



Employee Privacy Notice



Effective Date: January 1, 2020
Last Reviewed: December 19, 2019

Your privacy is a top priority for PG&E and we make every reasonable effort to protect the information we hold about you. In addition to PG&E's general privacy policies, California consumers and PG&E customers who are California residents have specific rights under the California Consumer Privacy Act of 2018. The rights are described in PG&E's Privacy Policy.

Under the California Consumer Privacy Act, PG&E employees, job applicants and contractors who are California residents have the right to be informed as to the categories of personal information collected about them, and the purposes for which the information will be used.

Information We Collect and Disclose

Personal information that we collect and disclose about PG&E customers and California consumers, including PG&E employees, job applicants and contractors

If permitted by law, we collect information about employees, job applicants and contractors from a variety of sources, including:

- **From you:** in the context of your role or former role as a job applicant to, or an employee or contractor of PG&E. This may be collected by phone, by mail, by text, by email, through our websites, for example at pge.com or at careers.pge.com, or through vendors who provide or deliver services on our behalf.
- **From our utility meters and other equipment:** When you use electricity and gas as an employee, job applicant or contractor, Energy Usage Data is collected by our metering systems.
- **From third parties:** When we work with third parties such as service providers, vendors, contractors, credit agencies, market researchers, or service providers who provide utility products and services on our behalf.
- **From other sources:** We may supplement the information described above with information we obtain from other sources, including from both online and offline data providers.

For each category of personal information, the category of sources from which that information is collected, if permitted by law, is indicated in the table below:

Source of Personal Information	Categories of Personal Information
Information You Provide	<ul style="list-style-type: none"> • Identifiers • Personal information categories listed in the California Customer Records statute • Protected classifications characteristics under California or federal law • Commercial information • Biometric information • Sensory data • Professional or employment-related information • Non-public education information
Information We Collect by Automated Means Online	<ul style="list-style-type: none"> • Identifiers • Internet or other similar network activity
Information We Collect By Automated or Manual Means Through PG&E Equipment	<ul style="list-style-type: none"> • Commercial information • Biometric information • Geolocation data • Sensory data • Inferences drawn from other personal information
Information We Collect from Other Sources	<ul style="list-style-type: none"> • Identifiers • Personal information categories listed in the California Customer Records statute • Protected classifications characteristics under California or federal law • Commercial information • Geolocation data • Professional or employment-related information • Non-public education information • Inferences drawn from other personal information

Examples of information that we collect about you include:

- Personal information you provide us when applying for employment or a contract with PG&E, or as an existing or former employee or contractor of PG&E, or that we collect about you and use in the context of your role or former role as a job applicant to, an employee or contractor of PG&E, such as your name, address, phone number, email address, current or past job history, financial information, Social Security Number, and photographs.
- Information used to determine eligibility in and administer certain employee compensation and benefits programs, including but not limited to issuance of equity awards or other benefits.
- Information used to visit, register for, manage, or access your online or other PG&E employee accounts, such as your PG&E account number, name, address, phone number, and email address.
- Information which identifies you through information regarding the location of your employment and facilities we use to employ you, evaluate your employment application, oversee your contract with us, or provide you utility products and services, such as the location of PG&E facilities and equipment, including electricity and gas meters and delivery facilities.

- The information you provide to us when you start, receive or discontinue energy services or products, such as your name, address, phone number, email address, and Social Security Number.
- Billing and payment information used to pay your energy bill or for PG&E products and services, including your financial information, credit history, and Social Security Number.
- Information you provide to determine eligibility or participate in certain energy programs or services, such as Energy Efficiency, Demand Response or clean energy programs.
- Information you fill out in any form on our website, mobile applications, or otherwise, such as signing up for outage alerts, signing up for bill notifications, or authorizing another person on your PG&E account.
- Information you give us when you communicate with PG&E and/or any of its representatives.
- Information which identifies you through information regarding the location of equipment and facilities we use to provide you utility products and services, such as the location of electricity and gas meters and delivery facilities.
- For some applications, such as rate analysis, we link usage information with your personal information.
- We may supplement the information described above with information we obtain from other sources, including from both online and offline data providers. Such supplemental information may include contact information, such as your email address, demographic data, or other relevant information.

