

Website Privacy Standards



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Authority:	Hydro One Ombudsman
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Document Type:	Public

1. OVERVIEW STATEMENT

- 1.1 The Hydro One Ombudsman (“the Ombudsman”) is committed to protecting the privacy of personal information, including any information provided by complainants when visiting the Ombudsman’s Website.

2. PURPOSE

- 2.1 The purpose of these Standards are to help visitors of the Ombudsman’s Website understand how the Ombudsman collects and uses personal information, including information from those who submit complaints online.

3. SCOPE

- 3.1 These Standards apply to anyone who accesses the Ombudsman’s Website and provides online complaint information, which may be collected and used by the Ombudsman’s Office.

4. DEFINITIONS

- 4.1 “**Cookies**” means small files of letters or numbers downloaded onto a device when users access websites. They are generally used in order to improve web browsing experience and provide service information to the owners of the site.
- 4.2 “**Hydro One**” means Hydro One Inc. and its subsidiaries (together referred to as “Hydro One”)
- 4.3 “**OCMS**” means the Ombudsman Case Management System.

4.4 “Ombudsman’s Office” means the Hydro One Ombudsman and the Ombudsman’s staff.

4.5 “Ombudsman’s Website” means <http://www.hydrooneombudsman.com>.

5. TRACKING OF USER INFORMATION

5.1 The Ombudsman’s Website does not currently have any Cookies enabled and does not collect information about the general users who visit.

6. COLLECTION OF PERSONAL INFORMATION

6.1 Online Complaint Form Submission

6.1.1 Visitors to the Ombudsman’s Website may, if they choose, submit a complaint using the online complaint form that is available.

6.1.2 When submitting a complaint through the online form, users will be asked to provide the following personal information:

- First Name;
- Middle Name (if applicable);
- Last Name;
- Phone Number or Alternate Phone Number;
- E-mail address;
- Street Address;
- City/Province/Territory;
- Postal Code;
- Hydro One Account Number;
- Preferred Method of Contact (Phone or Email);
- Complaint details, including steps taken to resolve the problem; and
- Desired outcome.

6.1.3 In addition to the above, users completing the online form will be asked if they have previously complained to the Office, if they are representing an organization/community group, and if they have contacted Hydro One regarding the problem.

6.1.4 Visitors to the Ombudsman’s Website who complete the complaint submission form will be asked to indicate whether or not they provide

the Ombudsman consent to make inquiries on their behalf regarding the complaint, including referring the complaint back to Hydro One for further action if appropriate.

6.1.5 Information collected through the Ombudsman's Website is strictly confidential and will be handled in accordance with the Ombudsman's Duty of Confidentiality Standards, Information Data Security Standards and Terms of Reference. The information collected through the Ombudsman's Website is not stored in any way on the Ombudsman's Website.

6.1.6 The Ombudsman's Office will not share any personal identifying information with Hydro One or anyone else about a complainant unless consent has been obtained for the sharing of information.

6.2 Subsequent Changes to Information Submitted

6.2.1 Complainants who have submitted personal information through the Ombudsman's Website have a right to change or update the information they provided or obtain a copy of that information.

7. DATA STORAGE

7.1 The Ombudsman is committed to ensuring that complainant information is kept secure.

7.2 Personal information shared with the Ombudsman's Office will be collected and stored in accordance with applicable privacy legislation and is protected from disclosure for all purposes unless required by law.

7.3 Complainant information submitted through the Ombudsman's Website will be added to the Ombudsman's Case Management System (OCMS) and will be held for the requisite period of time consistent with the Ombudsman's Document Retention Standards.

8. WEBSITE VISITOR TRACKING

8.1 The Ombudsman's Office does not currently track visitors to its website or make use of any website data analytics.

9. CONTACT INFORMATION

- 9.1 Individuals with questions related to the Ombudsman’s Website and complaint handling practices, including what information is collected, how it will be used and who may have access to the data may contact the Ombudsman’s Office at the contact details listed below.

Mail: Office of the Hydro One Ombudsman
483 Bay St., South Tower
Toronto, ON M5G 2P5

Email: Ombudsman@HydroOne.com
Phone: 1-844-608-8756 or 416-345-1505
TTY: 416-345-5839
Fax: 416-345-6129

10. REVIEW OF STANDARDS AND PROCEDURES

- 10.1 These Standards will be reviewed and amended as may be required. The Ombudsman’s Office shall also update the procedures that accompany these Standards as needed.

11. RELATED DOCUMENTS

- 11.1 These Standards are accompanied by related procedures. Other documents related to these Standards are noted below.

Related Document	Effective Date of Document	Applicable Sections
Information Data Security Standards	March 14, 2022	ss. 5, 6, 8 and 9.
Duty of Confidentiality Standards	March 14, 2022	Entire Standards

Approval Date: November 1, 2023