



OESP Privacy Statement

The Ontario Energy Board (OEB) is committed to protecting your privacy. We will make sure the Ontario Electricity Support Program (OESP) complies with privacy protection laws and information technology security standards.

What personal information is being collected?

When you apply for the OESP, you will need to provide some personal information, such as your name, Social Insurance Number and household income. When you fill out the application form, you will be told why the information is being collected and how it will be used. You will be asked to give your permission (your “consent”) for that information to be collected, shared and used for the program. If personal information about other people living in your household is required, they will need to give their consent too. Only the amount and type of information needed to deliver the program will be collected.

Will my personal information be used for any other purposes?

No, your personal information will not be used for anything other than the OESP.

What happens if my personal information changes?

If the personal information you provide in the application form changes – for example, if you move to a new address, or if there are changes to your household income or the number of people in your household – you may need to re-apply for OESP. If you are not sure if you should re-apply, contact the OESP Contact Centre at **(855) 831-8151** or help@ontarioelectricitysupport.ca.

How will my personal information be protected?

Measures are in place to make sure personal information is not used, shared, or changed without permission, and that it is not lost or stolen. These include administrative, technical and physical safeguards. The OEB will review these measures regularly and will update them if necessary.

Is the website protected by a password?

Yes. When you first apply online you will be given a temporary password. If you apply on paper and need a password to gain access to the OESP website, please call the call centre who will verify your identity and give you a temporary password over the phone. In



either case you must change your temporary password the first time you log into the site. Passwords must contain a minimum of 8 characters and include at least one upper case letter, one special character (like ! @ # \$ etc), and one number.

We strongly recommend that you do not disclose your password to anyone. The OEB will never ask you for your password in any unsolicited communication (such as letters, phone calls or email messages).

What are “cookies” and does the OESP use them?

A cookie is a small text file that is transferred from a website to your computer. Cookies are used on many major websites, including the OESP Application Portal, and identify your browser whenever you visit the site.

To help serve you better, the OESP uses temporary session cookies. These session cookies are used for OESP forms and registration. They are used only when you visit the OESP Application Portal and expire when you close your browser completely.

Cookies do not identify you as an individual and will not let a website know any personal information about you, such as your name, address or Social Insurance Number. Since these cookies are only text files, they cannot search for other information on your computer or send information to anyone.

Many browsers are initially set up to accept cookies. It is possible to change your browser settings to either notify you when you receive a cookie or refuse to accept cookies at all. If you do not accept cookies on your browser, you will not be able to submit an OESP application online.

Who do I contact if I have a question or complaint?

If you have a question or complaint about this Privacy Statement or about how your personal information is handled, you can contact the OEB at:

**Board Secretary
Ontario Energy Board
P.O. Box 2319, 2300 Yonge Street
Toronto ON M4P 1E4
416-544-5191**