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Santee Cooper (South Carolina Public Service Authority) Privacy Policy Last Updated: June 27, 2018

Santæ Coopæ 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 employees are educated on the importance of privacy and confidentiality. The purpose of this privacy policy is to inform you as to what information we collect from you, voluntarily and involuntarily, and what steps you may take to prevent divulging such information should you wish to do so. This Policy covers Santæ Cooper its employees agents contractors, and affiliates. Please check this policy frequently, as we may amed it from time to time to reflect changes in our services and our policies.

Amendments will become effective at the time they are posted on our website.

- x Billing and payment information you provide to our third-party payment processor in order to pay for goods or services, including your financial information (such as bank account and/or credit/debit card numbers), and Social Security Number;
- x Information you fill out in any form on our website, mobile applications, or otherwise, such as signing up for outage alerts, signing up for bill notifications, or authorizing another user on your Santee Cooper account
- x Information you give us when you communicate with Santee Cooper and/or any of our agents or representatives
- x Information You give us when you respond to surveys or participate in promotions;
- x Mobile Phone number(s) to which we will send text messages relating to the services you receive from Santee Cooper. We will only use the mobile number(s) you have authorized for us to transmit information to you via text message, unless you have given us prior consent to provide marketing information to you via text message. Please notifys in the event your contact information changes, including any telephone number and/or email address. Standard messaging and data rates may apply according to your specific arrangement with your wireless carrier. You may revoke your consent to receive text messages.

We may supplement the information described above with information we obtain from other sources, including from both online and offline data providers. Such supplemental information may include contact information, such as your email address, demographic data, or other relevant information.

Information we get from your use of our website, social media pages or mobile apps Your visits to Santee Cooper's website or mobile apps: We collect information about visits to our website and mobile applications, such as the number of visitors and the number of users that click on certain links or use certain services. For some applications, such as rate analysis, we link usage information with the customer visiting the website. We use industry standard software to create

The data we collecabout website usage from cookies is not tied to your Personal Information and is only used in an aggregated form for the purposes of our own customer support, analytics, research, and improving our website. When you use features subcas "Remember My Username," the cookie is associated with your Personal Information in order to provide you with a more convenient experience. We do not sell or transfer the data we obtain from cookies for any purpose other than to evaluate website usage or provide energy services to your to offer programs and/or services that you may be interested in.

You may disable the usagef cookies through your browser settings Please note that you disable $(-)^* - (-)^* + (-)^*$

Targeted Communication s on Social Media Sites

We use social media sites like Facebook diff witter to communicate with you about our programs and services You can follow us on these social media sites to receive regular update hese social media sites also allow us to target add to you using the information they maintain about you, even if you do not specifically follow us on their site We may target add to you using information such as cookies, pixels, zip codes and interests.

You will only see our targeted ads if you agreed to receive this type of communication through your social media provider. You may be able to disable some or all of the advertising targeted to you on a social media site by adjusting your privacy settings on their site.

Links to other websites

While browsing the website, you may encounter antichoose to access websites or online services opegated by companies or agencies that you not be associated with Saluting Salu

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- x Provide energy services to you
- x Operate and maintain Santee Coopeir ‡ Ž ‡ ... − " · ... › − ‡ •
- x Comply with a valid warrant, subpoena, or court order
- x Comply with a valid request from state or federal governmental agencies with legal authority to obtain the data from Santee Cooper
- x Enable Third Parties to provide energy-related services on behalf of Santee Coopbut only if necessary to render the service and subject to confidentiality and security requirements
- x Notify credit reporting agencies and collection agencies if your account is assigned for collection
- x 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.

Sharing Personal Information at Your Choice

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Email Communications: If you have opted-in to receive email communications frous, you can opt out of receiving these emails tany time by following the unsubscribe process in the footerfold email or by contacting us in the manner describe in the "Contact Us" section of this Policy.

Security

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