In particular, within the preceding twelve (12) months, PG&E may have collected, from you, through its website or otherwise, and disclosed to service providers and third parties the categories of personal information identified below in the context of your role or former role as a job applicant to, or an employee or contractor of PG&E, in order to provide services to you, as required by law, or otherwise.

The categories of personal information identified below include the categories of personal information collected about our customers, including California consumers, PG&E job applicants, current and former employees, directors, officers and contractors.

In addition to PG&E, service providers and third parties to whom personal information has been disclosed on behalf of PG&E include contractors, vendors, service providers, government regulatory agencies, courts, and other third parties with a legal right to the information, as well as marketing, advertising and analytic companies. See also **Information we obtain from your use of our website or mobile apps** and **How We Use Information** below.

Category	Examples	Information collected and disclosed
A. Identifiers.	A real name, alias, postal address, unique personal identifier, online identifier, Internet Protocol address, email address, account name, Social Security number, driver's license number, passport number, or other similar identifiers.	Yes
B. Personal information categories listed in the California Customer Records statute.	A name, signature, Social Security number, physical characteristics or description, address, telephone number, passport number, driver's license or state identification card number, insurance policy number, education, employment, employment history, bank account number, credit card number, debit card number, or any other financial information, medical information, or health insurance information. Some personal information included in this category may overlap with other categories.	Yes
C. Protected classification characteristics under California or federal law.	Age (40 years or older), race, color, ancestry, national origin, citizenship, religion or creed, marital status, medical condition, physical or mental disability, sex (including gender, gender identity, gender expression, pregnancy or childbirth and related medical conditions), sexual orientation, veteran or military status, genetic information (including familial genetic information).	Yes
D. Commercial information.	Records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies.	Yes
E. Biometric information.	Genetic, physiological, behavioral, and biological characteristics, or activity patterns used to extract a template or other identifier or identifying information, such as, fingerprints, faceprints, and voiceprints, iris or retina scans, keystroke, gait, or other physical patterns, and sleep, health, or exercise data.	Yes
F. Internet or other similar network activity.	Browsing history, search history, information on a consumer's interaction with a website, application, or advertisement.	Yes
G. Geolocation data.	Physical location or movements.	Yes

Category	Examples	Information collected and disclosed
H. Sensory data.	Audio, electronic, visual, thermal, olfactory, or similar information.	Yes
I. Professional or employment-related information.	Current or past job history or performance evaluations.	Yes
J. Non-public education information.	Education records directly related to a student maintained by an educational institution or party acting on its behalf, such as grades, transcripts, class lists, student schedules, student identification codes, student financial information, or student disciplinary records.	Yes
K. Inferences drawn from other personal information.	Profile reflecting a person's preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes.	Yes

Personal information does not include:

- Publicly available information from government records;
- De-identified or aggregated consumer information;
- Information excluded by law from the definition of personal information, such as:
 - Health or medical information covered by the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the California Confidentiality of Medical Information Act (CMIA) or clinical trial data; and
 - Personal information covered by certain sector-specific privacy laws, including the Fair Credit Reporting Act (FCRA), the Gramm-Leach-Bliley Act (GLBA) or California Financial Information Privacy Act (FIPA), and the Driver's Privacy Protection Act of 1994.

Information we obtain from your use of our website or mobile apps

- **Your visits to PG&E's website or mobile apps:** we collect information about visits to our website and mobile applications, such as the number of visitors and the number of users that click on certain links or use certain services. For some applications, such as rate analysis, we link usage information with the customer visiting the website. We use industry standard software to create summary statistics of the data we collect, which may then be used to highlight what our visitors find interesting, to improve the website design and usability, to identify system performance issues, or for other internal purposes. We may use information about your location when you use certain features on our website, such as our Outages map.
- **Log Data:** we receive information that is automatically recorded by our servers when you visit our website or mobile applications, including your Internet Protocol ("IP") Address. An IP address is a number automatically assigned to your computer every time you browse the Internet. When you visit the website, our servers log your current IP address. We may use your IP address to help diagnose problems with our servers and to administer the website. We also use IP addresses to provide localized content to you on our website, which is related to your geographic region. Your IP address is not associated with your personal information and we do not use it to identify you when logging IP address data.

