

# PACIFICORP PRIVACY POLICY

Last Updated: June 28, 2024

PacifiCorp, an Oregon corporation doing business as “Pacific Power” in Oregon, Washington and California and “Rocky Mountain Power” in Utah, Wyoming and Idaho (“PacifiCorp,” “we,” “us,” or “our”), provides electricity and other energy services to our customers. This Privacy Policy is designed to help you understand how we collect, use, process, and share your personal information, and to help you understand and exercise your privacy rights.

## Privacy Policy

We are committed to safeguarding the privacy of individuals and businesses with respect to nonpublic, personal and financial information.

This Privacy Policy addresses information obtained from our customers, website visitors, and mobile application users and is intended to inform you about how we treat personal information that we collect and use about you. Except as noted below, this Privacy Policy does not apply to employment-related personal information collected from job applicants, employees, directors, officers and contractors.

In addition to our general privacy policies, customers who are residents of California, Nevada, Oregon, or Utah or residents of certain other states that have implemented comprehensive privacy laws, may have specific rights under applicable state privacy laws. A description of these rights, as well as additional detail about the information we collect and disclose, is provided in the Supplemental State Privacy Notice in Section 9 below.

## 1. SCOPE AND UPDATES TO THIS PRIVACY NOTICE

This Privacy Policy applies to personal information processed by us, including on our websites, mobile applications, and other online or offline offerings. To make this Privacy Policy easier to read, our websites, mobile applications, and other offerings are collectively called the “Services.”

**Changes to our Privacy Policy.** We may revise this Privacy Policy from time to time in our sole discretion. If there are any material changes to this Privacy Policy, we will notify you as required by applicable law. You understand and agree that you will be deemed to have accepted the updated Privacy Policy if you continue to use our Services after the new Privacy Policy takes effect.

**Energy Usage Information.** We protect your energy usage data by treating it as your personal information, consistent with the terms of this Privacy Policy. In addition, for California customers, energy usage data privacy is addressed in our [Notice of Accessing, Collecting, Storing, Using and Disclosing Energy Usage Information](#).

## 2. PERSONAL INFORMATION WE COLLECT

The categories of personal information we collect depend on how you interact with us, our Services, and the requirements of applicable law. We collect information that you provide to us, information we obtain automatically when you use our Services, and information from other

sources such as third-party services and organizations, as described below.

#### **A. Personal Information You Provide to Us Directly**

We may collect personal information that you provide to us.

- **Account Creation.** We may collect personal information when you create an account or interact with us regarding your account, for billing and payment, or when you start, receive, or discontinue energy services or products, or when determining eligibility and your participation in utility programs, or when you otherwise interact with Us and/or our representatives. The information we collect including personal information about you, such as: name, address, telephone number, email address, username, password, and other demographic or contact information associated with your account. When establishing an account we may also request personal information to validate your identity such as Social Security Number, driver's license, passport, state identification or similar information.
- **Services, Purchases, and Programs.** We may collect personal information and details associated with your purchases of energy, energy services, and related goods, including payment information. Any payments made via our Services using a payment card are processed by third-party payment processors. We do not directly collect or store any payment card information entered through our Services, but we may receive information associated with your payment card information (e.g., your billing details).
- **Your Communications with Us.** We may collect personal information, such as email address, phone number, or mailing address when you request information about our Services, register for our newsletter or programs, request customer or technical support, or otherwise communicate with us. We may also record your communications with us; for example, we may record telephone conversations or web sessions for our business purposes.
- **Surveys.** We may contact you to participate in surveys. If you decide to participate, we may collect personal information from you in connection with the survey.
- **Interactive Features.** We and others who use our Services may collect personal information that you submit or make available through our interactive features (e.g., messaging and chat features, commenting functionalities, forums, blogs, and social media pages). Any information you provide using the public sharing features of the Services will be considered "public," unless otherwise required by applicable law, and is not subject to the privacy protections referenced herein. Please exercise caution before revealing any information that may identify you in the real world to other users.
- **Sweepstakes or Contests.** We may collect personal information you provide for any sweepstakes or contests that we offer. In some jurisdictions, we are required to publicly share information of sweepstakes and contest winners.
- **Conferences, Trade Shows, and Other Events.** We may collect personal information from individuals when we attend or host conferences, trade shows, and other events.

