

100.30 Operational Privacy Statement

Greer CPW strives to safeguard the security and integrity of its Customers' information through procedures and technology designed for this purpose. Methods used to protect customer data include the following:

1. Limiting employee access to customer information to those who have a business reason to view this information. Employees are required to honor the Greer CPW Appropriate Use Policy which includes standards to protect customer confidentiality. Employees are subject to disciplinary action if they fail to honor the Appropriate Use Policy.
2. Maintain policies and procedures covering the proper physical security of workplaces and records. Maintain physical, electronic, and procedural safeguards according to federal, state, and local laws and ordinances. Greer CPW follows FACTFA Section 114 of the Federal Trade Commission's Red Flag Rules.
3. Use technological means such as backup files, virus detection, prevention and removal software, firewalls, and other computer software and hardware to protect against unauthorized access or alterations to customer data.
4. Accurately collect and maintain customer information as a part of servicing the customer's account and the customer relationship. Limit customer information collected to information reasonably related to Greer CPW providing services to customer.
6. Generally, Greer CPW does not sell the personally identifiable information for financial gain nor does Greer CPW share such information with third parties for the purpose of sending advertisements for products or services unaffiliated with Greer CPW. Greer CPW may, however, share personally identifiable information for legitimate business purposes or in accordance with law, including but not limited to, the Freedom of Information Act. Greer CPW reserves the right to share any aggregated information (i.e., non-personally identifiable information) with any third parties for any reason, unless prohibited by law.
7. Require independent contractors, outside companies, and governmental agencies to adhere to strict privacy standards regarding the safeguard of Greer CPW information deemed private or confidential.
8. Greer CPW does report information about customer's accounts to On-Line Utility Exchange. Defaults on the utility account may be reflected in the customer's credit report and/or consumer report.

Changes to Our Operational Privacy Statement

Greer CPW reserves the right to modify, alter or amend this Privacy Statement at any time without notice. A revised statement shall be effective once posted on the website, and will govern your future rights and our obligations with respect to the use, disclosure and protection of personally identifiable information. We recommend that you visit www.greercpw.com periodically to review the current Privacy Statement. Continued use of our utility services after the posting of a revised Privacy Statement constitutes your acceptance of the revised statement. Greer CPW also has an On-Line Privacy Statement regarding information collected while using Greer CPW's website,

which can be viewed on the GCPW website. This Privacy Statement is not intended to and does not create any contractual or legal rights in or on behalf of any party.