

# Hydro One Cookie Policy

Last Updated: (September 23, 2020)

At Hydro One, we strive to protect your privacy and the confidentiality of your Personal Information (as defined in our Privacy Code). We collect, use and disclose Personal Information of individuals (including our customers and viewers of our website) (collectively referred to as “Users”, “you” or “your”) as a fundamental part of our day-to-day business operations. We strive to provide you with the best service, which includes respecting your privacy in relation to technologies we use to track data, such as cookies. In adopting this Cookie Policy, we aim to demonstrate our commitment to respecting your privacy and treating you fairly.

Hydro One reserves the right to make changes to this Cookie Policy from time to time. Any changes that are made will be effective when a revised version of this Policy is posted on this webpage and indicated by the “Last Updated” date.

## 1. What are Cookies and Other Technologies?

Cookies and other technologies are used by organizations to collect certain types of information electronically when visitors interact online with the organizations.

Cookies are small text files that contain a unique identification number which could be used to identify the user’s browser but not the user. They are automatically installed on your computer when you visit a website, mobile application or other technology platform (collectively, “**Websites**”) so that information can be saved between visits, such as your login credentials or language preferences. For example, cookies allow you to log in quickly when you revisit a website.

Other technologies that are also used to collect certain types of information electronically when visitors interact online with the organizations include analytics engines (such as Google Analytics) (“**Other Technologies**”) that pull usage data from multiple sources and help manage and collect this data to use for personalization, interest-based advertising, customizing content and other methods to gain insights into our Users’ needs and preferences.

To learn more, read on about Hydro One’s use of cookies and these Other Technologies.

## 2. How do we use Cookies and Other Technologies?

We do not use cookies or Other Technologies to retain personal information. We or a third party such as Google, Facebook, Twitter, Instagram, YouTube and LinkedIn (“**Third Party**”) whose online platform is linked to our Websites, use cookies and Other Technologies while you browse our Websites, for the following purposes:

### a. **To Manage our Websites and your Preferences**

- to conduct session management and traffic monitoring (for example, by collecting and tracking your IP address, domain names, access times, pages visited and location) to help us better understand how our Websites are being used (which features you use) to enhance our services and to collect feedback to improve our Websites;
- for authentication purposes; and

- to remember your preferences when you use our Websites (for example, to remember your previous entries on surveys or when signing-up for services.)

For example: We may use cookies to collect your username and password on the Hydro One myAccount portal to enable us to authenticate your identity. This allows us to ensure that the correct username and password has been entered before granting access to your account on the Hydro One myAccount portal.

For example: We use cookies to locate your geographic location when you use the “Outage Map” feature of our Websites to find out if you have been affected by a power outage in your area.

#### b. To Conduct Analytics

We use Other Technologies, such as Google Analytics, to help us improve the functionality of our Websites. Google Analytics uses cookies to analyze your use of our Websites, to create reports about visitor activities, and to enable Google to provide further services associated with the use of our Websites and the internet in general (e.g., search history) to our Users. Although this information is collected through your Google ad settings, **it is not provided to us in a personally-identifiable format, but instead on an aggregated basis. You may opt out of Google’s interest-based advertising at:**

<http://www.google.com/settings/ads> or through the Google opt-out browser add-on located at <https://tools.google.com/dlpage/gaoptout>.

For example: We may use Google Analytics to count the pages visited by users on our Websites, the time the User spent on each of these webpages and the load times of the webpages. We may compile an aggregate of this information to help us improve the functionality of our Websites.

#### **Warning: Third Party Cookies May Provide Advertisements to our Users Based on Visitor Activity**

We use Third Party cookies on our Websites. Those Third Parties provide advertisements to Users on their Third Party websites based on the User’s preferences as evidenced by the User’s activities when visiting our Websites. Each of these cookies are managed by the relevant Third Party as **Hydro One does not manage or store any information tracked or collected by these cookies.**

- Twitter cookies are used by twitter.com to integrate the sharing feature of Twitter, to track the user’s activity on websites, including our Websites, and to provide advertisement based on the user’s online behaviours.
- Facebook cookies are used by facebook.com to deliver advertisements when the user is on Facebook or a digital platform powered by Facebook. This cookie will show relevant advertisements to the user based on the behaviours of the user across the websites they visit, including our Websites, and afterward it will measure and improve the advertisement.
- YouTube cookies are used by YouTube.com to enable the streaming of our video clips posted on YouTube’s website and facilitate functions such as clicking the video player to continue watching the video directly on YouTube’s website. YouTube may also use cookies to track your viewing behaviour while you stream our videos on YouTube’s website.

### 3. Disabling Cookies and Other Technologies

You may delete or disable cookies and Other Technologies in your browser's options at any time. However, if you do so, you may not be able to access or use some of our features and services on our Websites.

**To manage your privacy choices and delete or disable cookies relating to a Third Party, please visit the following links:**

Facebook: <https://www.facebook.com/policies/cookies/>

Twitter: <https://help.twitter.com/en/rules-and-policies/twitter-cookies>.

YouTube: <https://www.youtube.ca/t/privacy>

You may opt out of Google's interest-based advertising at <http://www.google.com/settings/ads>.