

RIVIERA UTILITIES - POLICY			
Category:	ADMINISTRATION	Title:	CUSTOMER DATA PRIVACY
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Date of Adoption:	July 19, 2022	Policy Reference:	IT-01
Previous Revision:		Approved By:	BOARD

Purpose:

To notify customer what information Riviera Utilities (RU) collects, and how we use, disclose, and protect customer information.

Overview

RU recognizes the need for appropriate protection and management of personally identifiable information (“PII”) shared with us by our customers (“you”). This Privacy Policy (the “Policy”) applies to your use of our websites and other digital resources, including our mobile application and self-service payment kiosks. By using our digital resources, you consent to the collection and use of information by RU as outlined in this Policy. RU reserves the right to change this Policy at any time and for any reason. If this Policy changes, we will update our digital resources so that you are always aware of what information we collect, how we use it, and under what circumstances we disclose it.

Information We Collect

- Information That You Voluntarily Provide***
 In order to serve you and effectively process your transactions, RU may request certain information from you, including for example, your name, address, telephone number, email, PIN number, and bank account information. You acknowledge that your submission of any information to RU is voluntary on your part. You may always choose not to provide information. However, your failure to provide certain information may preclude you from completing a purchase or taking advantage of certain of RU’ services.
- Automatic Collection of Information***
 RU may use cookies or applets to recognize you when you visit our website, in order to personalize your experience and in general to serve you better. Cookies are identifiers that a website sends to your browser to keep on your computer to facilitate



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your next visit to our website. These technologies collect certain technical information such as date and time of your visit, internet protocol (IP) address, browser software and operating system used for your visit, and the content of any sent or received cookies. RU does not use these technologies to associate you with any off-line activity. RU does not use cookies or applets to track your activities once you leave RU websites. You may delete these files from your computer at any time. You can also set your browser to notify you when you are sent a cookie, so that you can choose to decline or accept it. RU reserves the right to use third party analytical tools to monitor use of our website.

- Information From Utility Meters**
 RU may utilize digitally communicating utility meters. These meters provide automated means of collecting utility consumption information for Electrical, Water, and Gas usage. Data collected from utility meters is used for customer billing and RU business purposes. All metered data is transferred over secure communication channels and access limited to authorized personnel.

How We Use Your Information

RU stores and uses your personal information to serve you effectively and process your transactions. RU may retain any information you provide for these purposes. RU may access, preserve, and disclose your information to the extent RU reasonably believes necessary to comply with any law, regulation, or legal process. RU may also access, preserve, and disclose your information to obtain and provide credit reporting information. RU will not use any financial information supplied by you for any purpose beyond the services provided by RU.

RU will retain your information for the period necessary to fulfill the purposes outlined above, unless a longer retention period is required or allowed by applicable law. Remember that, even after you cancel your RU account, copies of some information from your account may remain viewable in some circumstances where, for example, you have shared information with social media or other services. Because of the nature of caching technology, your account may not be instantly inaccessible to others. RU may also retain backup information related to your account on its servers for some time



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after cancelation for fraud detection or to comply with applicable law or our internal security policies. It is not always possible to completely remove or delete all of your information due to technical constraints or contractual, financial, or legal requirements.

RU does not sell your data to third parties.

RU uses third party vendors to support its digital services. These vendors provide services related to, for example, quality control/customer surveys, customer billing and payments, establishing new service, and collections, among others. Before any personal information is disseminated to these vendors, RU ensures that: (i) the third party has robust information practices to protect the sensitive and confidential customer information, and (ii) use of the information by the third party is limited to RU business purposes. These companies may process information about you in order to perform their functions. RU is not responsible for disclosure of your information due to unauthorized acts of third parties or acts otherwise outside of RU control.

How We Protect Your Information

RU uses industry-standard safeguards and protection practices and controls to ensure the integrity of its systems and protect your information from loss or misuse. RU takes off-line measures to protect your information that RU knows to be financial or business-sensitive information to the same extent RU protects its own information. However, no security system can be guaranteed to be 100% secure. As such, RU cannot guarantee the information you provide will never be accessed or obtained by unauthorized persons.

Child Privacy

We understand children’s privacy is important. RU’ websites and other digital resources do not knowingly collect personal information from visitors under age 13 and are in no way directed at children under the age of 13. If you are under the age of 13, then you should not submit personal information without the consent of your parent or guardian. If a user submits a report to RU that RU



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has collected personal information of a child under age 13, RU will delete that information as quickly as possible.

Warning About Social Media

In order to provide current and potential customers with additional options for contacting RU Customer Service department, RU has established social media accounts. These are public forums. Thus, you should be aware that any personal information you provide through these forums can be read, collected, or used by others and that such disclosures are subject solely to the privacy policies and protections of those forums. RU has no control over those forums and, consequently, is not responsible for any personal information that you may choose to disclose through them.

Revision History:
7/19/2022 – Original

