



PRIVACY POLICY

June 2007

**Travis County Water Control
and Improvement District 17**

PRIVACY POLICY

Keeping customer information secure is important to us at Water District 17. This notice tells you how we collect, handle, and disclose personal information about you and your account.

Information We Collect and Maintain

The personal information we collect about you comes from the following sources:

- Information we receive from you on applications or other forms, such as your name, address, e-mail address, and telephone number(s).
- Information about your water or wastewater usage, and account information such as permits assigned, account balances, payment history, and credit card number.
- Information such as payment histories and demographic information that we receive from other sources, such as other utilities, consumer reporting agencies, or government agencies.

Our Privacy Policy

1. We will maintain any information our customers share with us in a secure environment. We maintain physical, electronic, and procedural safeguards to protect the information.
2. We will limit the collection and use of customer information to the minimum required by us to deliver service to our customers.
3. We will permit only authorized employees, who are trained in the proper handling of customer information, to have access to that information. Employees who violate our Privacy Policy will be subject to our normal disciplinary process.
4. We will not reveal customer information to any external organization or person unless we have previously informed the customer, been authorized by the customer, or been required to do so by law or regulatory authorities. From time to time, we may be required to provide personal information in response to a valid court order, subpoena, government investigation, or as otherwise required by law. We also reserve the right to report to law enforcement agencies any activities that we, in good faith, believe to be unlawful. We may release certain personal information when we believe that such release is reasonably necessary to protect the rights, property, and safety of others and ourselves.
5. We will always maintain control over the confidentiality of our customer information.
6. Whenever we hire other organizations to provide support services, we will require them to conform to our policy standards and to allow us to audit them for compliance.
7. For purposes of credit reporting, verification and risk management, we will exchange information about our customers with reputable reference sources and clearinghouse services.
8. We will not use or share - internally or externally - personally identifiable account information for any purpose other than the administration of a customer's account, unless the customer consents.
9. We will attempt to keep customer files complete, up-to-date, and accurate. We will tell our customers how and where to access their account information, and how to notify us about errors, which we will promptly correct.

How You Can Access or Correct Information

You can access or correct your personal information by contacting the District at

512-266-1111

Travis County Water District 17
3812 Eck Lane
Austin, Texas 78734

www.wcid17.org

Visit our website for a complete list of e-mail addresses.

We will take reasonable steps to verify your identity before granting access or making corrections.

Policy Changes

Because the District will continue to implement new technologies and improve the services and features we provide, this policy is subject to change. If there are changes or additions to this Privacy Policy, we will post those changes on the Web or in other formats we deem acceptable, so that you will always know what information we collect, how we use it and what choices you have.

Your Choices Regarding the Use of Your Information

The District may make your name and postal address available to other Governmental entities or provide mailing lists for voter information. If you would like to opt out of having the District share your name and postal address, contact us at

512-266-1111 or leslie@wcid17.org