

Privacy Policy

The effective date of this Privacy Policy is April 2026.

Caney Valley Electric, Inc. ("Caney Valley Electric, Inc." or "we" or "us"), providing your utility services understand your concerns about the collection, use, and disclosure of your personal information and are committed to protecting your privacy. We have implemented the following Privacy Policy to give you a better understanding of how we manage your information. This Privacy Policy applies to information we collect when you obtain service from us, use our websites, systems, or applications, or otherwise interact with us and how Caney Valley Electric processes and retains information collected on our websites, our systems, and applications.

Please read this Privacy Policy carefully. By using our websites, systems, or applications, you agree to our collection, use, and sharing of your personal information as described in this Privacy Policy.

From time to time, we may change this Privacy Policy. Any changes will be immediately effective upon the posting of the updated Privacy Policy.

What personal information is collected from me?

We collect and may retain personal information in order to provide you with service and improve your experience. For example, we collect information when you sign up for service, create an online account, fill out a survey or form, pay your bill, contact Customer Service, use our systems, or applications, communicate with us via third-party social media sites or otherwise communicate with us.

The types of information we may collect include your name, online account username, email address, postal address, phone number, fax number, Social Security number, date of birth, payment method information, payment history, energy usage information, driver's license number, passport number, or other similar identifiers, and any other information you choose to provide.

We may also combine the personal information that we collect with information we collect about you from other sources. For example, we may collect information about you from third parties, including but not limited to, identity verification

services, credit bureaus, mailing list providers and publicly available sources. We may combine that information with other information we collect about you.

If you believe that any inaccurate or inappropriate information has been obtained or disseminated through your use of our websites, systems, or applications, you should contact [Customer Service](#).

What other info is collected through websites, systems, and applications?

As is true of most websites, systems, and applications, we gather certain information automatically and store it in log files. This information includes internet protocol (IP) addresses, browser type, internet service provider (ISP), referring/exit pages, operating system, date/time stamp, and clickstream data.

We use this information to analyze trends, to administer the sites, to track users' movements around the sites, to gather demographic information about our user base as a whole, and to deliver information and marketing materials to you.

We sometimes link this automatically-collected data to personal information in order to troubleshoot problems, to provide customer support assistance to users of our websites to improve the content and performance of the websites.

We may also use web analytics services to track additional non-identifying information (such as keywords used in searches to find our site, which pages are visited on our site, how long pages are viewed, etc.).

Personal information does not include publicly available information that is lawfully made available from federal, state, or local records, and anonymized or aggregated information. Anonymized or aggregated information may include IP addresses, browser type, device type, operating system, page views, referring URLs, destination URLs, dates and times of site visits, and other information collected primarily for statistical

What are cookies and how do we use them?

As part of offering and providing customizable and personalized services, many websites use cookies to store and sometimes track information about you.

We use cookies and related technology, such as web beacons, JavaScript, pixel tags, locally shared objects, and clear GIFs to collect information to provide a more convenient experience for you. While you are using our websites, we will record your website interactions and over time collect your browsing habits to identify improvement opportunities. However, we do not track your online activities from any third-party website or digital services.

- Cookies are used to quickly identify your computer or mobile device to remember you. You may disable cookies or set your internet browser to alert you when cookies are being sent to your computer's browser or device; however, disabling cookies will affect your ability to use certain features on our website.
- Web beacons, JavaScript, pixel tags, locally shared objects, and clear GIFs are electronic images allowing us to count users who have visited certain pages on our services.

We use cookies and web beacons, and other technologies that allow us to learn about what you see and interact with. This allows us to provide you with more useful and relevant communications.

Other advertisers or third parties may also use cookies to measure the effectiveness of their ads and to personalize ad content. We do not have access to or control over cookies or other features advertisers and third-party sites may use, and the information practices of these advertisers and third-party websites are not covered by our Privacy Policy. Please contact them directly for more information about their privacy practices.

What else should I know about my privacy?

