

# Traverse Electric Cooperative, Inc.

P.O. Box 66  
Wheaton, Minnesota 56296

A Touchstone Energy<sup>SM</sup> Partner  
The power of human connections



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## TRAVERSE ELECTRIC COOPERATIVE

### Identity Theft/Privacy Policy No. 312

#### I. GOALS/MITIGATIONS

1. On new accounts, reasonable and practical efforts will be made to verify the identity of the applicant.
2. When servicing existing accounts, reasonable and practical efforts will be made to verify the identity of the consumer requesting changes.
3. Consumer reports shall be used only for those legitimate corporate purposes as approved by senior management and protected as confidential information. Management may also share random names and telephone numbers to Basin Electric or East River Electric so that they can do satisfaction surveys.
4. A data encryption routine has been installed by PCS to protect social security numbers, bank account numbers, driver's license numbers, and any other sensitive information kept on computer files. This covers information on consumers, employees, directors, and vendors.
5. As there are changes in detection, changes in the methods of identity theft, experiences of theft within the Cooperative, or changes in the type of accounts the Cooperative offers, the senior staff is responsible to recommend material changes to address actual threats.
6. Password safeguards have been installed by PCS to allow only authorized personnel into bank account information and other sensitive information.
7. All paper documents that contain sensitive information (social security numbers, bank account numbers, and tax id numbers) shall be kept in locked files. Only named authorized personnel will have access to the key.
8. Traverse Electric does not sell or rent any consumer information with any third party without consent or direction to do so.
9. Consumer information may be shared with law enforcement or government officials when a) we are compelled to do so by subpoena or court order, b) we need to do so to comply with the law, c) we believe in good faith that the disclosure of personal information is necessary to prevent physical harm, financial loss, or to report suspected illegal activity.



*Supplying Electric Energy for Productive Farming and Better Living*