- **Cookies:** when you visit or use our website or online services, our server may create cookies, which are small pieces of information placed on your device that provide a more convenient experience to you. PG&E uses cookies and other similar technologies on our website and online services. We may also allow business partners to use their cookies or similar technologies on our website or online services for the purpose of selling or distributing the cookies to provide targeted advertisements or other commercial uses about programs or services that they offer. As a result, when you use or visit the website, you will provide or make available certain information to us and to our business partners, unless you opt-out of or disable the business partners' use of your personal information.

The data we collect about website usage from cookies is not tied to your personal information and is only used in an aggregated form for the purposes of our own customer support, analytics, research, and improving our website. When you use features such as "Remember My Username," the cookie is associated with your personal information in order to provide you with a more convenient experience. We do not sell or transfer the data we obtain from cookies for a monetary value. We use cookies to evaluate website usage or provide energy services to you, or to offer programs and/or services that you may be interested in.

You may disable our usage of cookies through your browser settings. Please note that if you disable your browser's ability to accept cookies, you will be able to navigate PG&E's website, but you will not be able to take advantage of certain features, such as "Remember My Username," and will not receive targeted advertisements related to our programs or services. In addition, you must contact our business partners directly to disable their use of cookies about you that you have consented them to use based on your use of their on-line services.

Targeted Communications on Social Media Sites

We use social media sites like Facebook and Twitter to communicate with you about our programs and services. You can follow us on these social media sites to receive regular updates. These social media sites also allow us to target ads to you using the information they maintain about you with your consent, even if you do not specifically follow us on their site. We may target ads to you using information such as cookies, pixels, zip codes, and interests.

You will only see our targeted ads if you agreed to receive this type of communication through your social media provider. You may be able to disable some or all of the advertising targeted to you on a social media site by adjusting your privacy settings on their site. Please see our **Social Media Guidelines** for more information.

Web Browser "Do Not Track" Signals and Other Similar Mechanisms

Our website does not respond to "Do Not Track" signals. "Do Not Track" signals are used by some Web browsers to attempt to limit tracking related to your visits to a website. However, our website does provide an option for viewers to opt out of the transmittal of "cookies" about their viewing data to third parties.

Links to other websites

While browsing PG&E's website or online services not sponsored by PG&E, you may encounter and choose to access websites or online services operated by PG&E business partners, companies or agencies that may not be associated with PG&E by clicking on hypertext links or icons. These websites may send their own cookies to you, log your IP address, and/or otherwise collect data or personal information about you and your online activities. PG&E does not control and is not responsible for what outside entities do in connection with their websites or online services, or how they handle your personal information. Please use caution and consult the privacy policies posted on each outside website that you visit for further information.

How We Use Information and Share Information with Service Providers and Third Parties

PG&E collects, uses, and discloses your personal information to fulfill the following business and legally required purposes:

- In the context of your role or former role as a job applicant to, or an employee or contractor of PG&E.
- Provide energy services or products to you.
- Operate and maintain safe, secure and reliable public utility services and equipment under PG&E's legal obligation to serve you as a regulated public utility in California.
- Comply with a valid warrant, subpoena, or court order, or exercise or defend legal claims.
- Comply with a California Public Utilities Commission (CPUC) request or order, or comply with a request or order from other local, state or federal governmental agencies with legal authority to obtain the personal information from PG&E.
- Develop and implement marketing, education and outreach plans to improve the services and products we provide to you and other consumers.
- Protect the safety and security of PG&E's customers, visitors, employees and contractors by collecting and reviewing personal information to protect against fraud, other crimes and threats to safety.
- Enable third parties, service providers, vendors and contractors to provide energy-related services, products or equipment on behalf of PG&E, as required in order to provide products and services to you, or for other business purposes consistent with PG&E's commercial relationship with you, or to comply with PG&E's legal obligations as a regulated California public utility, subject to appropriate confidentiality and security requirements.
- Notify credit reporting agencies and collection agencies to evaluate your credit or if your account is assigned for collection.
- Assist emergency responders in situations of threat to life or property.
- For any other business or lawful purpose reasonably anticipated within the context of PG&E's relationship with you.

