

# Privacy Policy

Thank you for visiting the Mission Springs Water District website. MSWD recognizes the importance of protecting the privacy of users of this website and through this notice explains our online privacy practices and how we collect and use your information at this site.

The type of information we collect and this policy is subject to change. Please revisit this policy statement regularly to receive notice of changes to the policy.

## Information Collected

When you visit our website there are two kinds of information that we are likely to record:

1. Non-personal statistical information was collected in the aggregate. This is anonymous information collected automatically and includes information such as the following: the number of visitors to the website, how visitors navigate through the website, what type of browsers are used, Internet domain, etc. Logs of such information may be preserved indefinitely and may be used to prevent security breaches and to ensure the integrity of the data on our servers.
2. Personal information that you knowingly provide to us. When you sign up for certain services or register on our website to access your account information, MSWD will collect personal information that will help us to identify you, authenticate you, and provide you with better service in the future. This information is called “personally identifiable information” and is used to associate usage information with a specific individual or entity. Examples of personally identifiable information are customer name, address, telephone number, email address, account number, social security number, etc. MSWD has traditionally collected such information from customers to conduct business through the mail or over the telephone and collecting such information over the Internet will allow MSWD to serve its customers over the Internet.

## Customer Information Not Sold

MSWD will not sell to, or share or exchange with, any third parties, absent your express authorization, online information that you provide us, including email addresses. We only collect

personally identifiable information to better serve you.

## **Confidentiality of Email**

Messages transmitted via email are not secure and any information transmitted to this site via email should be assumed to not be confidential.

## **Email Addresses**

Email addresses obtained through the website will not be sold or given to other private companies for marketing purposes. The information collected is subject to the access and confidentiality provisions of applicable federal, state, or local laws. Email or other information requests sent to MSWD's website may be maintained in order to respond to the request, forward that request to the appropriate staff within MSWD, communicate updates to the MSWD page that may be of interest to the public, or provide the MSWD Web designer with valuable customer feedback to assist in improving the site. Individuals can cancel any communications regarding new service updates at any time.

## **Notice Regarding Children**

Any sections of MSWD's website that are geared to children (e.g. safety, and educational services) do not contain online forms and no personal information will be requested of children.

## **Security**

All transfers of personally identifiable information on our website are secured by the industry-standard Secure Sockets Layer (SSL) protocol. Despite such security measures, no technology is fail-proof and it is possible, albeit remotely so, for an unauthorized person to gain access to this site. Accordingly, users providing personally identifiable information through this website do so at their own risk.

## **Cookies**

In order to provide optimal service and convenience, we may use "cookies." A cookie is a temporary code placed in your computer by our server that facilitates communication and

saves you time when you visit our site. Cookies may be used to understand site usage and to improve the content and offerings on our sites.

## **Disclaimer of Liability**

Neither MSWD, nor any of its units, programs, employees, agents or individual board members, shall be held liable for any improper or incorrect use of the information described and/or contained in MSWD's website and MSWD assumes no responsibility for anyone's use of the information. In no event shall the MSWD website, or its units, programs, employees, agents or individual board members be liable for any direct, indirect, incidental, special, exemplary, or consequential damages (including, but not limited to, procurement or substitute goods or services; loss of use, data, or profits; or business interruption) however caused and on any theory of liability, whether in contract, strict liability, or tort (including negligence or otherwise) arising in any way out of the use of this system, even if advised of the possibility of such damage. This disclaimer of liability applies to any damages or injury, including but not limited to those caused by any failure of performance, error, omission, interruption, deletion, defect, delay in operation or transmission, computer virus, communication line failure, theft or destruction or unauthorized access to, alteration of, or use of record, whether for breach of contract, tortious behavior, negligence or under any other cause of action.

## **Disclaimer of Warranties and Accuracy of Data**

Although the data found using MSWD's access systems have been produced and processed from sources believed to be reliable, no warranty, express or implied, is made regarding the accuracy, adequacy, completeness, legality, reliability or usefulness of any information. This disclaimer applies to both isolated and aggregate uses of the information. MSWD PROVIDES THIS INFORMATION ON AN "AS IS" BASIS. ALL WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, FREEDOM FROM CONTAMINATION BY COMPUTER VIRUSES AND NON-INFRINGEMENT OF PROPRIETARY RIGHTS ARE DISCLAIMED. Changes may be periodically made to the information herein; these changes may or may not be incorporated in any new versions of MSWD's website. If a user has obtained information from any of the MSWD Web pages via a source other than MSWD pages, be aware that electronic data can be altered subsequent to original distribution. Data can also quickly become out of date. It is recommended that careful attention be paid to the contents of any data associated with a file and that the originator of the data or information be contacted with any questions regarding appropriate use.

# **Disclaimer of Endorsement**

MSWD is a distributor of content sometimes supplied by third parties and users. Any opinions, advice, statements, services, offers, or other information or content expressed or made available by third parties, including information providers, users, or others, are those of the respective author(s) or distributor(s) and do not necessarily state or reflect those of MSWD and shall not be used for advertising or product endorsement purposes. Reference herein to any specific commercial products, process, or service by trade name, trademark, manufacturer, or otherwise, does not constitute or imply its endorsement, recommendation, or favoring by MSWD.

## **Disclaimer for External Links**

MSWD's website may have links to other websites. These may include links to websites operated by other agencies and officials, other government agencies, nonprofit organizations, and private businesses. When a user leaves MSWD's Web site and visits another site, the user is subject to the privacy policy of that new site. MSWD is not responsible for the contents of any off-site pages referenced. The user specifically acknowledges that MSWD is not liable for the defamatory, negligent, inaccurate, offensive, or illegal conduct of other users, links, or third parties and that the risk of injury from the foregoing rests entirely with the user. Links from MSWD's Web pages on the World Wide Web to other sites do not constitute an endorsement from MSWD. These links are provided as an information service only. It is the responsibility of the user to evaluate the content and usefulness of information obtained from other sites. MSWD's Web site may contain links to other related World Wide Web sites and resources. Because MSWD and its Web site are not responsible for the availability of these outside resources or their contents, the user should direct any concerns regarding any external link to such external site's site administrator or webmaster.

## **Disclaimer of Duty to Continue Provision of Data**

Due to the dynamic nature of the Internet, resources that are free and publicly available one day may require a fee or restricted access the next, and the location of items may change as menus, pages, and files are reorganized. The user expressly agrees that the use of MSWD's website is at the user's sole risk. MSWD does not warrant that the service will be uninterrupted or error-free. The documents and related graphics published on this website or server could contain technical inaccuracies or typographical errors. Changes are periodically added to the information herein. MSWD and/or its respective units and programs may make improvements and/or changes in the information and/or programs described herein at any time.

# **Unauthorized Changes Prohibited**

Unauthorized attempts to upload or change information on MSWD's Web servers are strictly prohibited and may be punishable by law.

## **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 law enforcement or regulatory agency's request. 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.

## **Reporting Errors; Questions**

If a user finds any errors or omissions, please report them to the address provided below. If you have any questions or concerns about this policy or its implementation you may also contact us at such address.

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