



# TransCanada Utility Services – Privacy Policy

**Effective Date:** June 2025

## 1. Introduction

TransCanada Utility Services (“we,” “our,” or “us”) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, share, and safeguard your personal information when you use our website or our services.

## 2. Information We Collect

We may collect the following types of information:

- **Personal Information:** Name, email address, phone number, mailing address, company name, or other details you voluntarily provide when contacting us or requesting services.
- **Technical Information:** IP address, browser type, device information, and usage data collected automatically when you visit our website.
- **Service-Related Information:** Details related to your locate service requests or project information.

## 3. How We Use Your Information

We use your information to:

- Provide and manage our utility services
- Respond to your inquiries and communicate with you
- Improve our services and website functionality
- Comply with legal and regulatory requirements

## 4. Sharing Your Information

We do not sell your personal information. We may share it:

- With trusted subcontractors or partners working on your service request
- With service providers supporting our business operations (such as IT support or payment processing)
- When required by law or to protect our rights



## **5. Data Security**

We implement reasonable security measures to protect your personal information from unauthorized access, use, or disclosure.

## **6. Your Rights**

You may:

- Request access to your personal data
- Request correction or deletion of your data
- Withdraw consent to future communications

To make such requests, please contact us using the details below.

## **7. Cookies and Tracking**

Our website may use cookies and similar technologies to enhance user experience and collect usage data. You can control cookie settings through your browser.

## **8. Changes to This Privacy Policy**

We may update this policy from time to time. We will post the latest version on our website with an updated effective date.

## **9. Contact Us**

If you have questions or concerns about this Privacy Policy or how we handle your personal information, please contact us:



Email: [locates@transcanadautilities.com](mailto:locates@transcanadautilities.com)

Phone: 8886475650