Sharing Personal Information with Service Providers and Third Parties

In the context of your role or former role as a job applicant to, or an employee or contractor of PG&E, and in order to provide you with services or to complete transactions requested by you, we may transfer your personal information to service providers who act on our behalf. Service providers acting on PG&E's behalf are required to follow the similar privacy and security practices as PG&E and are subject to an extensive security review of their data handling processes before PG&E permits any sharing of personal information, except as subject to different requirements under applicable laws or regulations.

PG&E does not disclose an employee's, former employee's, job applicant's, contractor's or consumer's personal information to any other person or business entity without your prior consent, except as necessary for the purposes listed above.

PG&E may share aggregated, non-customer or non-employee specific data and information derived from personal information with other entities for the purpose of performing activities that may help PG&E provide and improve its utility products and services, including such programs as Energy Efficiency and Demand Response, or to inform California energy policy as directed by the California Public Utilities Commission and other California government agencies which regulate PG&E.

If permitted by law, we typically disclose the following categories of personal information to the following categories of entities for a business purpose or to comply with legal obligations:

Categories of Entities	Categories of PI Disclosed
Utility Service Providers, Vendors, Contractors Which Provide Equipment, Products, Services and Plans to Support PG&E's Safe, Reliable and Secure Public Utility Services, Products and Programs Provided to Customers and For Other Necessary Business Purposes	<ul style="list-style-type: none"> • Identifiers • Protected classification characteristics under California or federal law • Commercial Information • Geolocation data • Sensory data • Professional or employment-related information
Third Parties Receiving Personal Information Pursuant to a Valid Legal Warrant, Subpoena, Court Order or Legal or Regulatory Mandate, or Necessary for PG&E to Defend or Assert Legal Claims	<ul style="list-style-type: none"> • Identifiers • Personal information categories listed in the California Customer Records statute • Protected classification characteristics under California or federal law • Commercial Information • Biometric information • Internet or other similar network activity • Geolocation data • Sensory data • Professional or employment-related information • Non-public education information • Inferences drawn from other personal information

Categories of Entities	Categories of PI Disclosed
Regulatory Agencies, including the California Public Utilities Commission, California Energy Commission, and Federal, State or Local Agencies or Representatives With Authority to Obtain the Information	<ul style="list-style-type: none"> • Identifiers • Personal information categories listed in the California Customer Records statute • Protected classification characteristics under California or federal law • Commercial Information • Biometric information • Internet or other similar network activity • Geolocation data • Sensory data • Professional or employment-related information • Non-public education information • Inferences drawn from other personal information
First responders and other government entities during public safety emergencies	<ul style="list-style-type: none"> • Identifiers • Protected classification characteristics under California or federal law • Commercial Information • Geolocation data • Sensory data
Financial institutions, credit agencies, and other financial services entities providing financial and auditing support services for PG&E's public utility programs and services	<ul style="list-style-type: none"> • Identifiers • Protected classification characteristics under California or federal law • Commercial Information • Inferences drawn from other personal information
Service Providers, Contractors, Vendors and Other Third Parties Which Provide Support for PG&E General Business Processes and Purposes	<ul style="list-style-type: none"> • Identifiers • Personal information categories listed in the California Customer Records statute • Protected classification characteristics under California or federal law • Commercial Information • Biometric information • Internet or other similar network activity • Geolocation data • Sensory data • Professional or employment-related information • Non-public education information • Inferences drawn from other personal information

Sharing Personal Information at Your Choice

You may authorize other companies or persons to receive your personal information from PG&E, including your Energy Usage Data. Before sharing information, it is important that you understand how other parties intend to use your information, if they will share it with others, and your rights as a consumer. We encourage you to protect the confidentiality of your username and password and other personally identifiable information specific to your PG&E account.