



## **CUSTOMER INFORMATION PRIVACY DISCLAIMER**

(07/01/2020)

The Hopkinsville Water Environment Authority (HWEA) believes personal information and the privacy of its customers is extremely important.

HWEA collects only the personal information necessary to provide requested services to customers when they accept our terms of service or where we have obtained prior consent. Please note that all non-exempt information collected by HWEA may be subject to public disclosure under KRS 61.870 et.seq., the [Kentucky Open Records Act](#). However, public records containing information of a personal nature are protected from disclosure by the personal privacy exemption of state law where the public disclosure thereof would constitute a clearly unwarranted invasion of person privacy. Personal data in our possession is maintained and used in ways that respect individual privacy.

Any personal information we may collect is for the purpose of conducting routine company business and we will not share, sell, or rent any identifiable personal information to any third party without written consent of the customer or as required by law.

We may contract information technology services and database management in order to assist us with billing or collections, however, we take reasonable measures to ensure that your information is duly protected.

Customer information may also be stored on both portable and stationary computer hard drives as well as may be printed as hard copy. In any circumstance, we take reasonable steps to ensure your personal information is secure and protected from unauthorized access and or misuse.

HWEA may disclose personal information to federal or state law enforcement authorities to enforce HWEA's rights against unauthorized access or attempted unauthorized access to the HWEA's information technology assets or against other inappropriate uses of customer information.

If you should have any questions or comments, please contact Customer Service at 270-887-4246 or email us at [hwea@hwea-ky.com](mailto:hwea@hwea-ky.com).

**Thank you & We Appreciate the Opportunity to Serve You !!**

**EXCELLENCE – INTEGRITY – COMMUNITY**