

## Oxford Utilities Privacy Policy

Oxford Utilities is a municipal public utility company owned by the City of Oxford, Mississippi. Solely for convenience, the term “OU” will herein be used to refer to Oxford Utilities.

The term “Website” refers to the website <https://www.oxfordutilities.com>. The term “Web Services” refers to any and all services available from this website, including, but not limited to, service requests, account access services, paperless bill delivery services, and bill payment services.

OU understands the importance of privacy and is committed to the highest level of integrity in dealings with customers, employees, and job applicants.

### Privacy Commitment

OU may collect various pieces of Personal Information from customers to provide the best utility service possible. This information may include, but is not limited to, your name, physical address, email address, IP address, phone number, fax number, tax identification number, social security number, debit card number and associated billing information, credit card provider, resume, OU account number, password, picture, or other various information that might assist OU in identifying its customers.

OU will retain privacy information for at least the period of time required by law. After a customer cancels service with OU, the information may be retained for a longer period to assist with fraud detection.

Except as expressly detailed in this Privacy Policy, OU does not share or sell Personal Information to third party organizations for their commercial or marketing purposes.

As a general matter, OU may disclose Personal Information:

- When authorized by the customer or when necessary to provide a service the customer has requested.
- To communicate with customers about issues related to their application, account, or request for service.
- When necessary to comply with an order of a government agency or court, when requested by a government regulator, or as otherwise required by law, or requested in writing by law enforcement.
- To investigate and address system problems and to protect the security of OU.

Additionally, OU may disclose Personal Information to individual contractors and third-party service providers who assist OU with providing its customers with services, or with other permitted uses of Personal Information (subject to appropriate confidentiality agreements).

The following sections describe in detail the data that OU collects and how OU uses that data.

## **2. Information OU Collects Automatically**

OU may collect information about a user's interactions with the OU Website and other websites related to OU that a user visits, including IP address and the web pages visited.

OU may use this information for various purposes, including diagnosing problems, investigating security issues, supporting training efforts, or documenting a user's interaction with the OU Website or other websites. This information is also used to evaluate our Website's effectiveness and improve user experience.

Privacy Policies for third-party services related to OU's mobile app are linked below:

- [Google Play Services](#)
- [Legal - Privacy Policy - Apple](#)
- [CSA App Privacy Policy](#)

## **3. Information OU Collects from All Users**

OU may collect the name, address, telephone number, and email address from users of our Website.

For members of the public, OU may collect this information from surveys, service eligibility determination, inquiries, outage management, and account registration. Other uses of our Website may provide this information in connection with Web Services described below:

- Notifying the user about changes to our Website.
- Alerting the user to outages in OU's service area.
- Informing the user when new services, options, or features become available.
- Offering users the opportunity to donate to OU's charitable funds, such as Plus One.

## **4. Information OU Collects from Customers**

When service is initiated with OU, regardless of whether it is via our Website, phone, fax, email, or visiting our Customer Service Representatives in person, OU will collect Personal Information for activities including:

- To identify a customer in connection with establishing an account.
- To establish a deposit amount (if required).
- To provide online bills or usage information.
- To collect amounts due on a customer's account.
- To process, evaluate, and respond to account and service requests, inquiries, and applications a customer makes.
- To maintain a customer's account.
- To close a customer's account.
- To provide, administer, and communicate with customers about products and services.
- To operate, evaluate, and improve our business (including developing new products and services; managing our communications; performing market research; managing our

advertising and marketing; analyzing our services and Websites; administering our Websites; and performing accounting, auditing, reconciliation, and collection activities).

- To protect against and prevent fraud, unauthorized activity, claims, and other liabilities.
- To comply with and enforce applicable legal requirements, industry standards, and our policies and terms of use.

OU may utilize digitally communicating utility meters. These meters provide automated means of collecting utility consumption information for Electrical and Water usage. Data collected from utility meters is used for customer billing and OU data metrics acquisition. All metered data is transferred over secure communication channels and access is limited to authorized personnel.

Utility usage data is analyzed to help determine the best rate plan or take advantage of programs offered by OU and the Tennessee Valley Authority (TVA). TVA receives Personal Information and Usage Data monthly. TVA may also use meter data in daily, hourly, or 15-minute intervals to design and promote personalized energy efficiency services.

OU may engage third parties to assist in providing customers with service. For example, OU may:

- Send certain Personal Information to a credit-reporting agency to assist in determining deposit amounts.
- Allow an IT service provider to access Personal Information to assist OU with technology-related customer service issues.
- Provide collection agents with Personal Information in connection with collecting amounts due to an account.

