

Privacy Policy

Effective: January 1, 2020

Last updated: November 16, 2020

At San Jose Water Company ("SJWC," "we," "us" or "our"), we believe it is important to protect the privacy of our customers and guests. The following discloses our information gathering and dissemination practices for the website(s) located at www.sjwater.com or any successor site(s) (collectively the "Website"). SJWC reserves the right to change this policy at any time by posting a new privacy statement at this location. Therefore, you are responsible for periodically checking this privacy statement for changes. Your use of the Website is governed at all times by San Jose Water Company's Terms of Use.

1. Collected Information and Usage:

SJWC collects and uses information you provide to us or that we learn from your use of the Website. We do not sell your personal information to others, nor do we share your personal information with third parties for their direct marketing purposes. In the event we disclose any of your personal information to third parties for the third parties' direct marketing purposes in the future, we will not do so unless you consent to such disclosure. We may share your personal information with others where it is necessary to complete a transaction, respond to an inquiry you submitted, or enforce our Terms of Use. SJWC collects and uses personal information from you in the following ways:

Personal Information You Submit to SJWC:

If you choose to enroll or register for our various services, submit an employment application, or submit an inquiry, you may be asked to provide personal information (e.g. account number, name, address, phone number, Social Security Number and email address). The personal information provided enables you to access our various services offered on the Website, allows SJWC process your employment application, and helps SJWC deliver better customer service. We may use your personal information to respond to an inquiry you submitted, provide our services, or keep you informed about SJWC and its services. Subject to certain nondisclosure obligations that we have pursuant to the rules and regulations of the California Public Utilities Commission, we may disclose pertinent information to certain sanitation utilities or to certain energy utilities. We may also disclose such information to debt collection agencies.

Unless otherwise provided herein, we will not disclose your personal information to third parties without your written consent (which may be obtained electronically, such as by email or click-to-accept), unless we reasonably believe the disclosure is essential to SJWC's business or to provide services to you, including but not limited to where such disclosure is necessary to (i) comply with applicable law or legal processes, (ii) collect unpaid bills, (iii) obtain and provide credit reporting information, or (iv) resolve disputes.

Automatically Collected Information:

SJWC automatically receives certain types of information whenever you interact with SJWC or use our services, such as your internet protocol address and browser type. We may use this information to (i) diagnose Website technical problems, (ii) facilitate your use of the Website, or (iii) track aggregate traffic patterns throughout the Website.

We may also use third party service providers in order to analyze automatically collected information to help us better understand our users’ needs and experience and to build, optimize and maintain our service with user feedback.

Cookies:

Cookies are text files that are placed on your hard drive by a website when you visit that website. Cookies identify your computer and record your preferences and other data about your visit to that site so that when you return to the site, the site knows who you are and can personalize your visit. SJWC may use cookies in general to collect information to determine how to improve our services by seeing which areas, features and services are most popular; to personalize the Website and make recommendations, as well as to improve the site experience; and to complete transactions you have requested. We may also use third party service providers to help us analyze this information.

Do Not Track Signals:

“Do Not Track” signals are used by some web browsers to attempt to limit tracking related to your visit to a website California Business & Professions Code Section 22575(b) (as amended effective January 1, 2014) provides that California residents are entitled to know how SJWC responds to “Do Not Track” browser settings. SJWC does not currently take actions to respond to Do Not Track signals because a uniform technological standard has not yet been developed. We may honor “Do-Not-Track” signals in the future.

Summary of Information Practices

The following table summarizes our personal information collection, use, and sharing practices in the preceding 12 months since we last updated this Policy. As reflected in this table, we may share your personal information with a variety of outside entities.

Category of Personal Information Collected	Examples	Categories of Sources	Commercial/Business Purpose	Categories of Third Parties with Whom SJWC Shares PI
Identifiers	Full name, address, email address, phone number, account number,	You	Processing or fulfilling orders and transactions, customer services,	Certain sanitation or energy utilities,

	Social Security number		employment application	debt collection agencies
Unique identifiers or personal identifiers	IP address, online identifiers, cookies	You and our and third-party cookies and other tracking technologies on our website	Diagnose Website technical problems, facilitate your use of the Website, track aggregate traffic patterns throughout Website, analyze users' needs and experience to build, optimize and maintain our service, personalize our Website and make recommendations, processing or fulfilling orders and transactions,	Service providers, data analytic providers
Commercial information	Information about SJWC services purchased, obtained, or considered	You	Processing or fulfilling orders and transactions	Payment processors
Internet and other network activity	Browser type	You	Facilitate use of website, diagnose website technical problems, track aggregate traffic patterns through website	
Geolocation data	Location	You	Short-term, transient use to determine applicable service area alert	

Audio, electronic, visual, or similar information	Video Images, Photos, Voicemail	You	Processing or fulfilling orders and transactions and customer service.	Security vendors
Professional or employment-related information	Employment history on employment application	You	Process employment application	Service providers such as HR vendors
Education information	Employment history on employment application	You	Process employment application	Service providers such as HR vendors

Sale of Personal Information. We do not sell your information for money, but we and our business partners use tracking technologies to help us to understand our customers and visitors to the Services, to enhance your online experience, and customize our offerings in ways that may be deemed a “sale” of personal information under the CCPA. This includes working with third parties such as ad networks which collect personal information via tracking technologies to serve personalized advertisements on and off our Services, provide us with data collection, reporting, ad response measurement. To the extent we or our partners use such technologies on the Services, we offer an opt-out as discussed below in Section 4.

