

AUBURN WATER SYSTEM

PRIVACY POLICY

Effective November 17, 2014

**AUBURN WATER SYSTEM, INC.
PRIVACY POLICY**

As our member and customer, this privacy policy discloses the privacy practices for Auburn Water System, Inc. (“AWS”). AWS is committed to keeping your details private and maintaining your confidence and trust with respect to the information we collect from you. Any information we collect in relation to you is kept strictly secured. We do not pass on/sell/swap any of your personal details with anyone. This Privacy Policy sets forth what information we collect about you, how we use your information, and how you can correct any inaccuracies.

This Privacy Policy applies to all personal information collected, stored, used and disclosed by or to AWS.

This Privacy Policy explains:

1. What personal information is collected by AWS.
2. How AWS uses that information and with whom it may be shared.
3. The security procedures in place to protect the misuse of your information.
4. Entitlement to access personal information.

By “personal information”, we mean information about an identifiable individual.

1. WHAT PERSONAL INFORMATION IS COLLECTED

AWS only collects personal information that is relevant and necessary for it to provide the required services to its members and to comply with the appropriate legal requirements.

The following information may be collected from each individual:

- Name (individual or business)
- Copy of Driver’s License (or business permit)
- Social Security Number (or EIN)
- Mailing address
- Phone number
- Email address
- Credit card number and expiration date

Said information shall be collected upon the application of an individual to become a member of AWS and any applicable time thereafter (i.e., making payment for services rendered).

The only personal information AWS collects from you via its website is what you agree to provide.

2. HOW AWS USES/DISCLOSES YOUR PERSONAL INFORMATION AND WITH WHOM IT MAY BE SHARED

AWS does not rent, sell or exchange information about its members. Access to information about AWS members is restricted. Third parties that need access to AWS member information in order to provide operational or other support services to AWS must agree to safeguard member information in strict compliance with AWS policy.

AWS gathers only the member information that is needed to administer its business, provide superior service and communicate effectively with you.

In general terms, personal information held by AWS may be used or disclosed for, but not limited to, one or more of the following purposes:

- Membership registration;
- Communicating with you;
- Offering member benefits and other services to you. You may request that this information not be sent to you;
- Sending notices, surveys and information to members about AWS events, elections and committees;
- Communicating with you about changes or updates to our services.

AWS does not sell or rent the personal information it has collected.

PLEASE NOTE: AWS' website may contain links to other sites. Please be aware that we are not responsible for the content or privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of any other site that collects personally identifiable information.

PLEASE NOTE: AWS uses an outside credit card processing company to bill users for services rendered. This company does not retain, share, store or use personally identifiable information for any secondary purposes beyond processing your payment.

3. THE SECURITY PROCEDURES IN PLACE TO PROTECT THE MISUSE OF YOUR INFORMATION.

AWS makes all reasonable efforts to ensure that the member information it maintains is accurate, timely and secure. When you submit sensitive information to AWS, your information is protected both online and offline. AWS limits access to member information to those employees who need it to carry out their business functions.

AWS continually educates its employees about AWS's policies and practices in regard to safeguarding member information through the Identity Theft Prevention Program (a copy of the program is available upon request). The program helps to prevent the unauthorized access, use or disclosure of personal information and ensures the personal information is properly handled. Additionally, the computers/servers in which we store personally identifiable information are kept in a secure environment.

AWS will monitor and adopt, as appropriate, new technological developments that are designed to aid in ensuring the accuracy and security of member information. AWS expects our employees and authorized third party contractors who handle personal information to comply with all state and federal laws to include, but not be limited to, FACTA, the Privacy Act, Gramm/Leach/Bliley, ID Theft Laws (where applicable), and will take appropriate action in response to breaches. Although we engage external service providers who also comply with these or similar requirements, we do not accept responsibility for the misuse of personal information by these third parties.

4. ENTITLEMENT TO ACCESS PERSONAL INFORMATION

You are entitled to request access to your personal information held by AWS. In normal circumstances AWS will give you full access to your information. However, there may be some legal or administrative reasons to deny access. If AWS decides to deny access, AWS will provide you with the reason why.

AWS makes every reasonable effort to keep your information accurate and up to date, which allows the system to provide the best possible service to you. You can assist by keeping AWS informed of any updates such as address change, email change or legal name change. If you find errors in your personal information, please advise AWS and it will make the appropriate corrections.

UPDATES

Our Privacy Policy may change from time to time and all updates will be posted on this page.

If at any time you believe that we have not adhered to this privacy policy or you have a complaint regarding the way your personal information is being handled, please contact our office. Disputes under this privacy policy will be resolved by our General Manager, which will use commercially reasonable efforts to promptly investigate and, if necessary, correct any problem.

Approved this 17th day of November, 2014

President

Secretary