

**DIXIE ESCALANTE RURAL ELECTRIC ASSOCIATION, INC.  
BERYL, UTAH**

**COOPERATIVE POLICY NO. 309  
ONLINE PRIVACY STATEMENT**

## Respect for Your Privacy

Dixie Power respects the privacy of its members and of visitors to its various online platforms, including [www.dixiepower.com](http://www.dixiepower.com) (the "*Website*"). This statement explains the treatment of information collected through Dixie Power's online interfaces, including its Website, applications we have placed on third-party sites such as Facebook, Twitter and other social media services, and mobile applications (the "*Applications*"), and how Dixie Power uses any such information that is collected. All use of the various online platforms, including the Website and the Applications and associated services and functionality (collectively, the "*Services*") is subject to this Privacy Statement.

## Information We Collect

**Personal Information:** Dixie Power obtains personal information concerning you ("*Personal Information*") when you contact us with inquiries, register for an online account or use the Services, including our online bill payment services or our online employment application services. In addition, Dixie Power may obtain Personal Information in connection with providing utility services to you. By using the Services, you are consenting to our use of Personal Information in accordance with this Privacy Statement, the Terms of Use and, if applicable, the Employment Application Terms.

Personal Information also includes any username or password selected or assigned to you when you register with the Website. You should be sure to keep any such username and password confidential, and to let us know right away (using any of the contact methods below) if you believe that someone else may have learned your password.

**Non-Identifiable Information:** When you use the Services, Dixie Power may receive or generate non-identifiable information about your use of the Services ("*Non-Identifiable Information*"). Typically, such information is collected passively. For example, we may use "cookies" or similar technology to collect this information. A "cookie" is a piece of information sent to your browser when you access the Website or Applications. The information gathered using "cookies" or similar technology may include the date and time you access any of our Services, the pages you view on our Website, the type of browser and operating system used to access our Website and/or whether you linked to our Website from another site and, if so, the URL of the referring website. We may store Non-Identifiable Information ourselves or it may be provided to or maintained by our affiliates, agents or service providers. We use this information to help us keep our Services current with industry standards, to improve the functionality and Services and to better tailor the Website or Applications to users' needs.

## How We Use Personal Information

We use Personal Information for billing, collecting payments, contacting members, resolving problems, providing or improving the Services, marketing purposes, enhancing the Website and meeting legal concerns or obligations. In addition, if you provide Personal Information for a specific reason, we may use the Personal Information in connection with the reason for which it was provided. For instance, if you contact us, we will use the Personal Information you provide to answer your question or resolve your problem.

## Online Tracking

**Location tracking on mobile devices:** Certain applications on mobile devices may transmit information to us about your location when you request information from them. An example may be the inclusion of your physical location when you report an outage using your mobile device. We may use that information to improve the services we provide to you as well as improving our service generally in your area.

We use Google Analytics, which uses “cookies” and other, similar technologies to collect information about use of the Services anonymously and reports Website and Mobile Application trends, without identifying individual visitors. To learn more, including how to opt out, visit <https://tools.google.com/dlpage/gaoptout>.

## Disclosure of Personal Information

In special circumstances, we may share your Personal Information with certain third parties without further notice to you. We also sometimes use other companies to perform certain business-related functions in connection with the Website, the Applications and other Services. Examples include mailing services, maintaining databases and processing payments. When we engage another company to perform a function of this nature, we provide such company with the Personal Information that they need to perform that function. However, as a general matter, we do not provide email addresses or other Personal Information to any third parties for the marketing of third parties' goods or services without your consent.

We may disclose Personal Information if required to do so by law or if we in good faith believe that such action is necessary to (i) comply with a legal obligation, (ii) protect and defend our rights or property, (iii) act in urgent circumstances to protect the personal safety of users of the Website or the public, or (iv) protect against legal liability. In addition, we may provide Personal Information to credit bureaus or collection agencies if we are permitted or required to do so by law.

## Links to Other Websites

Our Website and Applications may contain links to other websites that are not owned or controlled by us. Also, you may have linked to our Website from another website that is not owned or controlled by us. Please be aware that we are not responsible for the privacy practices of other websites, and this Online Privacy Statement applies only to information collected through our Website, the Applications or in connection with the other Services. You should carefully review the privacy practices of any third-party website before providing such website with any Personal Information.

## Social Media Platforms

Dixie Power may interact with registered users of various social media platforms, including Facebook and Twitter. Please note that any content you post to such social media platform (e.g. pictures, information or opinions), as well as any personal information that you otherwise make available to users (e.g. , your profile), is subject to the applicable social media platform's terms of use and privacy policies. We recommend that you review this information carefully in order to better understand your rights and obligations with regard to such content.

## Security

Dixie Power employs reasonable security measures to protect Personal Information in our possession. Such measures include data storage encryption and authentication measures to protect against the loss, misuse or alteration of any sensitive information included in the Personal Information. However, no electronically stored information is

completely secure. Consequently, while we strive to secure the information we have collected online concerning you, we are not able to guarantee such security.

## Changes to This Privacy Statement

It may be necessary for us to make changes to this Privacy Statement from time to time, in order to reflect changes to the Website or other Services, technology or legal requirements and guidelines. Dixie Power reserves the right to update or modify this Privacy Statement (on a prospective basis) without prior notice to you. Please check the Privacy Statement for any updates periodically, especially before you provide any Personal Information.

## Children's Privacy

While our Website contains energy-related information and entertainment that may be of educational value to children, no Personal Information has to be entered in order for you to use those features. We do not knowingly permit persons under the age of 13 to register or provide personally identifiable information (or any other Personal Information) through our Website or other Services, and the provision of Personal Information by children through our Website or other Services is strictly prohibited. We encourage parents to supervise and participate in their children's Internet activities, and we urge children to exercise caution and consult their parents before providing any personally identifiable information to any website on the Internet.

## How to Contact Us

Should you have any questions or concerns regarding your information or privacy-related issues, please contact us via any of the methods listed directly below:

Via Mail:

Dixie Power  
71 E Highway 56  
Beryl UT 84714

Via E-mail:

[mail@dixiepower.com](mailto:mail@dixiepower.com)

Via Telephone:

435 439-5311

Via Fax:

435 439-5352

Upon your request using any of these methods, we will happily correct inaccurate information concerning you that we may have in reasonably obtainable form. You may also request to be removed from our Services list using any of these methods and within the Application.