



## Personal Information Removal Request Form

### Section 1: Requestor Information

Requestor's current information (\* is mandatory):

Full Name\*: \_\_\_\_\_

Phone Number\*: \_\_\_\_\_

Mailing Address\*: \_\_\_\_\_

Email Address (associated to account): \_\_\_\_\_

North Bay Hydro specific information:

Account Number\*: \_\_\_\_\_

Service Location Address: \_\_\_\_\_

If you are unable to provide the above North Bay Hydro-specific information, then please provide the following:

Primary Identification (provide one)

- Ontario Driver's Licence
- Ontario Photo Card
- Canadian Passport
- Canadian Citizenship or Permanent Resident Card
- Continuing Power of Attorney for Property document for those representing the Requestor

Secondary Verification (With the account numbers redacted (blacked out))

- Current Utility Bill: (Hydro, Water, or Gas) from the last 60 days
- Current Bank Statement

Note: North Bay Hydro will use the submitted "identity verification" information for validation purposes only. Upon identity verification, the information shall be destroyed within ten (10) business days using secure destruction of physical media or secure erasure of electronic data, in accordance with best practices.



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### Section 2: Eligibility Check

Note on Eligibility: To process this request, our policy requires that the Requestor must not have had an active service or contract with us for a period of two (2) years or more preceding this date. This ensures compliance with various Canadian financial and tax record-keeping regulations.

I confirm that I have not held an active service or contract with North Bay Hydro for at least 24 consecutive months, and my account is in good standing (no outstanding balance or claim).

### Section 3: Scope of Request

Please specify the information you wish to have removed (Select all that apply):

All personal identifying information (Name, Mailing Address, Contact Info)

Transactional history and records

Marketing and communication preferences

Other (Please specify): \_\_\_\_\_

### Section 4: Declaration

I certify that the information provided in this form is true and accurate. I understand that the removal of my data is permanent and may result in the loss of access to historical records.

Requestor/Power of Attorney:

Signature \_\_\_\_\_ Date \_\_\_\_\_

Please return this completed form using one of the following methods:

In writing:

Attention: Privacy Officer  
North Bay Hydro Distribution Ltd.  
PO Box 3240  
North Bay, ON, P1B 8Y5

Or by email:

[privacyofficer@northbayhydro.com](mailto:privacyofficer@northbayhydro.com)

This form will be kept on file for two (2) years from the date of receipt as a record of this transaction.