- **Business Development and Strategic Partnerships.** We may collect personal information from individuals and third parties to assess and pursue potential business opportunities.

## **B. Personal Information Collected Automatically**

We may collect personal information automatically when you use our Services.

- **From Our Utility Meters and Other Equipment:** When you use electricity, energy usage data is collected by our metering systems. For some applications, such as rate analysis, we link usage information with your personal information. California customers can find additional information on how we collect and use data about your energy usage, at [Notice of Accessing, Collecting, Storing, Using and Disclosing Energy Usage Information](#).
- **Automatic Collection of Personal Information.** We may collect certain information automatically when you use our Services, such as your Internet protocol (IP) address, user settings, MAC address, cookie identifiers, mobile carrier, mobile advertising and other unique identifiers, browser or device information, location information (including approximate location derived from IP address), and Internet service provider. We may also automatically collect information regarding your use of our Services, such as pages that you visit before, during and after using our Services, information about the links you click, the types of content you interact with, the frequency and duration of your activities, and other information about how you use our Services.
  - **Location Information.** We may collect precise location information of where the Services are delivered, such as the location of your home or business to provide installation, repair and/or support services.
  - **Cookie Policy (and Other Technologies).** We, as well as third parties that provide content, advertising, or other functionality on our Services, may use cookies, pixel tags, and other technologies (“**Technologies**”) to automatically collect information through your use of our Services.
    - **Cookies.** Cookies are small text files placed in device browsers that store preferences and facilitate and enhance your experience.
    - **Pixel Tags/Web Beacons.** A pixel tag (also known as a web beacon) is a piece of code embedded in our Services that collects information about engagement on our Services. The use of a pixel tag allows us to record, for example, that a user has visited a particular web page or clicked on a particular advertisement. We may also include web beacons in e-mails to understand whether messages have been opened, acted on, or forwarded.

Our uses of these Technologies fall into the following general categories:

- **Operationally Necessary.** This includes Technologies that allow you access to our Services, applications, and tools that are required to identify irregular website behavior, prevent fraudulent activity, improve security, or allow you to make use of our functionality;

- **Performance-Related.** We may use Technologies to assess the performance of our Services, including as part of our analytic practices to help us understand how individuals use our Services (see Analytics below);
- **Functionality-Related.** We may use Technologies that allow us to offer you enhanced functionality when accessing or using our Services. This may include identifying you when you sign into our Services or keeping track of your specified preferences, interests, or past items viewed;
- **Advertising- or Targeting-Related.** We may use first party or third-party Technologies, including cross-device tracking, to deliver content, including ads relevant to your interests, on our Services or on third-party digital properties.

*See the section titled “Your Privacy Choices and Rights” below to understand your choices regarding these Technologies.*

- **Analytics.** We may use Technologies and other third-party tools to process analytics information on our Services. These Technologies allow us to better understand how our digital Services are used and to continually improve and personalize our Services. These may include session replay analytics services that allows us to record and replay an individual’s interaction with the Services. Some of our analytics partners include:
  - **Google Analytics.** For more information about how Google uses your personal information (including for its own purposes, e.g., for profiling or linking it to other data), please visit [Google Analytics’ Privacy Policy](#). To learn more about how to opt-out of Google Analytics’ use of your information, please click [here](#).
- **Social Media Platforms.** Our Services may contain social media buttons, such as Facebook, Instagram, and Twitter which might include widgets such as the “share this” button or other interactive mini programs). These features may collect personal information such as your IP address and which page you are visiting on our Services, and may set a cookie to enable the feature to function properly. Your interactions with these platforms are governed by the privacy policy of the company providing it.

