



ALDERWOOD WATER AND WASTEWATER DISTRICT TERMS OF USE AND PRIVACY NOTICE

Thank you for visiting Alderwood Water and Wastewater District's (AWWD) Web Site and reviewing our Terms of Use and Privacy Notice. This notice addresses collection, use and security of and access to information that may be obtained through use of this Web site. This notice covers the following topics:

1. Information collected and how it is used
2. Personal information and choice
3. Public access to information
4. Nondisclosure of certain personal information
5. Review and correction of personally identifiable information
6. Cookies and applets
7. Security
8. Financial transactions
9. Restrictions on use of content
10. Tampering
11. Disclaimer
12. Contact information

1. Information collected and how it is used

If you do nothing during your visit to our Web site but browse, read pages, or download information, we will gather and store certain information about your visit. This information does not identify you personally.

We automatically collect and store the following information about your visit.

The Internet Protocol Address and domain name used. The Internet Protocol address is a numerical identifier assigned either to your Internet service provider or directly to your computer. We use the Internet Protocol Address to direct Internet traffic to you. This address can be translated to determine the domain name of your service provider (e.g. xcompany.com or yourschool.edu);

We do not currently collect and store the following information about your visit. AWWD reserves the right to collect the information in the future to improve the content of our Web site services and help us understand how people are using our Web site and services so that we may improve the site's usefulness to the public.

- a. The type of browser and operating system you used;
- b. The date and time you visited this site;
- c. The Web pages or services you accessed at this site; and
- d. The Web site you visited prior to coming to this Web site.

What we collect if you volunteer information.

If during your visit to the AWWD Web site you participate in a survey, send an email, or perform some other transaction online, the following additional information will be collected:

- a. The email address and contents of the email;
- b. Information volunteered in response to a survey; and
- c. Information provided on any online form used to engage in the online transaction, with an exception of credit card numbers. Please refer to the section on financial transactions for details on how we handle credit card numbers.

The information collected is not limited to text characters and may include audio, video, and graphic information formats you send us. The information is retained in accordance with Chapter 40.14 RCW, Preservation and Destruction of Public Records.

We use your email to respond appropriately. This may be to respond to you to address issues you may identify, to further improve our Web site, or to forward the email to another agency for appropriate action. Survey information is used for the purpose designated. Information provided on the online form is used to complete the online transaction and perform the service or provide the requested goods.

2. Personal information and choice

You may choose whether to provide personal information on-line.

"Personal Information" is information about a natural person that is readily identifiable to that specific individual. Personal information includes such things as an individual's name, address, phone number, social security number, bank (checking) account number, and credit card number.

We collect no personal information about you unless you voluntarily provide it to us by sending us email, participating in a survey, or completing an on-line form. You may choose not to contact us by email, participate in a survey or to provide any personal information using an online form. Your choice to not participate in these activities will not impair your ability to browse the AWWD Web site and read or download any information provided on the site

If personal information is requested on the Web site or volunteered by the user, state law and the federal Privacy Act of 1974 may protect it. However, this information is a public record once you provide it, and may be subject to public inspection and copying if not protected by federal or state law.

If you believe that your Personal Information is being used for a purpose other than what was intended when submitted, you may contact the agency contact person or position as shown in the Contact Information Section of this statement.

The Children's Online Privacy Protection Act (COPPA) governs information gathering online from or about children under the age of 13. AWWD is especially concerned about protecting children's privacy.

AWWD does not require children to reveal any information that could personally identify them. If a child chooses to provide personally identifying information to us then the child must get his/her parents' permission before providing any information on line at our site or any other site.

AWWD does not sell or rent your Personal Information. AWWD does not release your Personal Information for marketing purposes. AWWD does not share your Personal Information in a manner that differs from what is described in this Privacy Notice without your consent.

AWWD may use and disclose your Personal Information for the following purposes:

- a. To complete transactions and render products and services authorized by you, such as sharing the information to allow the bank to authenticate you, to pay a bill, and to send messages to you related to authorized products and services;
- b. To perform fraud screening, to verify your identity, or verify information contained in your account;
- c. To comply with laws and regulations, including compliance with court orders of lawful instructions from a government agency, to protect the personal safety of Rate Payers or the Public, to defend AWWD from claims, and to protect AWWD rights and property; and
- d. As otherwise authorized by you.

3. Public access to information

In the State of Washington, laws exist to ensure that government is open and that the public has a right to access appropriate records and information possessed by the government. At the same time, there are exceptions to the public's right to access public records that serve various needs including the privacy of individuals. Both state and federal laws provide exceptions. All information collected at this site becomes public record that may be subject to inspection and copying by the public, unless an exemption in law exists. [RCW 42.56.070](#) states that:

Each agency, in accordance with published rules, shall make available for public inspection and copying all public records, unless the record falls within the specific exemptions of the Public Records Act or other statute which exempts or prohibits disclosure of specific information or records.

In the event of a conflict between this Privacy Notice and the Public Records Act or other law governing the agency's disclosure of records, the Public Records Act or other applicable law will control.

To the extent required to prevent an unreasonable invasion of personal privacy interests protected by Chapter 42.56 RCW, an agency shall delete identifying details in a manner consistent with Chapter 42.56 RCW when it makes available or publishes any public record; however, the justification for the deletion shall be explained fully in writing.