2. Children's Privacy:

Children under 13 should not send any information about themselves to SJWC. If we learn that a child under 13 submits information through any part of the Website, we will attempt to delete this information as soon as possible. With the written consent of a parent or guardian of a child, we collect photographs taken at SJWC-sponsored booths at community events which may contain photographs of children.

3. Links to Third Party and Co-Branded Websites:

The Website may contain links to third party websites. Please be aware that SJWC is not responsible for and cannot control the information displayed on or privacy practices of these other sites. We encourage you to read the privacy policies for these other websites, as they may differ from ours.

4. California Residents

Effective January 1, 2020, if you are a California resident, you have the right to know what personal information we collect, use, disclose or sell about you under the California Consumer Privacy Act (“CCPA”). Additionally, you have the right to access and delete your personal information.

To exercise these privacy rights and choices, please follow the instructions below:

- *How to request access to your personal information:* You may request access to your personal information twice in a 12-month period. To do so, please complete the webform in the [San Jose Water Company Privacy Rights Portal](#), email us at customer.service@sjwater.com with the subject heading “California Privacy Rights,” or call (888) 266-5885. In response, we will produce an Access Report detailing the personal information we have collected, disclosed, and/or sold about you. This Access Report will be delivered by mail or electronically at your request. Note, we may not always be able to fully address your request, for example, if it would impact the duty of confidentiality we owe to others, or if we are legally entitled to deal with the request in a different way. Please be aware that not all information sharing is covered by the California Privacy Rights requirements and only information on covered sharing will be included in our response.
- *How to request deletion of your personal information:* You may request that we delete the personal information it has collected and/or maintained about you. To do so, please complete the webform in the [San Jose Water Company Privacy Rights Portal](#), email us at customer.service@sjwater.com, or call (888) 266-5885. Note, we may need to retain certain personal information as permitted by law, such as to complete the transaction for which the personal information was collected, provide a requested good or service, detect security incidents, protect against malicious, deceptive, fraudulent or illegal activities, comply with legal obligations or to enable solely internal uses that are reasonably aligned with your expectations or lawful within the context in which you provided the information.
- *How to opt-out of the sale of personal information:* We offer an opt-out from the use of cookies and other tracking technologies in connection with our Services, which may in some cases constitute the sale of your personal information under the CCPA or other privacy laws. To opt-out of the sale of your personal information, please click [Do Not Sell My Personal Information](#), fill out the webform at the [San Jose Water Company Privacy Rights Portal](#), or call at (888) 266-5885. This will cause information to cease to be added to any cookies or other tracking technologies that have been set on our Services or block them entirely. Please note that you will need to opt out again if you visit one of our Services from a different device or browser or if you clear your cookies.

We reserve the right to charge a fee where permitted by law, for instance, if your request is manifestly unfounded or excessive. If we determine that the request warrants a fee, we will tell you why we made that decision and provide you with a cost estimate before completing your request.

Verification: Please note, we will take steps to verify your identity before fulfilling any of the above requests. If you maintain an account with us, we will verify your identity through existing authentication practices for the account (e.g., account number and last name). If you are not a registered customer, we will verify your identity by matching two or three data points that you provide with data points that we maintain and have determined to be reliable for the purposes of verification (e.g., email address, any information you may have previously provided SJWC and a declaration under penalty of perjury verifying your identity).

Authorized Agents: Only you, or someone legally authorized to act on your behalf, may make a verifiable consumer request related to your or your minor child's personal information. In order to designate an authorized agent to make a request on your behalf, you must provide written proof that you have consented to this designation unless the agent has power of attorney pursuant to California Probate Code sections 4000-4465. You must also verify your identity directly with us by providing a copy of your government issued identification.

Response Timing and Format: We will respond to a verified consumer request for personal information within 45 days of receipt. If we require more time (up to 90 days), we will notify you of the reason and extension period in writing. If you are a SJWC customer with an online account, we will deliver our written response to that account online. If you are not a SJWC customer or do not have an online account, we will deliver our written response by mail or electronically, at your preference. The response will also explain the reasons we cannot comply with a request, if applicable.

Anti-Discrimination Right: You have the right to be free from discrimination in product quality, goods or services if you choose to exercise your privacy rights under the CCPA.

Do Not Track: Your browser may deliver a "Do-Not-Track ('DNT') signal" to this Site. California Business & Professions Code Section 22575(b) (as amended effective January 1, 2014) provides that California residents are entitled to know how SJWC responds to "Do Not Track" browser settings. SJWC does not currently take actions to respond to Do Not Track signals because a uniform technological standard has not yet been developed. We may honor "Do-Not-Track" signals in the future.

We do not sell your personal information for money, but we use cookies. Please see section on cookies in "Collected Information and Usage" regarding our cookie usage. To opt out of cookies, go to the cookie declaration below.

We do not and will not sell the personal information of minors under 16 years of age without affirmative authorization.

5. Contact SJWC:

If you have any questions or concerns regarding SJWC's privacy policy, or would like to review or request a change to the personal information that you have provided, please contact us at customer.service@sjwater.com.