### **C. Personal Information Collected from Other Sources**

**Third-Party Services and Sources.** We may obtain personal information about you from other sources, including through third-party services and organizations. For example, if you access our Services through a third-party application, such as an app store, a third-party login service, or a social networking site, we may collect personal information about you from that third-party application that you have made available via your privacy settings. These sources may include government agencies operating energy assistance, rebate, or usage programs.

## **3. HOW WE USE YOUR PERSONAL INFORMATION**

We use your personal information for a variety of business purposes, including to provide our Services, for administrative purposes, and to market our products and Services, as described below.

## **A. Provide Our Services**

We use your information to fulfil our contract with you and provide you with our Services, such as:

- Provide energy services or products to you;
- Communicate with you regarding our Services and other products or services that may be of interest to you;
- Operate and maintain safe, secure and reliable utility services and equipment;
- Managing your information and accounts;
- Providing access to certain areas, functionalities, and features of our Services;
- Answering requests for customer or technical support;
- Communicating with you about your account, activities on our Services, and policy changes;
- Processing your financial information and other payment methods for products or Services purchased; and
- Allowing you to register for events.

## **B. Administrative Purposes**

We use your information for various administrative purposes, such as:

- Pursuing our legitimate interests such as direct marketing, research and development (including marketing research), network and information security, and fraud prevention;
- Detecting security incidents, protecting against malicious, deceptive, fraudulent or illegal activity, and prosecuting those responsible for that activity;
- Measuring interest and engagement in our Services;
- Short-term, transient use, such as contextual customization of ads;
- Improving, upgrading, or enhancing our Services;
- Developing new products and services;
- Ensuring internal quality control and safety;
- Authenticating and verifying individual identities, including requests to exercise your rights under this Privacy Policy;

- Debugging to identify and repair errors with our Services;
- Auditing relating to interactions, transactions, and other compliance activities;
- Sharing personal information with third parties as needed to provide the Services;
- Enforcing our agreements and policies;
- Enable service providers and contractors to provide energy-related services, products or equipment on our behalf, as required in order to provide products and services to you, or for other business purposes consistent with our commercial relationship with you, subject to appropriate confidentiality and security requirements;
- Notify credit reporting agencies and collection agencies to evaluate your credit or if your account is assigned for collection;
- Assist emergency responders in situations of threats to life or property; and,
- Carrying out activities that are required to comply with our legal obligations, including responding to a request or order from utilities regulators and other local, state, and federal government agencies with legal authority to obtain personal information from Us.

We may use your information for other legitimate business purposes as reasonably anticipated within the context of our relationship with you and as permitted by law.

### **C. Marketing and Advertising our Products and Services**

We may use personal information to tailor and provide you with content and advertisements. We may provide you with these materials as permitted by applicable law.

Some of the ways we market to you include email campaigns, text messages, custom audiences advertising, and we may choose to engage in “interest-based” or “personalized advertising,” including through cross-device tracking.

If you have any questions about our marketing practices or if you would like to opt out of the use of your personal information for marketing purposes, you may contact us at any time as set forth in “Contact Us” below.

### **D. With Your Consent**

We may use personal information for other purposes that are clearly disclosed to you at the time you provide personal information or with your consent.

### **E. Other Purposes**

We also use your personal information for other purposes as requested by you or as permitted by applicable law.

- **De-identified and Aggregated Information.** We may use personal information to create de-identified and/or aggregated information, such as demographic information, information about the device from which you access our Services, or other analyses we create.

#### 4. HOW WE DISCLOSE YOUR PERSONAL INFORMATION

We disclose your personal information, including the categories of personal information described in Section 2 above, to third parties for a variety of business purposes, including to provide our Services, to protect us or others, or in the event of a major business transaction such as a merger, sale, or asset transfer, as described below.

##### A. Disclosures to Provide our Services

The categories of third parties with whom we may share your personal information are described below.

