



## **DATA PRIVACY POLICY STATEMENT**

This Privacy Policy covers your personal information when transacting or doing business with Dagupan Electric Corporation (individually and collectively known as “DECORP”, “we”, “us” or “our”).

DECORP cares for your personal information and takes your privacy seriously. We are committed to ensuring that your personal information is protected from collection to disposal.

### **WHAT WE COLLECT (From prospective and existing customers, including customers with terminated services)**

1. Information you provide to us when you apply for service, such as your name, address, phone number, email address, Tax Identification Number (TIN), evidence of authority to occupy (e.g., contract of lease, Transfer Certificate of Title, Special Power of Attorney (SPA), Undertaking / Authorization from owner of the premises) and, if applicable, details of your authorized representative;
2. Billing and payment information used to pay your electric consumption, such as your electric service account number and account address;
3. Information to determine eligibility to participate in certain energy programs or services, such as net metering, demand side management (DSM), and other similar information;
4. Information you provide in our email address or facebook page/account when you wish to contact us to lodge your concerns, complaints or inquiries regarding our electric service;
5. Information you give us when you communicate with DECORP and/or any of our representatives (e.g., Call Center Representatives, Frontline Staff, et al.), such as with respect to inquiries and complaint details on the quality and reliability of electric service;
6. Responses you or your representative provide when you participate in our customer surveys;
7. Information you provide for verification purposes (e.g., to facilitate refunds or to avail of senior citizen discount), such as photocopy of a valid / government-issued identification card or foreign passport; and
8. Any other information you voluntarily provide for any legitimate purpose declared at point of collection of such information.

### **WHAT WE DO WITH THE INFORMATION WE GATHER**

DECORP stores, processes, and analyzes the information that you provide to us for the following purposes including but not limited to:

1. Providing and continuously improving our electric services, as well as managing your account;
2. Responding to your inquiry, concern or complaint;
3. Sending information about our programs and service offerings, currently or in the future, that may be of interest to you;
4. Sending messages related to your services such as outage notifications, updates, alerts, and other information that you request;
5. Enabling us to accept bill payments according to our current payment mode or any other mode that DECORP may adopt in the future;
6. Verifying your identity when you access your account through the various customer engagement channels (e.g., e-mail, website, mobile application, via phone call, walk-in); and
7. Verifying your identity and eligibility to claim refunds.

## **DATA DISCLOSURE AND SHARING**

Access to your personal information is restricted to DECORP employees and contractors on a need to know basis to carry out their responsibilities with regard to the conduct of our business such as meter reading, bill delivery, field inspection, energization, and restoration of your electric service. We require our contractors, through a Non-Disclosure Agreement (NDA), to secure and keep your information confidential and we do not allow them to disclose your information to others, or to use it for their own purposes.

Your information may also be disclosed to government entities pursuant to and in compliance with applicable laws and regulations, subpoena or court order.

## **INFORMATION SECURITY**

We are committed to ensure that your information is secure. DECORP shall undertake and implement reasonable organizational, physical, and technical security measures in collecting, receiving, transmitting, storing, and disposing your personal information.

You are responsible for the security of your information once it reaches you or your representative in any medium, including but not limited to written correspondences, bills, emails, system applications, and on-line accounts. You should take appropriate measures to ensure that any medium or device you use to monitor or manage your account is secure and not accessible to anyone without permission.

## **PERSONAL DATA RETENTION AND DISPOSAL**

We keep your personal data only for as long as necessary:

1. For the fulfillment of the declared, specified, and legitimate purposes provided above, or when the processing relevant to the purpose has been completed or terminated;
2. For the establishment, exercise or defense of legal claims; or
3. For other business purposes, that are consistent with standards established or approved by regulatory agencies governing DECORP

Thereafter, your personal data shall be disposed or discarded in a secure manner that would prevent further processing, unauthorized access, or disclosure to any other party or the public.

## **CONTROLLING YOUR PERSONAL INFORMATION**

You may request for a copy of your personal information in our possession, or have it corrected if you believe that it is inaccurate or incomplete.

If you wish to request for a copy of your personal data, or have it corrected or deleted, please reach out to us through our contact information found below. We will promptly respond to your request.

### **Data Privacy Officer**

Tel. No.: (075) 522-2782

e-mail: customerservice@[decorp.com.ph](mailto:customerservice@decorp.com.ph)

Office: VFL Bldg., A.B. Fernandez West, Dagupan City

You may also lodge a complaint before the National Privacy Commission (NPC). For further details, please refer to NPC's website: <https://privacy.gov.ph>.