



BATANGAS II ELECTRIC COOPERATIVE, INC.

ANTIPOLO DEL NORTE, LIPA CITY, BATANGAS

(043) 756 – 6337 / 756 – 1424

corporate@batelec2.ph



PRIVACY NOTICE

December 16, 2024

This Privacy Notice is issued by Batangas II Electric Cooperative, Inc. ("BATELEC II") in compliance with the provisions of Republic Act No. 10173, otherwise known as the Data Privacy Act of 2012 (the "Act"). It is our commitment to safeguard the personal data we collect and ensure that such information is used solely for legitimate purposes.

I. Scope of Privacy Notice

This Privacy Notice applies to all individuals whose personal data is collected, processed, and retained by BATELEC II during its operations, including but not limited to employees, member-consumers, contractors, and other stakeholders. This document explains the types of personal data we collect, the purposes for its collection, and how we ensure its protection.

II. Types of Personal Data Collected

BATELEC II collects the following categories of personal data:

- a. **Personal Identification Information:** Full name, residential and mailing address, birthdate, nationality, contact numbers, email addresses, and marital status.
- b. **Financial Information:** Billing account details, payment history, and consumption records necessary for account management and billing purposes.
- c. **Government-Issued Identification:** Tax Identification Number (TIN), valid identification cards, or similar documents to validate identity.
- d. **Employment and Membership Information:** For employees or cooperative members, we collect employment records, cooperative membership details, and other related data as necessary for service provision or administrative purposes.
- e. **Interaction Records:** Records of inquiries, complaints, or feedback provided during interactions with BATELEC II representatives or platforms.

III. Purposes of Data Collection

The personal data collected is used for the following purposes:

- a. **Service Provision:** To facilitate the processing of applications for new service connections, meter installations, and other technical or maintenance requirements.
- b. **Billing and Collections:** To compute electricity consumption, issue accurate billing statements, and process payments or refunds as applicable.
- c. **Customer Support and Engagement:** To address inquiries, complaints, and service requests in a timely and efficient manner.
- d. **Regulatory Compliance:** To comply with requirements mandated by government authorities, including but not limited to the Energy Regulatory Commission (ERC) and the National Electrification Administration (NEA).
- e. **Internal Administrative Use:** To improve operational efficiency, manage cooperative membership, and conduct necessary audits or reviews.
- f. **Data Analysis and Reporting:** To analyze customer data for insights that help improve service delivery and system reliability.

IV. Legal Basis for Data Processing

We process personal data based on the following legal grounds:

- a. **Contractual Obligations:** To fulfill the terms and conditions of service agreements entered with member-consumers or employees.
- b. **Legal Compliance:** To adhere to regulatory requirements and laws governing cooperative operations.
- c. **Legitimate Interests:** To pursue activities necessary for operational efficiency, such as improving service quality or addressing consumer concerns.
- d. **Consent:** Where required by law, we obtain your explicit consent prior to processing your data.

V. Data Sharing and Disclosure

BATELEC II may disclose your personal data to the following entities for specific purposes:

- a. **Third-Party Service Providers:** For billing, payment processing, and IT system maintenance, subject to confidentiality agreements.
- b. **Government Agencies:** As mandated by law or regulations, including audits or investigations by the ERC, NEA, or the Bureau of Internal Revenue (BIR).
- c. **Legal Representatives:** In cases of dispute resolution or legal claims, data may be disclosed to authorized legal counsel or courts of law.
- d. **Authorized Recipients:** Any other parties explicitly authorized by you, upon your written consent.

VI. Data Retention Period

BATELEC II retains personal data only for as long as it is necessary to fulfill the purposes stated in this Privacy Notice or as required by applicable laws and regulations. Specifically:

- a. **Billing and Financial Records:** Retained for at least ten (10) years in compliance with audit and legal obligations.
- b. **Membership Records:** Maintained for the duration of your membership and for a reasonable period thereafter for reconciliation purposes.
- c. **Customer Interaction Logs:** Retained for reference in addressing complaints or follow-up concerns.

Once the retention period expires, data is securely disposed of through methods such as data anonymization, secure deletion, or physical destruction of records.

VII. Data Security Measures

To protect your personal data, BATELEC II employs stringent security measures, including:

- a. **Access Controls:** Restricting access to personal data only to authorized personnel with legitimate operational needs.
- b. **Data Encryption:** Encrypting sensitive data during storage and transmission to prevent unauthorized access.
- c. **System Monitoring:** Regularly monitoring and updating IT systems to address potential vulnerabilities.
- d. **Employee Training:** Educating employees and contractors on data privacy principles and best practices.

VIII. Your Rights as a Data Subject

Under the Data Privacy Act of 2012, you have the following rights:

- a. **Right to Information:** To be informed about how your data is collected, stored, and processed.
- b. **Right to Access:** To request and receive a copy of your personal data maintained by BATELEC II.
- c. **Right to Rectification:** To request corrections to any inaccurate or incomplete data.
- d. **Right to Erasure:** To request deletion of personal data under specific circumstances, such as when the data is no longer necessary for its intended purpose.
- e. **Right to Restrict Processing:** To object to the processing of your data for specific purposes, subject to legal and operational constraints.
- f. **Right to Data Portability:** To obtain your personal data in a structured and commonly used format for transferring to another entity.
- g. **Right to Lodge a Complaint:** To file a complaint with the National Privacy Commission (NPC) if you believe your rights have been violated.

IX. Contact Information

For concerns, inquiries, or requests regarding this Privacy Notice or the processing of your personal data, you may contact our Data Protection Officer:

- a. **Email Address:** dpo@batelec2.ph
- b. **Telephone Number:** (043) 756 – 6337 / 756 - 1424
- c. **Office Address:** Antipolo Del Norte, Lipa City, Batangas

We endeavor to respond promptly to all inquiries and concerns in accordance with the Act.

X. Amendments to the Privacy Notice

This Privacy Notice may be amended periodically to reflect changes in policies, procedures, or applicable laws. Notice of any significant changes will be communicated through official channels, such as our website or direct correspondence.

Effective Date: December 16, 2024

By continuing to use our services, you acknowledge that you have read, understood, and agreed to the terms of this Privacy Notice.