

Ocean Lakes Utilities, LP

Customer Data Privacy & Protection Policy

103-823-2 Protection of Customer Data

Section H. Public Utility Guidelines

- (a) **Customer Notice and Awareness-** Ocean Lakes Utilities, LP will post this letter on the Ocean Lakes Campground website. The customers will also be notified by mail.
- (b) **Customer Choice and Consent-** Ocean Lakes Utilities, LP does not share any customer information with a third party. If that policy should change the customer will be notified and may opt out of the sharing of information.
- (c) **Customer Data Access-** Customers may call Ocean Lakes Utilities, LP any time during business hours of 8-5 Monday – Friday for access of their data.
- (d) **Data Quality and Security Procedures and Measures-** Any customer information collected is scanned into Ocean Lakes Utilities system with important information (account number, etc) marked out. Our system is PCI compliant.
- (e) **Public Utility Accountability and Auditing-** Ocean Lakes Utilities, LP does not share any information with a third party. All employees must have a password to obtain information to any customer data. Employees are trained to only release information to customers after verification. Upon termination of employee, access is removed.
- (f) **Frequency of Notice to Customers-** This notice will remain on Ocean Lakes Campground website. A copy of this policy will be mailed yearly with the Consumer Confidence report.
- (g) **Due Diligence Exercised by Utility When Sharing Customer Data with Third Parties-** Ocean Lakes Utilities does not share any data with third parties.

If you have any questions regarding these policy's please call us at 843-828-4820.

Thank you,

Ocean Lakes Utilities, LP