- **Service Providers and Contractors.** We may share your personal information with our third-party service providers, contractors, and vendors that assist us with the provision of our Services. This includes service providers and vendors that provide us with IT support, hosting, interactive features of our Services such as chat bots, payment processing, customer service, marketing, financial services (such as auditing and credit reporting), installation, repair, and related services.
- **Business Partners.** We may share your personal information with business partners to provide you with a product or service you have requested. We may also share your personal information with business partners with whom we jointly offer products or services.
- **Affiliates.** We may share your personal information with our company affiliates for example to provide services to us or on our behalf: for our administrative purposes, IT management, or for them to provide services to you or support and supplement the Services we provide.
- **Utility Regulators.** We may be required to furnish information concerning present or former customers to regulatory agencies, including those who audit our filings in rate cases.
- **APIs/SDKs.** We may use third-party application program interfaces (“APIs”) and software development kits (“SDKs”) as part of the functionality of our Services. For more information about our use of APIs and SDKs, please contact us as set forth in “Contact Us” below.
- **At Your Choice.** You may authorize other companies or persons to receive your personal information from us, including your energy usage data.

We may also share your information with third parties as appropriate and permitted by law, including to operate and maintain our electric system and assist emergency responders in situations of immediate threat to life or property. The privacy choices you may have about your personal information are determined by applicable law and are described in Section 5 below.

## **B. Disclosures to Protect Us or Others**

We may access, preserve, and disclose any information we store associated with you to external parties if we, in good faith, believe doing so is required or appropriate to: comply with law enforcement or national security requests and legal process, such as a court order or subpoena; protect your, our, or others' rights, property, or safety; enforce our policies or contracts; collect amounts owed to us; or assist with an investigation or prosecution of suspected or actual illegal activity.

## **C. Disclosure in the Event of Merger, Sale, or Other Asset Transfers**

If we are involved in a merger, acquisition, financing due diligence, reorganization, bankruptcy, receivership, purchase or sale of assets, or transition of service to another provider, your information may be sold or transferred as part of such a transaction, as permitted by law and/or contract.

## **5. YOUR PRIVACY CHOICES AND RIGHTS**

**Your Privacy Choices.** The privacy choices you may have about your personal information are determined by applicable law and are described below.

- **Email Communications.** If you receive an unwanted email from us, you can use the unsubscribe link found at the bottom of the email to opt out of receiving future emails. Note that you will continue to receive transaction-related and service-related emails regarding products or Services you have requested. We may also send you certain non-promotional communications regarding us and our Services, and you will not be able to opt out of those communications (e.g., communications regarding our Services or updates to our Terms or this Privacy Policy).
- **Text Messages.** If you receive an unwanted text message from us, you may opt out of receiving future text messages from us by following the instructions in the text message you have received from us or by otherwise contacting us as set forth in "Contact Us" below. You may still receive service-related and emergency related texts from us.
- **Mobile Devices.** We may send you push notifications through our mobile application. You may opt out from receiving these push notifications by changing the settings on your mobile device. With your consent, we may also collect precise location-based information via our mobile application. You may opt out of this collection by changing the settings on your mobile device.
- **Phone calls.** If you receive an unwanted phone call from us, you may opt out of receiving future marketing-related phone calls from us by following the instructions which may be available on the call or by otherwise contacting us as set forth in "Contact Us" below.
- **"Do Not Track."** Do Not Track ("DNT") is a privacy preference that users can set in certain web browsers. Please note that we do not respond to or honor DNT signals or similar mechanisms transmitted by web browsers.

- **Cookies and Personalized Advertising.** You may stop or restrict the placement of Technologies on your device or remove them by adjusting your preferences as your browser or device permits. However, if you adjust your preferences, our Services may not work properly. Please note that cookie-based opt-outs are not effective on mobile applications. However, you may opt-out of personalized advertisements on some mobile applications by following the instructions for [Android](#), [iOS](#), and [others](#).

