



Hamilton Hydro Services Inc.®

Hamilton Hydro Services Inc. Privacy Policy

Hamilton Hydro Services Inc. (“HHSI”) appreciates your interest in our products and services. In order to operate our business, HHSI collects Personal Information, as defined below, for the proper administration of its activities. It carries these activities out as a corporation under section 142 of the Electricity Act (Ontario) and section 3(2) of the Business Corporations Act (Ontario). In certain cases, HHSI collects this information through a contracted billing agent or shares it with a contracted billing agent, such as Horizon Utilities.

HHSI has implemented a Privacy Policy to protect the information that HHSI has in its records that identifies you individually, such as your home address, phone number and email address, your banking information, and the details of the products and services you obtain from HHSI (the “Personal Information”).

Application

The Policy applies to Personal Information provided by customers regardless of how it is collected or received by HHSI, including Personal Information received electronically through HHSI’s website (the “Website”). The Policy applies to employee information but does not apply to confidential information of corporations or other organizations (as opposed to individuals). HHSI nevertheless protects confidential information in accordance with law, other policies, and agreements.

The Policy also does not apply to content or services provided on other websites, including the websites of affiliated organization, that we make available to you through links on the Website. These “other” websites are not controlled by HHSI and we encourage visitors to the Website to be aware of when they are leaving the Website and to read the privacy policies of each and every website they use that collects identifiable information. Visiting and the use of websites other than the Website, even linked sites, is at your own risk.

Consent and Policy Updates

Please review the Policy carefully. By providing HHSI with your Personal Information, or permitting it to be collected and held through an affiliate of HHSI or third party, such as Horizon Utilities, you are consenting to its use and disclosure in accordance with the Policy. HHSI may modify the Policy in response to changes in its practices or applicable privacy laws by posting the revised Policy on the Website (<http://www.hamiltonus.com>). Your continued use of our products or services constitutes your acceptance of such changes, so please review the Policy carefully if it has been amended.

Collection of Personal Information

At the time of your purchase of a product or service from HHSI, you may be asked to provide some or all of the following Personal Information:

- Customer's name and address and other contact information, such as home telephone numbers and email addresses;
- Credit and reference information, such as date of birth, previous addresses, and general financial information; and
- Bank information for pre-authorized payments.

Electronic Collection of Information: Website "Log-File" and Cookies

HHSI automatically collects information about the use of its Website, some of which may be Personal Information, from visitors. HHSI aggregates the information it collects and uses the aggregated information to better understand how our visitors use and navigate the Website, including the number and frequency of visitors on each webpage, the length of their stay, and the actions they take (including the purchases they may make). Our aim is to make the Website useful and easy to use. You may set your browser to decline "cookies", which are the tool that allows websites to know which pages you have visited, but doing so may limit your ability to experience fully some of the features of the Website.

Use of Personal Information

In addition to circumstances where HHSI is permitted or required to use Personal Information by law, HHSI uses Personal Information, including information it compiles about or related to a customer's transactions, such as account numbers, account balances, and payment history for purposes that include:

- Billing and collection of payments for its products and services;
- Pre-authorized payment for services;
- To respond to, process, manage, and deliver your inquiries and/or orders;
- To communicate with you, including information about specific jobs, job opportunities, or general information about employment opportunities with HHSI in the event that you submit your resume online;
- To resolve disputes, prevent and detect fraud, and otherwise as required to conduct our business;
- To notify you of changes to policies or terms that affect you and your use of any of our products or services; and
- Subject to you opting out of receiving such information, to communicate with you about HHSI's services, products, or events that may be of interest to you (including offers made in conjunction with other organizations), either on a personalized or aggregate basis and to gauge your satisfaction with our products or services: for example, through surveys.

You may opt out of receiving marketing emails, surveys and other promotional information by clicking on the “unsubscribe” links at the bottom of any e-mail sent to you or by contacting the Privacy Officer as set out below.

HHSI may also use Personal Information for purposes that are consistent with those for which it collected Personal Information and may provide notice of other uses of Personal Information, specific to particular products or services on materials related to those products and services, including application forms.

HHSI may use information in non-identifiable, aggregate form that it has derived from Personal Information to provide its affiliates and/or other third parties with statistics, for example, about a particular product or service.

Transfer/Disclosure of Personal Information

HHSI does not sell Personal Information. In addition to circumstances where HHSI is permitted or required to disclose Personal Information by law, it may disclose Personal Information in the following circumstances:

To External “Third Party” Service Providers: We sometimes retain other companies and individuals to perform functions on our behalf. We contractually require our Service Providers to only use Personal Information to the extent required to provide us with their services. HHSI also contractually requires Service Providers to protect Personal Information to a level comparable to that provided by HHSI.

Business Transactions: In the event that HHSI enters into a reorganization, transfer or sale of its assets or one of its business units, it will share Personal Information for the purpose of permitting the other party or parties considering the transaction to allow them to carry out their due diligence and determine whether to proceed. Where the transaction proceeds, Personal Information is then transferred to the other party or parties for the purposes for which the information was collected, used, or disclosed to HHSI. HHSI may also disclose Personal Information in connection with obtaining insurance and in the course of making an insurance claim.

Legal Requirements/Compliance with Agreements: HHSI will disclose Personal Information as required by law including without limitation: (a) to local, provincial, or federal law enforcement officials; (b) pursuant to a judicial, administrative or similar order or instrument such as a subpoena; and (c) in response to a physical threat or perceived physical threat to any individual. We will also disclose Personal Information where required to enforce the Terms and Conditions of Use of the Website or agreements to which we are a party.

Security

HHSI has implemented security measures designed to help it protect against the loss, theft, unauthorized access, misuse, and unauthorized alteration or disclosure of Personal Information. For example, servers on which Personal Information is stored are password and firewall-

protected and access to Personal Information is limited to those employees and Service Providers with a need to know. All financial information is transmitted and stored in encrypted form.

Despite its efforts, HHSI cannot ensure the security of Personal Information you transmit to us online. Please read the Terms and Conditions of Use of the Website prior to sending Personal Information electronically, as you do so at your own risk.

Access to Personal Information, Correction, Questions and Complaints

Except in limited circumstances established by law, you may have access to your Personal Information. You may also request that your Personal Information be amended where you believe it is incomplete or inaccurate. Customers can make their requests by contacting HHSI's Privacy Officer.

Questions, comments or concerns about the Policy and/or our management of Personal Information are also welcome and should be directed to the Privacy Officer.

Privacy Officer

HHSI's Privacy Officer has overall responsibility for its compliance with the Policy. Contact information for the Privacy Officer is as follows:

Telephone: (905) 522-6611

Email: privacy@hamiltonucorp.com

Mail: Privacy Officer, Hamilton Utilities Corporation, 79 Bay Street N., Hamilton, ON L8R 3P8