

**South Central Indiana Rural Electric Membership Corporation
CUSTOMER PRIVACY POLICY**

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I. INTRODUCTION

Protecting your privacy is important to us. This Customer Privacy Policy explains how South Central Indiana Rural Electric Membership Corporation (“SCI REMC”) collects, uses and safeguards information you provide to us. Continued use of our services indicates consent to the collecting, using, and disclosing of information as described in this policy.

II. INFORMATION COLLECTED

In the course of providing you our services, we may collect certain information that identifies you personally. This information may include any of the following: your name, service address, billing address, telephone numbers, social security number, driver’s license number, e-mail address, IP address, and information related to transactions with SCI REMC, such as credit card information, bank account numbers, routing and/or transit numbers and credit history. We also maintain consumer service records about you relating to the following: billing and payment records, equipment usage, credit history, violations of your agreement with us, your service packages, the types and location of equipment installed by us in your home, equipment service calls and repairs, and whether you rent or own your home, if required to provide service. We may also collect information about your equipment to aid in providing customer service support. From time to time, we may also collect consumer satisfaction surveys, interviews, and questionnaires from you. We may also keep records of all calls, e-mails, and correspondence received from you or sent to you by us.

III. USE OF PERSONAL INFORMATION

SCI REMC uses personal information collected from you primarily for the purpose of providing electric, fiber, and related services and maintaining your account. This includes but is not limited to using such information for the installation of equipment, repair and maintenance activities, billing of services, quality of service improvement, consumer service, advertising and marketing, verifying compliance with all applicable laws, verifying compliance with contractual obligations, tax and accounting purposes, and creating and marketing better service packages to you.

IV. SHARING OF INFORMATION

Except as otherwise provided, we do not share any personal information with other entities or organizations, except when legally required to do so: at the request of governmental authorities conducting an investigation, to verify or enforce compliance with SCI REMC's policies and applicable laws, to protect against misuse or unauthorized use of our services, or when expressly permitted by you. SCI REMC employees shall be advised of the sensitive nature of collected personal information and shall not disclose such information for any purpose not permitted under this policy. Notwithstanding the foregoing, we may use third party service providers to help us operate our business, and we may share your personal information with such third parties for such purpose.

V. RETENTION AND SECURITY

SCI REMC may retain your personal information as long as you are our customer or until it is no longer needed for any business or legal purpose, including but not limited to tax and accounting purposes. When your information is no longer needed for such purposes, we may destroy such personal information unless there is an outstanding request pursuant to a court order. SCI REMC will use reasonable safeguards consistent with prevailing industry standards and commensurate with the sensitivity of the information collected to maintain the security of that information on our systems.

VI. USE OF FIBER SERVICE

SCI REMC reserves the right to monitor traffic over our network to ensure compliance with our Acceptable Use Policy. While SCI REMC takes appropriate action to protect the privacy and integrity of your data as it is transmitted through our network we cannot, and do not, guarantee that third parties are not monitoring or altering the content of your traffic. By continuing to use our services, you understand and agree that SCI REMC assumes no responsibility, and shall not be held liable for the security of any information on any customer's personal, business or third-party devices, or the security or accuracy of any information or data transmitted or received over our fiber network.

VII. CONTACT INFORMATION

We welcome questions regarding our privacy policy. Customers with complaints or questions relating to our privacy policy or these disclosures can contact us at CooperativeRelations@sciremc.com.

VIII. POLICY CHANGES

From time to time, we may revise this policy, and any such changes will be posted here. Continued use of SCI REMC services indicates that you understand and consent to any such changes.