

**CENTRAL WATER WORKS, INC.**  
**PRIVACY POLICY**  
**Updated: August 29, 2024**

Central Water Works, Inc. (CWW) values its users' privacy. This Privacy Policy (Policy) will help you understand how we collect and use personal information from those who visit our website or make use of our online facilities and services, and what we will and will not do with the information we collect. Our Policy has been designed and created to ensure those affiliated with CWW of our commitment and realization of our obligation to meet existing privacy standards.

We reserve the right to make changes to this Policy at any time. If you want to make sure you are up to date with the latest changes, we advise you to frequently visit this page. If at any point CWW decides to make use of any personally identifiable information on file, in a manner vastly different from that which was stated when this information was initially collected, the user shall be promptly notified by email. Users, at that time, shall have the option as to whether to permit the use of their information in this separate manner.

Please note that this Policy does not govern the collection and use of information by companies that CWW does not control, nor by individuals not employed or managed by us. If you visit a website that we mention or link to, be sure to review its privacy policy before providing the site with information. It is highly recommended that you review the privacy policies and requirements of any website you choose to use or frequent to better understand the way in which websites collect, make use of, and share the information collected.

Specifically, this Policy will inform you of the following:

- What personally identifiable information is collected from you through our website;
- Why we collect personally identifiable information and the legal basis for such collection;
- How we use the collected information and with whom it may be shared;
- What choices are available to you regarding the use of your data; and
- The security procedures in place to protect against the misuse of your information.

### **Information We Collect**

It is always up to you whether to disclose personally identifiable information to us, although if you elect not to do so, we reserve the right not to register you as a user or provide you with services. This website collects various types of information, such as:

- Voluntarily provided information which may include your name, address, email address, billing and/or credit card information, etc., which may be used when you purchase services and to deliver the services you have requested.

- Information automatically collected when visiting our website, which may include cookies, third party tracking technologies and server logs.

In addition, CWW may have the occasion to collect non-personal anonymous demographic information, such as gender, race, as well as the type of browser you are using, IP address, or type of operating system which will assist us in providing and maintaining quality service.

Please rest assured that this site will only collect personal information that you knowingly and willingly provide to us by way of surveys, completed membership forms, and emails. It is the intent of this site to use personal information only for the purpose for which it was requested and any additional uses specifically provided for in this Policy.

### **Why We Collect Information and For How Long**

We are collecting your data for several reasons:

- To better understand your needs and provide you with the services you have requested;
- To improve our services;
- To send you general or emergency information when appropriate to do so.

The data we collect from you will be stored according to the following criteria: for as long as the information is relevant to your intended purposes; to demonstrate we have fulfilled our obligations; any limitation periods within which claims might be made; the type of agreement with have with you; the existence of your consent; our legitimate interest in keeping such information as stated in this Policy.

### **Use of Collected Information**

CWW does not now, nor will it in the future sell, rent or lease any of its customer lists and/or names to any third party.

CWW may collect and use personal information to assist in the operation of our website and to ensure delivery of the services you need and request. At times, we may use personally identifiable information to keep you informed of services that may be available to you from our website <https://www.centralwaterworks.com>

CWW may also contact you with regards to questions or concerns you may have about upcoming water system improvements, additional online services available, emergency or routine maintenance that may be happening in your service area.

CWW may find it necessary to share specific data with our partners to provide you with notifications concerning your account or ongoing services. Those third parties will be

prohibited from using your personal information, other than to provide those services which you requested, and as such they are required, in accordance with this Policy, and will maintain the strictest confidentiality with all your information.

### **Disclosure of Information**

CWW may not use or disclose the information you provide except under the following circumstances:

- As necessary to provide services you have requested;
- In other ways described in this Policy or to which you have otherwise agreed;
- In aggregate with other information so that your identity cannot be reasonably determined;
- As required by law, or in response to a subpoena or search warrant;
- To outside auditors who have agreed to keep the information confidential;
- As necessary to maintain, safeguard, and preserve all the rights and property of CWW.

### **Non-Marketing Purposes**

CWW respects your privacy. We do maintain the right to contact t you if needed for non-marketing purposes such as system alerts, security breaches, account issues, and/or changes in CWW services. In some circumstances, we may use our website, local newspapers, or other public means to post a notice, but such notices will not contain any personally identifiable information.

### **Children Under the Age of 18**

CWW's website is not directed to, and does not knowingly collect personally identifiable information from anyone under the age of 18. If it is determined that such information has been inadvertently collected on anyone under the age of 18, we shall immediately take the necessary steps to ensure that such information is deleted from our system's database, or in the alternative, that verifiable parental consent is obtained for the use and storage of such information. Anyone under the age of 18 must seek and obtain parent or guardian permission to use this website.

### **Unsubscribe or Opt-Out**

All users and visitors to our website have the option to discontinue receiving communications from us by way of email or newsletters. To discontinue or unsubscribe from our website, please send an email that you wish to unsubscribe to [l.fuller@centralwaterworks.com](mailto:l.fuller@centralwaterworks.com). If you wish to unsubscribe or opt-out from any third party websites, you must go to that specific website to unsubscribe or opt-out. CWW will continue to adhere to this Policy with respect to any personal information previously collected.

## **Links to Other Websites**

Our website does contain links to affiliate and other websites. CWW does not claim nor accept responsibility for any privacy policies, practices and/or procedures of other such websites. Therefore, we encourage all users to be aware when they leave our website and to read the privacy statements of every website that collects personally identifiable information. This Privacy Policy applies only to the information collected by the CWW website.

## **Security**

CWW takes precautions to protect your information. When you submit sensitive information via our website, your information is protected both online and offline. Wherever we collect sensitive information (i.e., credit card information), that information is encrypted and transmitted to us in a secure way. You can verify this by looking for a lock icon in the address bar and looking for “https” at the beginning of the address of the webpage.

We also protect your information offline. Only employees who need the information to perform a specific job (for example, billing or customer service) have access to personally identifiable information. The computers and services in which we store personally identifiable information are kept in a secure environment. This is all done to prevent any loss, misuse, unauthorized access, disclosure, or modification of the user’s personal information under our control.

## **Acceptance of Terms**

By using this website, you are accepting the terms and conditions stated within this Privacy Policy. If you are not in agreement with our terms and conditions, then you should refrain from further use of our sites. In addition, your continued use of our website following the posting of any updates or changes to our terms and conditions shall mean you agree and accept such changes.

## **How to Contact Us**

If you have questions or concerns about this Privacy Policy, please feel free to contact us at the following:

**Email:** [l.fuller@centralwaterworks.com](mailto:l.fuller@centralwaterworks.com)

**Telephone Number:** 850-256-3849

**Mailing Address:** Central Water Works, Inc.  
1101 Byrneville Road

Century, FL 32535

The person responsible for your personal information is:

Lisa Fuller

[l.fuller@centralwaterworks.com](mailto:l.fuller@centralwaterworks.com)

850-2456-3849

1101 Byrneville Road, Century, FL 32535