



Privacy Policy

For Publicly accessible portions of our Web Site

This Privacy Policy for publicly accessible portions of our Web Site (the “Privacy Policy”) address the collection and use of information that may be obtained or collected through use of portions of any Piedmont Water Company (“we”, “us”, “PWC” or “our”) website, including the websites of any wholly or majority owned entities, that is publicly available without use of a username or password (the “Website”).

By visiting our Website, you are accepting the practices described in our Privacy Policy. Your use of our Website is also subject to our Terms of Use for publicly accessible portions of our Website (“Terms of Use”). Please read our General Terms of Use. If you do not agree to the terms of this Privacy Policy, please do not use our Website and exit immediately. PWC reserves the right to modify or amend the terms of our Privacy Policy and Terms of Use from time to time without notice. Your continued use of the Website following the posting of changes to these terms will mean you accept those changes.

Collection and use of information

We may collect personally identifiable information (such as name, email address, phone number, physical and mailing address, business or organization name and account information) in relation to online bill paying, forms, surveys, newsletters, emails, and announcements (collectively, “Personal Information”).

Through the use of the Website, we may gather certain anonymous information about your visit, such as the Internet Protocol address, operating system, and browser through which you access the Internet, as well as the pages visited, search words used, referred links, file types and file sizes (collectively “Anonymous Information”). Generally, this Anonymous Information is collected through “traffic data” and may involve the use of “cookies”, Internet Protocol addresses, or other numeric codes used to identify a computer. The Anonymous Information we collect may be used in reports to help improve and administer the Website to be more helpful and efficient for our visitors. This Anonymous Information may be stored or merged with Personal Information that you have provided to us or we have collected from you.

The Personal Information and Anonymous Information we collect may be shared with companies providing limited services on our behalf, such as Web site hosting. We do not sell, rent or trade Personal Information to any third parties. We may use Anonymous Information (or other information other than Personal Information) in any other manner that we deem appropriate or necessary. We may disclose Personal Information if required to do so by law or in the good-faith belief that such action is necessary to: (a)



conform to applicable law or comply with legal process served on us or the Website; (b) protect or defend our rights or property, the Website or our users; or (c) act under urgent circumstances to protect the personal safety of us, the users of the Website or the public.

This Website contains links to other sites that are not owned or controlled by us. Please be aware that we are not responsible for the privacy or security practices or any other aspect of such other sites.

Disclaimer

Unfortunately, no data protection method can be guaranteed to be 100 percent secure. We take reasonable steps to protect your information as described in this policy, but we cannot ensure or warrant our ability to do so. As a result, you use our content and services at your own risk. We will not be liable for disclosures of your information due to errors in transmission, unauthorized acts of third parties or other events outside our reasonable control

Contact Information

If you have any questions or concerns regarding our Privacy Policy, please e-mail us at: customerservice@piedmontwater.com .