



EMWD Privacy Policy

The Eastern Municipal Water District ("EMWD") values and respects your privacy. This policy describes EMWD's privacy practices regarding information collected from visitors to the site, including what data is collected and how that information is used.

When you follow a link to another site, this policy will not apply. You should review the privacy policy of any site you link to if you have concerns about how that site handles and uses personally identifiable information. We are not responsible for the privacy practices of any third parties or our customers.

Please note that this policy and the type of information we collect is subject to change. The best way to make sure that you have seen the most current version of the policy is to review our website regularly. You may also subscribe to our electronic newsletter service at <http://www.emwd.org/enotify>. You can unsubscribe from the newsletter at any time.

Information Collected

EMWD's website is a hosted site, which means that the site is maintained on a server owned and operated by a third party. When you provide information to EMWD through the website, you are also providing that information to the site host. The types of information EMWD or the site host may collect fall into two general categories:

1. Non-personal statistical information collected in the aggregate. EMWD uses Google Analytics to collect non-personal statistical information in the aggregate. This is anonymous information collected automatically by the site host to improve the performance of the site. The information collected may include the number of visitors to the website, how visitors navigate through the website, and the individual IP addresses of visitors to the site. This type of statistical information does not include any information that could be used to identify you. None of this information can be linked to any individual. In addition, neither EMWD nor the site host collects information about the other websites you have visited. More information about how Google Analytics works can be found at:
https://support.google.com/analytics/topic/2919631?hl=en&ref_topic=1008008&vid=1-635755356246293703-11177325124786694929
2. Personal information that you knowingly provide to us through the website. When you sign up for or use the services provided through our website, other than online payment services, EMWD may ask you to provide certain information that can be used to identify you and provide you with the requested information or services. This information may include your first and last name, billing and/or service address, telephone number, e-mail address, and EMWD account number. EMWD does not collect your Social Security number, financial account number, or username and password directly through its website. The information you provide through the website is e-mailed by the site host to the appropriate EMWD department where it is retained and used solely for the purpose for which you provided it. This e-mail is sent in plaintext over an open network. You should never provide your Social Security number, financial account information, or information that would give someone access to an online account, such as user name and password, via an unsecure e-mail, and EMWD will never ask that you send this type of information via email.

Security of Online Payments to EMWD

All online payment transactions are conducted through a third-party website that is linked to www.emwd.org. Neither EMWD nor the site host for www.emwd.org receive or store payment information. For information regarding the security and privacy of information provided to make online payments, please review the terms and conditions and privacy policy at <https://secure6.i-doxs.net/EMWD/Default.aspx>.

Customer Information Not Sold, Shared, or Exchanged

EMWD believes that your “personally identifiable information” belongs to you. For this reason, neither EMWD nor the site host will sell, share or exchange your information to or with a third party without your express written consent. Also, because the website does not collect information about the other sites you have visited; it does not disclose such information to other websites. Please be aware, however, that when you provide information to a governmental entity, the information you provide may be subject to the California Public Records Act or other applicable federal legislation.

Cookies

Cookie technology is useful for gathering information such as browser type and operating system. This information helps EMWD create the best possible experience for you when you visit our site. A cookie is a small text file that is stored on your hard drive and created to track specific information. A cookie cannot read data off of your hard disk or read cookie files created by other sites. These cookies do not contain any information that can be used to identify you or disclose your web browsing history to any other person or entity.

How we Respond to “Do Not Track” Signals

“Do Not Track (DNT)” signals communicate your DNT preferences from your browser to websites that you visit. EMWD does not respond to DNT signals in browsers. However, EMWD takes your privacy very seriously, and because the website does not collect information about the other sites you have visited, it does not track such information or disclose such information to other websites.

Disclosing Information

We will disclose personally identifiable information as required by law, for example, in response to a court order or a subpoena. We also may disclose such information in response to a law enforcement or regulatory agency’s request. In addition, information provided to us may be subject to the California Public Records Act or other applicable federal legislation.

Although we take reasonable measures to safeguard against unauthorized disclosures of information, we cannot assure you that personally identifiable information that we collect will never be disclosed in a manner that is inconsistent with this privacy policy. Our site may contain links to other sites whose information practices may be different from ours. Please read the other sites’ privacy notices, and note that we have no control over information that is submitted to, or collected by, these third parties.

Children

Our Sites and our products and services are not directed to persons under 13. We do not knowingly collect personally identifiable information from children under 13. If a parent or guardian becomes aware that his or her child has provided us with personal information without such parent or guardian's consent, he or she should contact us. If we become aware that a child under 13 has provided us with personal information, we will delete such information from our files.

Contact Information

If at any time you are concerned that your personal information is incorrect, unless otherwise prohibited by state or federal law, you will be granted the ability to access and correct any personally identifiable information. We will take reasonable steps to verify your identity before granting access to review or make corrections to your information. Please contact us at webmaster@emwd.org. If you would like your personal information discarded, please contact us at webmaster@emwd.org.

Supplemental Notice to EU Residents

1. Lawful Grounds

If you are a resident of the EU, this notice describes how EMWD acts in accordance with the General Data Protection Regulation ("GDPR"). EMWD relies on legitimate interest to process your data for the purposes described in the "Information Collected" section above.

2. Transfer of Data

EMWD operates its services from the United States, meaning your personal data may be transferred to the US, outside of the EU. Whenever your personal data is transferred outside the EU, EMWD will take all reasonable steps necessary to ensure the data is secure and treated in accordance with EMWD's privacy policy.

Where required by the GDPR, appropriate safeguards, such as the standard contractual clauses approved by the European Commission will be put in place.

3. Right to Withdraw Consent

In the circumstance where EMWD may require your consent in processing your personal data, you have a right to withdraw your consent for such processing at any time. To withdraw your consent, please contact us at webmaster@emwd.org. Once your withdrawal notification is received, EMWD will no longer process the information for the specific purpose(s) for which the original consent was given, unless it is done for a legal basis.

4. Requests

Under the GDPR you have the right to:

- Request access to your personal data
 - Request the rectification of personal data
 - Object to the processing of your personal data
 - Request the erasure of your personal data
 - Request the transfer of your personal data to another party
 - File a complaint with a supervisory authority
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