

Acton Municipal Utility District Privacy Policy

Adopted on December 19, 2005 by Resolution 05-12-160

Amended on April 13, 2009 by Resolution 09-04-117

Amended on July 20, 2009 by Resolution 09-07-122

590.000	COMMITMENT TO PRIVACY	1
590.100	INFORMATION COLLECTED	1
590.200	HOW PERSONAL INFORMATION IS COLLECTED	1
590.300	HOW AND WHEN PERSONAL INFORMATION IS USED	2
590.400	HOW PERSONAL INFORMATION IS PROTECTED	2
590.500	ACCESS TO THE PERSONAL INFORMATION	2
590.600	HOW PERSONAL INFORMATION IS DISPOSED OF	2

590.000 COMMITMENT TO PRIVACY

590.010 It is important to AMUD that our customers' privacy and confidentiality of their personal information is protected. In order to provide efficient and effective delivery of water and wastewater distribution services our business processes require the collection, use and disclosure of personal information.

590.020 AMUD treats personal information as confidential. This Privacy Policy describes the principles we will use to protect the privacy of personal information in our possession.

590.030 This Privacy Policy has been designed to inform employees, customers and third parties of our commitment to meet the federal and state regulations governing privacy.

590.040 AMUD will make our policies and practices relating to the protection of personal information available to our customers. We will attempt to keep our customers informed of these policies and practices and customers shall be provided access to all related policies and procedures via our web page and bill inserts. The information will be available in a format that is easy to understand.

590.100 INFORMATION COLLECTED

590.110 AMUD limits the amount and type of personal information we collect to that which we deem necessary for the business of the utility.

590.120 Personal information that we collect from customers includes;

- a) Customer's name
- b) Customer's address
- c) Customer's phone number's
- d) Date of birth
- e) Driver's license or other State issued photo identification
- f) E-mail address
- h) Bank information required for pre authorized draft payments
- i) Bank card information required for credit card payments

590.200 HOW PERSONAL INFORMATION IS COLLECTED

590.210 AMUD will obtain consent before or when it collects personal information about a customer. A customer can provide consent to the collection, use and disclosure of personal information about him or her expressly or implicitly.

590.220 The customer is responsible for keeping personal information accurate, complete and up to date in order to ensure the reliable delivery and billing of service.

590.230 Customers may challenge the accuracy and completeness of personal information about them and have it amended, as appropriate.

Acton Municipal Utility District Privacy Policy

590.300 HOW AND WHEN PERSONAL INFORMATION IS USED

590.310 AMUD does not sell information about current or former customers to any third parties.

590.330 E-mail messages to “@amud.com addresses” may be forwarded to third parties who AMUD deems appropriate.

590.340 A copy of Driver’s License, or other State issued photo identification, is used only as necessary in connection with providing services, including but not limited to:

- a) means of identifying an individual
- b) internal verification or administrative purposes
- c) debt collection purposes

590.350 There may be a need for us to disclose summary information obtained by combining data from several accounts, such as total water consumption for a particular area.

590.360 Under certain circumstances, we may have a legal duty or right to disclose personal information without the customer’s knowledge or consent.

590.400 HOW PERSONAL INFORMATION IS PROTECTED

590.410 In executing our responsibilities with respect to the confidentiality of personal information, we will employ a number of safeguards appropriate to the sensitivity of the information to protect personal information against loss or theft, as well as unauthorized access, disclosure, copying, use or modification. Such safeguards will include physical measures, for example restricted access to offices, security clearances and limited access on a “need to know” basis and use of passwords for implementing these measures and will be communicated to all employees.

590.420 An ‘Identity Theft Prevention Program’ report is intended to identify red flags that will alert our employees when new or existing accounts are opened using false information, protect against the establishment of false accounts, methods to ensure existing accounts were not opened using false information and measures to respond to such events. The Identity Theft Program report will be reviewed annually and submitted to senior management for approval.

590.500 ACCESS TO THE PERSONAL INFORMATION

590.510 Any customer can have access to his or her personal information that we have in our possession or control. Any customer may request that his or her personal information be amended for purposes of accuracy and completeness.

590.520 Subject to certain legal and contractual restrictions and reasonable notice, a customer can refuse or withdraw his or her consent to the collection, use or disclosure of personal information at any time.

- a) Upon withdrawal of consent, the customer is required to show a picture ID in person at the office to retrieve customer information or request the release of customer information to a third party.

590.530 Customers may request that personal information be released to a third party in writing subject to section 590.520.

590.540 New customers will be provided with a Privacy Notice which explains about the collection, use and disclosure of their personal information when requesting service.

590.550 Customers can make their requests by telephone at (817) 326-4720, or in writing Acton Municipal Utility District 6420 Lusk Branch Court Granbury, TX 76049-2035. Appropriate identification will be required subject to section 590.520.

590.600 HOW PERSONAL INFORMATION IS DISPOSED

590.610 District records are disposed of in accordance with state and federal law, the provisions of the Local Government Code, and the administrative rules adopted under its authority.