The online advertising industry also provides websites from which you may opt out of receiving targeted ads from data partners and other advertising partners that participate in self-regulatory programs. You can access these and learn more about targeted advertising and consumer choice and privacy by visiting the [Network Advertising Initiative](#) and the [Digital Advertising Alliance](#).

Please note you must separately opt out in each browser and on each device.

**Your Privacy Rights.** In accordance with applicable law, you may have the right to:

- **Have access to and Portability of Your Personal Information**, including: (i) confirming whether we are processing your personal information; (ii) obtaining access to or a copy of your personal information; and (iii) receiving an electronic copy of personal information that you have provided to us, or asking us to send that information to another company in a structured, commonly used, and machine readable format (also known as the “right of data portability”);
- **Request Correction** of your personal information where it is inaccurate or incomplete. In some cases, we may provide self-service tools that enable you to update your personal information;
- **Request Deletion** of your personal information;
- **Request Restriction of, Object to, or Opt-out** of our processing of your personal information in certain situations, which may include (i) the right to opt-out of the sharing of personal information for certain targeted advertising or cross-contextual advertising purposes, (ii) object to or restrict our use of or your sensitive personal information, including the right to opt-out of the sharing of sensitive personal information for certain purposes, and (iii) opt out of the processing of your personal information for purposes of profiling in furtherance of decisions that produce legal or similarly significant effects concerning you; and
- **Withdraw your Consent** to our processing of your personal information. Please note that your withdrawal will only take effect for future processing and will not affect the lawfulness of processing before the withdrawal.

If you would like to determine if any of these rights apply to your information and exercise any of these rights that do apply, please contact us as set forth in “Contact Us” below. We will process such requests in accordance with applicable laws.

## **6. SECURITY OF YOUR INFORMATION**

We take steps to ensure that your information is treated securely and in accordance with this Privacy Policy. Unfortunately, no system is 100% secure, and we cannot guarantee or warrant the security of any information you provide to us. To the fullest extent permitted by applicable law, we do not accept liability for unauthorized access, use, disclosure, or loss of personal information.

By using our Services or providing personal information to us, you agree that we may communicate with you electronically regarding security, privacy, and administrative issues relating to your use of our Services. If we learn of a security system's breach, we may attempt to notify you electronically by posting a notice on our Services, by mail, or by sending an email to you.

## **7. INTERNATIONAL DATA TRANSFERS**

All information processed by us may be transferred, processed, and stored anywhere in the world, including, but not limited to, the United States or other countries, which may have data protection laws that are different from the laws where you live. We endeavor to safeguard your information consistent with the requirements of applicable laws.

## **8. RETENTION OF PERSONAL INFORMATION**

We store the personal information we collect as described in this Privacy Policy for as long as you use our Services, or as necessary to fulfill the purpose(s) for which it was collected, provide our Services, resolve disputes, establish legal defenses, conduct audits, pursue legitimate business purposes, enforce our agreements, and comply with applicable laws, or based upon other criteria, including, but not limited to, the sensitivity and volume of such data. Additionally, we endeavor to retain all such personal information in accordance with legal requirements.

## **ACCOUNT DELETION**

**For Pacific Power customers** To remove your online account, please [log in to your account](#) and click on Delete Profile.

**For Rocky Mountain Power customers.** To remove your online account, please [log in to your account](#) and click on Delete Profile.

## **9. SUPPLEMENTAL NOTICE FOR RESIDENTS OF CERTAIN STATES INCLUDING CALIFORNIA, NEVADA, OREGON, AND UTAH**

This Supplemental Notice for California, Nevada, Oregon, and Utah Residents only applies to our processing of personal information that is subject to the privacy laws of those states. These state laws provide residents with the right to know what categories of personal information PacifiCorp has collected about them, and whether PacifiCorp disclosed that personal information for a business purpose (e.g., to a service provider). The following table describes the categories of personal information PacifiCorp has collected and whether PacifiCorp disclosed that personal information for a business purpose.