4. Nondisclosure of certain personal information

AWWD may request that you provide certain Personal Information in order to process an online transaction. You may choose not to provide this information, but if you choose not to provide it we will be unable to process the transaction online and you will need to complete the transaction either in person or by mail.

5. Review and correction of Personal Information

You can review any personally identifiable information we collect about you by using the information in the Contact Information section at the end of this Notice. You may recommend changes to your personally identifiable information you believe to be inaccurate by submitting a written request that credibly shows the inaccuracy. We will take reasonable steps to verify your identity before granting access or making corrections. [RCW 43.105.310](#)

6. Cookies and applets

Cookies

Cookies are simple text files stored on your computer by your web browser. If used, Cookies created on your computer by using this Web site do not contain Personal Information and do not compromise your privacy or security.

AWWD does not use Cookies at this time, however AWWD reserves the right to use Cookies in the future.

Applets

Applets, when used, are tools downloaded to your computer to work with the software you have. They are intended to enhance your browsing experience by enabling you to view information in a unique manner and/or to enable access to information that your computer would otherwise be unable to access without the applet.

AWWD does not use applets, so you are not required to use applets to browse this site. However AWWD reserves the right to use Applets in the future.

7. Security

The Information Technology (IT) Department, as developer and manager of the AWWD Web sites, has taken several steps to safeguard the integrity of its data and prevent unauthorized access to information maintained by IT. For site security purposes and to ensure that this Web site remains available to all users, IT employs software to monitor traffic to identify unauthorized attempts to upload or change information or otherwise cause damage to this website. These measures are designed and intended to prevent corruption of data, block unknown or unauthorized access to our systems and information, and to provide reasonable protection of private information in our possession.

This information should not be construed in any way as giving business, legal, or other advice, or warranting as fail proof, the security of information provided via AWWD Web sites.

8. Financial transactions

How we keep your information secure during financial transactions

To ensure that your Personal Information remains confidential during a financial transaction, AWWD uses Secure Sockets Layer (SSL) technology to transmit and receive your Personal Information in an encrypted form.

Additionally, we maintain physical, electronic and procedural safeguards to help prevent unauthorized access to your Personal Information. We update and test our technology to improve these protections and to ensure the integrity of your Personal Information.

AWWD has policies and procedures that limit employee access to your Personal Information to those with a business reason to have such information. We educate our employees about the importance of confidentiality and customer privacy, and we take appropriate disciplinary measures to enforce our privacy practices.

Protection for former Customers

We treat the Personal Information of our former customers with the same care and respect as that of our current customers.

What happens to your credit card information after you send it?

When you submit your credit card information, it is encrypted and securely transmitted to the Bank for processing. The Bank directs the amount designated by you to AWWD, and we post the payment to your account. Your credit card information does not enter the AWWD billing software system, nor is it stored anywhere on the AWWD computer network.

The AWWD Billing Clerks can view your credit card information, but only on the Bank's secure web site.

How can you be sure that this is a secure web site?

There are two ways you can confirm a secure web site:

- a. There should be a small padlock symbol displayed on your browser.
- b. The [URL](#) address shown at the top will begin with an "https://" prefix rather than the standard "http://" prefix. The "s" means that the page is secure.

9. Restrictions on use of content

By visiting the AWWD Web site, you agree that you will not use the site for any unlawful activity, or use it in any way that would violate the terms of this Notice. If you cause damage to anyone else by misusing this Web site in whole or in part, you agree to defend and indemnify AWWD, its officers, agents, volunteers, and employees.

10. Tampering

For site security purposes and to ensure that this service remains available to all users, AWWD may monitor network traffic to identify unauthorized attempts to upload or change information, or otherwise cause damage. Unauthorized attempts to upload information or change information on AWWD web pages are strictly prohibited and may be punishable by law, including the Computer Fraud and Abuse Act of 1986 and the National Information Infrastructure Protection Act. In the specific context of this security monitoring, there is no expectation of privacy. However, only in the case of actual law enforcement investigations will we attempt to identify individual users or their usage habits. AWWD reserves the right to deny access to anyone who misuses the content of its Web site, who attempts to upload or change information, or who otherwise attempts to cause damage.

11. Disclaimer

The AWWD Web site has links to many other Web sites. These include links to Web sites operated by other government agencies, nonprofit organizations and private businesses. When you link to another site, you are no longer on the AWWD Web site and this Privacy Notice will not apply. When you link to another Web site, you are subject to the Privacy Notice of that new site.

Reference in this Web site to any specific commercial products, processes, or services, or the use of any trade, firm, or corporation name is for the information and convenience of the public and does not constitute endorsement, recommendation, or favoring by the AWWD or its officers, employees or agents.

AWWD reserves the right to revise and update this Privacy Notice at any time without notice by posting such revised Privacy Notice at the AWWD home page.

12. Contact Information

To review your personal information or request correction of your personal information, please contact:

Public Records Officer
3626 156th St SW
Lynnwood, WA 98087-5021
Phone: (425) 743-4605
Fax: (425) 745-4105
Email: PublicRecordsOfficer@alderwoodwater.com

To offer comments about this Web site or the information presented in this notice, you may contact::

Web Master
3626 156th St SW
Lynnwood, WA 98087-5021
Phone: (425) 743-4605
Fax: (425) 745-4105
Email: WebMaster@alderwoodwater.com

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