



CUSTOMER INFORMATION PRIVACY POLICY

Personal Information

Any personal information provided to the City of Clinton for purposes of establishing, paying for, or disconnecting utility services will only be used for the processing of your payment and will not be shared with any third parties for other uses. The City maintains all personally identifiable information in accordance with the *Fair and Accurate Credit Transactions Act* (FACT Act) and public records laws governed by North Carolina General Statutes.

The City may release account and other personal information when it is necessary to comply with the law; enforce or apply terms of service agreements; or protect the rights, property, or safety of others. This includes exchanging information with other companies and organizations for fraud protection and credit risk reduction. This **does not** include selling, renting, sharing, or otherwise disclosing personally identifiable information from customers for commercial purposes in violation of the commitments set forth in this policy.

Non-Personal Information

No personally identifiable information is collected from visitors who simply browse the City's web site or who download information from it. While our web servers maintain logs of user activity to help manage the web site, information stored in these logs or in cookies does not provide personal information. The logs store things such as the domain name and IP address from which the City web site was accessed, the type of browser and operating system used, the date and time the site was accessed, and the pages visited. This information is used to improve the web site and the services offered.

Cookies are simple text files stored by web browsers that provide a method of distinguishing among visitors to web sites. Cookies created from using the City of Clinton web site do not contain personally identifiable information and do not compromise privacy or security. The cookie feature is used to store a randomly generated identifying tag on computers to remember the pages on this web site that have been visited. If you choose not to be recognized, please refer to your internet browser to erase cookies, block all cookies, or receive a warning before a cookie is stored.

Third-Party Service Providers

The City may employ other companies and individuals to perform functions on its behalf. Examples include fulfilling service provisions, sending postal mail and e-mail, receiving payments via mail, and processing credit card payments. They have access to personal information needed to perform their functions, but may not use it for other purposes.