Category of Personal Information Collected by PacifiCorp	Category of Third Parties Personal Information is Disclosed to for a Business Purpose
<p><b>Identifiers.</b> A real name, alias, postal address, unique personal identifier, online identifier, Internet Protocol address, email address, account name, Social Security number, or other similar identifiers.</p>	<ul style="list-style-type: none"> <li>• Service providers</li> <li>• Business partners</li> <li>• Affiliates</li> <li>• Other users or third parties you share or interact with</li> <li>• Data analytics providers</li> <li>• Government entities and regulatory agencies with the legal authority to receive such information, including through a valid order, subpoena, or similar request</li> <li>• Credit agencies</li> <li>• First responders and other government entities during public safety emergencies</li> </ul>
<p><b>Personal information categories</b> A name, signature, Social Security number, physical characteristics or description, address, telephone number, passport number, driver's license or state identification card number, insurance policy number, education, employment, employment history, bank account number, credit card number, debit card number, or any other financial information, medical information, or health insurance information. Personal Information does not include publicly available information that is lawfully made available to the general public from federal, state, or local government records. Note: Some personal information included in this category may overlap with other categories</p>	<ul style="list-style-type: none"> <li>• Service providers</li> <li>• Business partners</li> <li>• Affiliates</li> <li>• Other users or third parties you share or interact with</li> <li>• Data analytics providers</li> <li>• Government entities and regulatory agencies with the legal authority to receive such information, including through a valid order, subpoena, or similar request</li> <li>• Credit agencies</li> <li>• First responders and other government entities during public safety emergencies</li> </ul>
<p><b>Protected classification characteristics under California or federal law</b> Age</p>	<ul style="list-style-type: none"> <li>• Service providers</li> <li>• Business partners</li> <li>• Affiliates</li> <li>• Data analytics providers</li> </ul>

	<ul style="list-style-type: none"> <li>• Government entities and regulatory agencies with the legal authority to receive such information, including through a valid order, subpoena, or similar request</li> <li>• Credit agencies</li> </ul>
<p><b>Commercial information</b> Records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies.</p>	<ul style="list-style-type: none"> <li>• Service providers</li> <li>• Business partners</li> <li>• Affiliates</li> <li>• Data analytics providers</li> <li>• Government entities and regulatory agencies with the legal authority to receive such information, including through a valid order, subpoena, or similar request</li> <li>• Credit agencies</li> <li>• First responders and other government entities during public safety emergencies</li> </ul>
<p><b>Internet or other electronic network activity</b> Browsing history, search history, information on a consumer's interaction with an internet website, application, or advertisement.</p>	<ul style="list-style-type: none"> <li>• Service providers</li> <li>• Business partners</li> <li>• Affiliates</li> <li>• Other users or third parties you share or interact with</li> <li>• Data analytics providers</li> <li>• Government entities and regulatory agencies with the legal authority to receive such information, including through a valid order, subpoena, or similar request</li> <li>• Credit agencies</li> <li>• First responders and other government entities during public safety emergencies</li> </ul>
<p><b>Geolocation data</b> Physical location where service is provided.</p>	<ul style="list-style-type: none"> <li>• Service providers</li> <li>• Data analytics providers</li> <li>• Business partners</li> <li>• Affiliates</li> </ul>

	<ul style="list-style-type: none"> <li>• Other users or third parties you share or interact with</li> <li>• Government entities and regulatory agencies with the legal authority to receive such information, including through a valid order, subpoena, or similar request</li> <li>• Credit agencies</li> <li>• First responders and other government entities during public safety emergencies</li> </ul>
<p><b>Sensory data</b> Audio</p>	<ul style="list-style-type: none"> <li>• Service providers</li> <li>• Business partners</li> <li>• Affiliates</li> <li>• Government entities and regulatory agencies with the legal authority to receive such information, including through a valid order, subpoena, or similar request</li> <li>• First responders and other government entities during public safety emergencies</li> </ul>
<p><b>Professional or employment-related information</b> Current or past job history or performance evaluations.</p>	<ul style="list-style-type: none"> <li>• Service providers</li> <li>• Business partners</li> <li>• Affiliates</li> <li>• Data analytics providers</li> <li>• Government entities and regulatory agencies with the legal authority to receive such information, including through a valid order, subpoena, or similar request</li> <li>• Credit agencies</li> </ul>
<p><b>Inferences drawn from other personal information to create a profile about a consumer</b> Profile reflecting a consumer's preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes.</p>	<ul style="list-style-type: none"> <li>• Service providers</li> <li>• Advertising networks</li> </ul>

