



## PRIVACY POLICY

### Wyse Meter Solutions – Privacy and Information Security Policy

#### Introduction

At Wyse Meter Solutions, we understand the importance of the protection of the privacy of the personal information of individuals and the importance of security of confidential information of all types. This document sets out our policy regarding the collection, use and disclosure of personal information and security of confidential information of all types, including personal information.

#### Purposes of Collection, Use and Disclosure of Personal Information

Wyse Meter Solutions collects, uses, stores and discloses personal information of Wyse Meter Solutions' clients, suppliers, contractors, employees and website visitors only as necessary to operate Wyse Meter Solutions, and to provide services to Wyse Meter Solutions' clients (including, without limiting the generality of the foregoing, metering and sub-metering utilities, account administration, meter service and/or installation, invoicing, billing, settlement, pre-authorized deposits and payments (on request of client), credit reference checks, connection, disconnection and reconnection, collection, legal and regulatory compliance, marketing initiatives, medical or life-saving needs registry (on request of client), and Wyse Meter Solutions' arrangements with lenders, investors, assignees and purchasers of contracts or payments). While an individual may refuse to provide personal information to Wyse Meter Solutions and may, subject to legal or contractual restrictions and on reasonable notice, withdraw consent to our continued use or disclosure of personal information previously collected, please note that refusing or withdrawing an individual's consent in respect of our handling of certain personal information may result in us (or others to whom we provide services) being unable to provide that individual or persons related to that individual with certain products or services.

#### Accountability

Wyse Meter Solutions has designated a Privacy Compliance Officer to handle privacy matters and inquiries regarding personal information.

#### Disclosure of Personal Information

Wyse Meter Solutions will disclose personal information only if consent is given by the relevant individual or:

1. to businesses that assist Wyse Meter Solutions in operating Wyse Meter Solutions, in providing services to Wyse Meter Solutions' clients, and in attaining the purposes described in this Policy;
2. when permitted or required by law, such as in response to a subpoena or other legal process;
3. to a purchaser of all or part of Wyse Meter Solutions' business; or



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4. to meet legal obligations such as tax and regulatory reporting.

#### Protecting Confidential Information, including Personal Information

Wyse Meter Solutions protects confidential information of all types, including personal information, with organizational, physical, mechanical and electronic safeguards appropriate to the sensitivity of the information.

#### Access, Questions and Concerns

An individual may submit a written request to access his or her personal information retained by Wyse Meter Solutions.

All correspondence should be sent to the following address:

**Privacy Compliance Officer**  
**Wyse Meter Solutions**  
2100 Matheson Blvd. Suite 201  
Mississauga, ON  
L4W 5E1

Toll free: 1.866.672.1134  
Telephone: 416.869.3003  
Facsimile: 416.869.3004  
Email: [info@wysemeter.com](mailto:info@wysemeter.com)