

Privacy Policy

Last update 03/28/2023

Corning Energy Corporation is committed to protecting your right to privacy

This Privacy Policy describes how personal information that is collected while visiting our sites is managed. This Privacy Policy covers only information that is collected through the websites of Corning Energy Corporation's (CEC) subsidiaries; Corning Natural Gas, Pike County Light & Power, and Leatherstocking Gas Company (our sites). This Privacy Policy does not cover information that may be collected through other websites accessible through our sites or through software downloaded from our sites.

Information collected automatically when you enter our sites

When one of our sites is visited, our web hosting provider's servers automatically generate log files that may contain information linked to the visitor, such as IP addresses, ISP domain names, browser types, operating systems, referring/exit pages, date/time stamps, clickstream data, etc. Also, to the extent the visitor has enabled 'cookies' in their browser, our sites may use 'cookies' to collect session information about visits and activities on our sites.

Our sites may send cookies, which are small pieces of data, to a visitor's web browser to facilitate use of our sites. Cookies help CEC deliver content specific to visitors' interests and permit our servers to recall information from prior visits to our sites. Our sites may use information collected from cookies in conjunction with other information collected from visitors. Our sites do not, however, use cookies to access information on a visitor's computer or mobile device.

Visitors may choose to accept or reject cookies by adjusting the settings of their browser. If the visitor's browser is set to reject cookies, they may still enter our sites, but may not have full access to all areas of our sites.

Our web hosting provider sends aggregated data monthly to CEC and our subsidiaries which is generalized and does not contain any personally identifiable information. This data includes generalized statistics such as number of form clicks, number of clicks for directions, desktop vs mobile views, top URLs sending users to our sites, and total views.

Information we gather when you request services

We collect different types of corporate or personal information for different purposes.

Online "Update Account Information" requests: When you submit a request online to update your account information we collect your name, account number, phone number, and email address.

Online service forms: When you apply for one of our services using a form available online, the form is not delivered online and none of this personal information is collected or retained via our sites.

Communications from us or our sites

We may use your contact information to respond to your requests or to provide communication.

Conditions under which your information may be shared

Personal information may be disclosed for the purposes described below or for other purposes that you authorize.

Our Agents, Service Providers and Contractors: We engage third parties to perform certain duties of our business operations for which customer information may be disclosed. For example, we use outside companies to perform tasks or functions, such as technical support, training, software support, marketing/advertising, legal, fraud prevention services and cyber risk mitigation, as well as other administrative, professional, or consulting services.

Other Disclosures: Your information may be collected, maintained, and disclosed as required by law and when we believe that disclosure is necessary to protect our rights or property; to protect the rights, property, or safety of other persons; to comply with a judicial proceeding, court order, legal process, or regulatory order served on us or our sites. We may also disclose your information in connection with an actual or proposed corporate transaction or insolvency proceeding involving all or part of the business or assets to which the information pertains.

Aggregate (Non-Personally Identifiable) Information: Information about you and your activities on our sites may be aggregated, or grouped together, with information about other customers in such a way that your information cannot be identified as yours. We may disclose this aggregate information to third parties that perform data collection and reporting services regarding our customers' activities on our sites, measure the effectiveness of our marketing efforts, or evaluate the interests and preferences of people in certain categories. These third parties may use cookies on our sites and may receive anonymous information about your browsing activity on our sites.

Security

Our sites use commercially reasonable measures to safeguard personal information, but absolute security cannot be guaranteed. No data transmission over the Internet and no data storage can be 100% secure. Consequently, CEC does not warrant or guarantee the security of any information transmitted to, from or on our sites. CEC will endeavor to notify customers in the event CEC becomes aware of a breach or suspected breach of the security of personal information as stored by CEC. However, it is expressly understood and agreed that CEC shall not be liable for any breach of security of personal information resulting from causes or events that are beyond CEC's control, including, without limitation, customer's own act or omission, corruption of storage media, defects in third-party data security products or services, power failures, natural phenomena, riots, acts of vandalism, hacking, sabotage, or terrorism.

Other web sites

We have no control over the privacy practices of web sites outside of our domains. If you follow a link to another site, read the site's privacy policy and contact the site's administrator with your privacy-related questions.

Privacy policy changes

We may change this Privacy Policy from time to time. Any changes will be posted on our sites.

Contact Us

If you have any questions regarding this Privacy Policy:

Corning Energy Corporation
Attn: Website Manager
330 West William Street
Corning NY 14830

Ph: 607-936-3755