

## **ROGUE VALLEY SEWER SERVICES PRIVACY STATEMENT**

Your privacy is important to Rogue Valley Sewer Services (RVS). This privacy statement provides information about the personal information that RVS collects, and the ways in which RVS uses that personal information.

### **Personal information collection**

RVS may collect and use the following kinds of personal information:

- information that you provide for the purpose of activating your sewer account, including name, phone number, and mailing address. If you are a renter, this information can be shared with the property owner and/or the property manager;
- information that you provide for the purpose of communicating via e-mail, including name, e-mail address, and any other information included on your e-mail;
- information you provide to apply for financing of development charges and/or assessment fees. In cases where you request to pay large fees over time, normal loan application will ask for information necessary to evaluate your credit history.
- any other information that you send to RVS.

### **Using personal information**

RVS may use your personal information to:

- send you statements and invoices;
- provide necessary assistance.

Where RVS discloses your personal information to its agents or sub-contractors for these purposes, the agent or sub-contractor in question will be obligated to use that personal information in accordance with the terms of this privacy statement.

In addition to the disclosures reasonably necessary for the purposes identified elsewhere above, RVS may disclose your personal information to the extent that it is required to do so by law, in connection with any legal proceedings or prospective legal proceedings, and in order to establish, exercise or defend its legal rights.

### **Credit Card Information**

RVS contracts with Umpqua Bank's Virtual Merchant to collect on-line and over-the-phone credit card payments using a secure website. Credit card information will be used for the sole purpose of paying fees owed RVS.

### **Securing of your data**

RVS will take reasonable technical and organizational precautions to prevent the loss, misuse or alteration of your personal information.

RVS will store all the personal information you provide on its secure servers and/or in our locked vault.

Information relating to electronic transactions entered into via this website will be protected by encryption technology.

### **Updating this statement**

RVS may update this privacy policy by posting a new version on this website.

You should check this page occasionally to ensure you are familiar with any changes.

### **Other websites**

This website contains links to other websites.

RVS is not responsible for the privacy policies or practices of any third party.

### **Contact RVS**

If you have any questions about this privacy policy or Rogue Valley Sewer Service's treatment of your personal information, please write to:

- by email to [info@RVS.us](mailto:info@RVS.us); or
- by post to P.O. Box 3130, Central Point, OR 97502.

### **This privacy statement**

This privacy statement is based on an original template created by [website-contracts.co.uk](http://website-contracts.co.uk) and distributed by

[freenetlaw.com](http://freenetlaw.com).

**RVS Code 2.05.040 Refund policy.**

A. When an RVS sewer service account holder petitions for a refund on payments made on their sewer service billings when the account should have been previously closed and was not due to the account holder's failure to notify RVS, staff shall refund up to a maximum of six months of the most recent payments made on the sewer service billings providing adequate information and/or documentation supporting the refund request has been received by staff.

B. When an RVS sewer service account has been overbilled due to the account holder providing incorrect information to RVS, staff shall refund up to an amount representing the difference between the amount paid on the billings during the most recent six months and the amount that should have been billed on the revised or corrected information. [Res. 97-31, §§ 1, 2, 1997.]

C. In all other situations, with adequate documentation and approval of the Manager, any refund shall be limited to a maximum of six months. [Ord. 07-01, §§ 2.21.2007.]