You are also responsible for maintaining the secrecy of your passwords and/or any account information.

We serve customers in 5 counties in Kansas and the information we collect is governed by the states and U.S. law and our services are not intended to subject us to the laws or jurisdiction of any other state, country or territory. By

accessing or using our websites, systems, or applications or otherwise providing information to us, you consent to the transfer of information and the processing of your information

How do we use your personal information?

We may use personal information about you for various purposes, including to:

- Provide, maintain and improve our services;
- Provide and deliver the products and services you request, process transactions and send you related information, including confirmations and invoices;
- Send you technical notices, updates, security alerts and support and administrative messages;
- Respond to your comments, questions and requests and provide customer service;
- Verify your identity and prevent fraudulent transactions;
- Communicate with you about products, services, offers, promotions, rewards and events we offer and provide news and information we think will be of interest to you;
- Monitor and analyze trends, usage and activities in connection with our websites, systems, and applications;
- Personalize and improve our websites, systems, and applications and provide advertisements, content or features that match user profiles or interests;
- Process and deliver contest entries and rewards;
- Link or combine with information we get from others to help understand your needs and provide you with better service; and,
- Carry out other legitimate business purposes for which the information was collected.

We do not sell or disclose your personal information.

How do we use your Caney Valley Electric usage information?

We may use advance metering technology to automatically collect your energy usage information for various purposes, including to:

- Efficiently collect and bill you for your energy usage
- Identify outages, potential service equipment problems, or meter malfunctions
- Monitor and analyze individual customer trends and usage
- Plan for distribution system upgrades
- Develop proposals for rate structures such as time of use

rates

- Evaluate and propose demand side management programs

What security precautions are in place to protect your personal info?

The security of your personal information is important to us. We maintain commercially reasonable physical, technical, and administrative security measures to protect and limit access to your personal information. We regularly review our security procedures to consider appropriate new technology and protection methods.

We take prudent steps to protect the personal information submitted to us, both during transmission and once we receive it. No method of transmission over the internet, or method of electronic storage, is 100% secure, however. Therefore, while we strive to use commercially acceptable means to protect your personal information, we cannot absolutely guarantee its security.

With specific regard to emails, please know that information you send to us via email may not be secure and may be intercepted by others before it reaches us. Please exercise discretion in what information you send to us electronically. We are not responsible for the security of information that you send to us through email prior to such email being received by us.

Once we receive your information, we take reasonable measures to protect the security of your personal information and to ensure the integrity of the information we collect. **We do not sell or disclose your personal information.**

How do we communicate with you?

We will communicate with you in response to your inquiries, to provide the services you request, and to manage your account. As applicable, we will communicate with you by email, text, or telephone according to your preference and as required by laws and regulations.

How can you change your email or text preferences?

When you register for online access to our sites, you have options to indicate if there are certain types of email or text communications you prefer. These preferences can be changed at any time through your account on our websites. Marketing and promotional email and text messages from us also contain an opt-out link which you can use to indicate your preference to stop receiving such messages. If you opt out, we may still send you transactional or relationship messages, such as those about your account or our ongoing business relations.

How can you make changes to your personal information?

If your personal information changes, or if you no longer desire our service, you may correct, update, or deactivate it through your online account or by contacting [Customer Service](#).

In addition, if you want to change, correct, update or delete your registration information, please log in to your account to review and update any of your registration information.

Do we retain your personal information?

We retain your personal information for only as long as reasonably necessary to fulfill the service you have requested, or for legitimate business purposes, such as complying with our legal obligations, under applicable laws, regulations, rules, contracts, and court orders.

Do we make changes to this privacy policy?

We are committed to safeguarding your privacy on our websites, systems, and applications.

We reserve the right to modify this Privacy Policy at any time, and encourage you to review it periodically. Your continued use of our websites, systems, or applications following the posting of changes to these terms will mean you accept those changes.

How can you contact us?

If you have any questions or comments regarding our Privacy Policy, please contact Customer Service by using the "[Contact Us](#)" area of our website.