

MONROE COUNTY WATER AUTHORITY
CUSTOMER INFORMATION PRIVACY POLICY
ADOPTED MARCH 2016

The purpose of this Policy is to provide a general statement regarding the handling of customer information by the Monroe County Water Authority (the "Authority"). The Authority is dedicated to protecting its customers' privacy.

COLLECTION OF CUSTOMER INFORMATION

The Authority may collect, maintain, and use personally identifiable information from customers, such as name, address, telephone number, e-mail address, account number and customer code, billing information, and checking account number.

The Authority collects and uses personal information to fulfill its duties, operate its website, and deliver services requested.

It is important to the Authority that the collection of personal information be minimal, to the extent possible and practicable. When personal information is required, however, the Authority will explicitly ask for it.

The voluntary disclosure of personal information to the Authority by a customer, whether solicited or unsolicited, constitutes consent to the collection of the information by the Authority for the purposes for which the customer disclosed the information to the Authority, as was reasonably ascertainable from the nature and terms of the disclosure.

DISCLOSURE OF PERSONAL INFORMATION

The Authority may disclose personal information without customer consent if the collection or disclosure is (1) necessary to perform the statutory duties of the Authority; (2) made pursuant to a court order, subpoena, search warrant, or required by law; (3) for the purpose of validating the identity of the customer; or (4) of information to be used solely for statistical purposes that is in a form that cannot be used to identify any particular person.

Further, information, including personal information, collected is subject to disclosure pursuant to the Freedom of Information Law. The Authority may disclose or limit the disclosure of any record or personal information under the Freedom of Information Law in its sole discretion, without the request or consent of the affected individual.

The Authority may disclose personal information to federal or state law enforcement authorities to enforce the Authority's rights against unauthorized access or attempted unauthorized access to the Authority's information technology assets or against other inappropriate uses of customer information.

The Authority shall not disclose to the public or otherwise make available to the public in any manner an individual's social security account number or confidential account information unless compelled by law.