



**City of San Angelo, Texas
Water Utilities Department**

Privacy Policy of Social Security Numbers and Other Personal Information

The City of San Angelo understands your privacy is important. We are committed to protecting the confidentiality of your Social Security Number and other personal information confidential under state law.

Collecting Personal Information

The City of San Angelo requires your Social Security number and other personal information to be provided for the purpose of establishing utility services and debt collection/reporting. Proof of your Social Security number and requested personal information must be provided when a new account is opened and must be disclosed on your application for service.

Safeguarding Information

The City of San Angelo uses technical, administrative, and physical safeguards to provide reasonable and appropriate security for the protection of social security numbers and other confidential personal information.

Sharing Information The City of San Angelo does not participate in the selling or sharing of Social Security Numbers or other confidential personal information with outside agencies, except as required by law. Your Social Security number or other personal information may be disclosed to the following:

1. An official or employee of the State, a political subdivision of the State or the United States acting in an official capacity;
2. An employee of the City acting in connection with the employee's duties;
3. A consumer reporting agency;
4. A contractor or sub-contractor approved by and providing services to the City or to the State, a political subdivision of the State, the United States government or an agency of the State or Federal government acting within the scope of the authority authorized;
5. A person for whom the customer has contractually waived confidentiality for personal information; or,
6. Another entity that provides water, wastewater, sewer, gas, garbage, electricity or drainage service for compensation.

Request for Confidentiality State law makes some utility account personal information available to the public if the account holder has not filed a written request for confidentiality. You may request a form from the Water Utilities Department, Customer Service office to elect confidentiality of some personal information as permitted under state law.

Disposal of Personal Information Records of Social Security numbers and other confidential personal information are maintained as long as the information is deemed useful. City records are disposed of in accordance with state law by permanent destruction.