

Consumer Privacy & Confidentiality Notice

Our Commitment to Your Privacy

MAWSS knows that customers are concerned about how their information is used and shared. MAWSS has a history of protecting the confidentiality and security of information we collect from our customers. We strictly adhere to all regulatory requirements with regard to privacy and our employees are trained on how to handle customer information.

This privacy statement outlines the information MAWSS will collect and how we will use that information. This policy may be updated from time to time to reflect changes in our services and our policies. Updates will be posted on our website, www.mawss.com.

What Information We Collect and Why

Whether by telephone, in person or electronically, we get most of our information directly from you regarding your account with us. The information we request to establish service may include name, address, social security number, phone number, email address, Driver's License number (or alternate government issued ID), lease and proof of service with power or gas utility. We may verify this information or obtain additional information from consumer reporting agencies or public sources.

MAWSS does not sell or disclose any personal identifiable information to any third party unless it is necessary to provide you with a requested service or as may be required by law. For example, if a customer registers for online bill payments, the customer's personal information is shared with a third party vendor so that they are able to process the electronic payment. Information may be disclosed to audit professionals for audit purposes, to collection agencies for collection of past due balances, or to law enforcement for fraud prevention.

MAWSS tracks the number of visits to each of our Web pages. The information is used to improve the content of our website and is not shared with any other organization or site visitors for commercial purposes or any other use. We may capture your IP address, browser type, and the pages on our site that you visit. This is common practice on the web and is done to help improve the browsing experience.

Identity Theft

MAWSS takes a variety of physical, electronic, and procedural measures to protect customer information from identity theft and related crimes. We are constantly accessing these measures to ensure the safety of your information.

We all need to protect ourselves and our family members from identity theft and related crimes. Helpful information on this topic may be found on the Federal Trade Commission's Identity Theft website at www.consumer.gov/idtheft/.

Communication from MAWSS

If you have signed up for electronic payment or utilize our app, you will be notified electronically when your MAWSS bill is ready. On occasion, when a customer is in danger of having service cut for non-payment, you may receive an automated phone call from MAWSS with information on how to pay your bill electronically to prevent loss of service. MAWSS refers you to a third party vendor that accepts credit or debit card payments. MAWSS will NEVER ask for a credit or debit card number over the phone. If you receive a request asking for this information, it is a scam. DO NOT provide this information over the phone. Please notify law enforcement and MAWSS.

Information will not be sent by email unless you have opted to receive it. This may include timely information regarding water outages, road closures related to MAWSS construction or cost saving information. You may opt out of these emails anytime by following the unsubscribe process in the footer of the email or by notifying us through the Contact Us section of our website.

Additional Information

This notice is not a formal limitation on the ability of MAWSS to use, manage, and disclose customer information as determined to be necessary, appropriate, or as required by law. It is subject to change without notification to ensure the highest level of customer privacy and confidentiality. Examples contained in this notice are illustrations and not intended to be all-inclusive.