information specific to your Santee Cooper account.

We retain information about our customers based on legal requirements, which is typically 7 years after account termination. Generally, we only retain Personal Information for as long as is reasonably necessary to provide energy services to you or as required by law. Secure disposal methods are used when information is no longer needed.

Most customers have secure access to information about them through their monthly bills or their online account on our website. To help protect your privacy and provide you with quality service, we rely on you to provide us with complete and accurate information. If you think the information we have about you is inaccurate or outdated, we encourage you to contact us at your earliest convenience to update or correct the information. You may update or correct your information by calling the number listed in the "Contact Us" section below, or by signing into your online account through myenergylinksc.com or myservice.santeecooper.com edit your profile.

We offer certain choices about how we communicate with you and what Personal Information you provide to us. In some cases you have the right to limit, or opt-out of, the information you provide to us.

Social Security Number: In order to establish or re-establish service, you may be asked to provide your Social Security Number for us to validate your identity. You have the right to not provide your Social Security Number, however, an alternate form of identification (e.g., driver's license, passport, State identification, etc.) will be required.

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