<p><b>Sensitive Personal Information</b> Social security, driver’s license, state identification card, passport number, financial account information, geolocation of meters, mental or physical health conditions.</p>	<ul style="list-style-type: none"> <li>• Service providers</li> <li>• Affiliates</li> <li>• Government entities and regulatory agencies with the legal authority to receive such information, including through a valid order, subpoena, or similar request</li> <li>• Credit agencies</li> <li>• First responders and other government entities during public safety emergencies</li> </ul>
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**Sources of Personal Information We Collect**

As more fully described in the Section 2 above titled “Personal Information We Collect,” the sources from which we collect personal information include directly from you when you interact with us, automatically from you when you use our sites and services (for example through cookies and other online technologies), from third parties (for example, from providers of government contractor contact information), and through referrals from others.

**Purposes for which We May Use the Information We Collect**

The business purposes for which we collect personal information are described in more detail in Section 3 above titled, “How We Use Your Personal Information” and include:

- To provide our Services to you;
- For our Administrative purposes (including security, fraud detection and protection, and improve our Services);
- To process your requests, orders, and transactions (including provide customer service to you);
- To Advertise and Market our products and Services to you;
- With your consent; and,
- To comply with law and enforce our rights and the rights of others.

**“Sales” Personal Information; Use of Personal Information for Targeted or Cross Contextual Advertising**

PacifiCorp does not sell your personal information, nor does PacifiCorp have actual knowledge of any sale of personal information of minors under 16 years of age. PacifiCorp does not use your personal information for “Targeted Advertising” or “Cross Contextual Behavioral Advertising” as those terms are typically defined by state privacy laws.

**Retention of Personal Information.**

We store the personal information we collect as described in this Privacy Policy for as long as you use our Services, or as necessary to fulfill the purpose(s) for which it was collected, provide our

Services, resolve disputes, establish legal defenses, conduct audits, pursue legitimate business purposes, enforce our agreements, and comply with applicable laws, or based upon other criteria, including, but not limited to, the sensitivity and volume of such data. Additionally, we endeavor to retain all such personal information in accordance with legal requirements.

### **Additional Privacy Rights Under Applicable State Privacy Laws**

In accordance with the state privacy laws applicable to your data, you may have the right to:

**Access to and Portability of Your Personal Information**, including: (i) confirming whether we are processing your personal information; (ii) obtaining access to or a copy of your personal information; and (iii) receiving an electronic copy of personal information that you have provided to us, or asking us to send that information to another company in a structured, commonly used, and machine readable format (also known as the “right of data portability”);

**Request Correction** of your personal information where it is inaccurate or incomplete. In some cases, we may provide self-service tools that enable you to update your personal information;

**Request Deletion** of your personal information;

**Request Restriction of, Object to, or Opt-out** of our processing of your personal information in certain situations, which may include (i) the right to opt-out of the sharing of personal information for certain targeted advertising or cross-contextual advertising purposes, (ii) object to or restrict our use of or your sensitive personal information, including the right to opt-out of the sharing of sensitive personal information for certain purposes, and (iii) opt out of the processing of your personal information for purposes of profiling in furtherance of decisions that produce legal or similarly significant effects concerning you; and

**Withdraw your Consent** to our processing of your personal information. Please note that your withdrawal will only take effect for future processing and will not affect the lawfulness of processing before the withdrawal or apply to processing that does not require your consent.