## **5. Information OU Collects from Job Applicants**

OU will collect information from job applicants needed to evaluate job applications, such as a resume and information provided in the application.

OU does not disclose information contained in resumes or job applications to third parties, except as provided below. OU is committed to limiting internal access to resumes and job applications to individuals involved in the application process.

OU will use the information provided in applications as necessary to evaluate job applications. In connection with job applications, OU may provide applicant information to third parties for the purpose of administering and processing applications, performing background checks, and scheduling drug screenings.

An applicant may choose to provide information on gender, race, or ethnicity on a voluntary basis. OU does not consider this information, or the choice to decline providing this information, when evaluating qualifications for employment. If such information is provided, OU may use it to the extent necessary or appropriate for compliance with relevant legal obligations or for internal purposes.

Once a job applicant is employed by OU, certain Personal Information may be disclosed, including

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name and picture, in OU marketing material. OU employees may opt out of this disclosure by contacting the OU Human Resources Supervisor.

## **6. Information OU Collects from Vendors and Potential Vendors**

As a vendor or potential vendor, OU collects information that OU needs to process an application to become a vendor. OU may use this information to conduct background checks and drug screenings. OU may also use it to evaluate work and proposals to work, process payments, comply with reporting obligations, and for other internal business purposes. In addition to Personal Information, OU may collect information to comply with OU's federal reporting requirements and internal policies concerning expenditures with local, small, small-disadvantage, minority, and women-owned businesses.

## **7. Personal Information Provided in Connection with Web Services and other OU Services**

In connection with usage of the OU Website and Web Services, users may be asked to create an account and provide a password. The user is responsible for the use, security, and safety of such account and password.

## **8. Email Addresses, Physical Addresses, and Phone Numbers**

Individuals who supply their email address, physical address, or phone number may periodically receive messages from OU with information on new products and services, outages, upcoming events or news, account-related information, information about job or vendor applications, information on job-related activities if employed by OU, or opportunities to donate to OU's charitable funds (such as Plus One).

If an individual does not wish to receive such communications from OU (except with respect to communications in connection with an individual's OU account, request for service, job or vendor application, or job-related activities if employed by OU), contact OU Customer Service to stop receiving these types of communication. OU will comply with such requests as required by law or requested in writing by law enforcement.

## **9. Unsolicited Material Not Confidential**

Unless provided by an individual in connection with Web Services or other OU Service, in connection with a job application, employment with OU, vendor application, or unless OU specifically notes otherwise, any Personal Information or any other information or material provided on an unsolicited basis will be deemed NOT to be confidential.

OU has established social media accounts to keep current customers and members of the public informed. OU has no control over the public forum that is social media. Any information provided through social media may be read, collected, or used by others. Each social media platform used by OU has a unique privacy policy that can be accessed on that respective platform. OU strongly suggests reviewing each privacy policy associated with the social media platforms used by OU.

## **10. Submissions to OU**

Any information, suggestion, idea, graphic design, remark, or other submission to OU shall become the exclusive property of OU, and shall not be deemed to be confidential, except as provided by this Privacy Policy. OU shall be entitled to use any such submission and any derivative works created therefrom, and any related concepts, ideas, techniques, or know-how for any lawful purpose without any obligation to any user submitting the same and without any other restriction, permission, or compensation. Each user making any such submission thereby acknowledges the originality of such submission and accepts responsibility for its accuracy, completeness, appropriateness, and legality.

## **11. Data Security**

OU maintains administrative, technical, and physical safeguards designed to protect the personal information you provide against accidental, unlawful, or unauthorized destruction, loss, alteration, access, or disclosure of use.

The OU Website uses Secure Sockets Layer (SSL) encryption. SSL encryption preserves and protects the confidentiality of Personal and Financial Information when submitted to OU.

## **12. Child Privacy**

OU's Website and Web Services does not knowingly collect Personal Information from visitors under the age of 18. The Website and Web Services are in no way directed or catered to anyone under the age of 18.

## **13. Links to Other Websites**

The Website and Web Services may contain links to other sites for convenience and information. These sites may be operated by companies not affiliated with OU. Linked sites may have their own privacy policies or notices, which OU strongly suggest reviewing. OU is not responsible for the content of any sites that are not affiliated with OU, any use of those sites, or the privacy practices of those sites.

## **14. Changes to this Privacy Policy**

This privacy notice may be updated periodically and without prior notice to reflect changes in OU's personal information practices. OU will include the date on which this privacy policy was last updated.