If you would like to determine if any of these rights apply to your information and exercise any of these rights that do apply, please contact us as set forth in the section titled “Contact Us” below. We will process such requests in accordance with applicable laws.

### **Processing Sensitive Information.**

Under applicable laws, you may have the right to limit the processing of sensitive personal information for certain purposes such as profiling or inferring characteristics about you. We do not process sensitive personal information for such purposes. We only use sensitive personal information for the following purposes:

- Sensitive identifiers such as social security number, driver’s license, or passport number to verify your identity, interact with credit agencies, and for administrative purposes such as preventing fraud and protecting the security of our systems;
- Sensitive financial account information is used to process payments and refunds;

- Sensitive health information is used provide special service accommodations that you are eligible for or have requested; or,
- With your specific consent for a specific, limited purpose.

**Non-Discrimination.** Residents of California, Oregon, and Utah, have the right not to receive discriminatory treatment by us for the exercise of their rights conferred by state privacy laws.

**Authorized Agent.** Only you, or someone legally authorized to act on your behalf, may make a verifiable consumer request related to your personal information. You may also make a verifiable consumer request on behalf of your minor child. To authorize an agent, provide written authorization signed by you and your designated agent and contact us as set forth in the section titled “Contact Us” below for additional instructions.

**Verification.** To protect your privacy, we will take steps to reasonably verify your identity before fulfilling your request. These steps may involve asking you to provide sufficient information that allows us to reasonably verify you are the person about whom we collected personal information or an authorized representative, or to answer questions regarding your account and use of our Services.

If you would like to exercise any of your rights under state privacy laws applicable to you, please contact us as set forth in the section titled “Contact Us” below. We will process such requests in accordance with applicable laws.

**De-Identified Information.** If we create or receive de-identified information, we will not attempt to reidentify such information, except to comply with applicable law.

**California Shine the Light.** The California “Shine the Light” law permits users who are California residents to request and obtain from us once a year, free of charge, a list of the third parties to whom we have disclosed their personal information (if any) for their direct marketing purposes in the prior calendar year, as well as the type of personal information disclosed to those parties.

**Right for minors to remove posted content.** Where required by law, California residents under the age of 18 may request to have their posted content or information removed from the publicly-viewable portions of the Services by contacting us directly as set forth in the section titled Contact Us below.

**Full Privacy Policy.** Our full Privacy Policy is available [here](#).

## 10. CHILDREN’S INFORMATION

The Services are not directed to children under 13 (or other age as required by local law), and we do not knowingly collect personal information from children.

If you are a parent or guardian and believe your child has provided us with personal information to our site without your consent, you may contact us as described in the section titled “Contact Us” below. If we become aware that a child has provided us with personal information in violation of applicable law, we will delete any personal information we have collected, unless we have a legal obligation to keep it, and terminate the child’s account.

## **11. OTHER PROVISIONS**

**Third-Party Websites/Applications.** The Services may contain links to other websites/applications and other websites/applications may reference or link to our Services. These third-party services are not controlled by us. We encourage our users to read the privacy policies of each website and application with which they interact. We do not endorse, screen, or approve, and are not responsible for, the privacy practices or content of such other websites or applications. Providing personal information to third-party websites or applications is at your own risk.

## **12. CONTACT US**

PacifiCorp is the controller of the personal information we process under this Privacy Policy.

If you have any questions about our privacy practices or this Privacy Policy, or to exercise your rights as detailed in this Privacy Policy, you can contact us at:

For Pacific Power Customers:  
Pacific Power Customer Service  
Attention: Privacy Management  
Pacific Power  
PO Box 400  
Portland, OR 97207-0400  
1-888-221-7070  
[Contact Us Online](#)

For Rocky Mountain Power Customers:  
Rocky Mountain Power Customer Service  
Attention: Privacy Management  
Rocky Mountain Power  
PO Box 25308  
Salt Lake City, UT 84125-0308  
1-888-221-7070  
[Contact Us Online](#)