

# **The Southeast Alabama Gas District**

## **Website Privacy Statement**

### **Effective as April 1, 2007**

The Southeast Alabama Gas District is committed to protecting your privacy as a user of or visitor to this Website and as our customer. To our visitors and to our customers, we offer this statement.

The Southeast Alabama Gas District is the owner of the information, which is collected on this Website. We will not sell, disseminate, disclose, trade, transmit, transfer, share, lease or rent any personally identifiable information to any third party not specifically authorized by you to receive your information except as we have disclosed to you in this Privacy Policy.

#### **Information Collection**

The Southeast Alabama Gas District will be offering as a service to our customers the availability to view and pay their gas bill via a link on this website which will be directed to a SSL protected page to process or view a customer's bill. Customer bills are stored and maintained on a server, which is protected by a SSL certificate, firewall and appropriate virus protection software, at The Southeast Alabama Gas District corporate office. If the customer decides to pay their gas bill they will be directed to the site of a third party credit card processor, which will be protected with an SSL certificate and other pertinent security software with equal or greater security protection than that of The Southeast Alabama Gas District for the credit card payment transaction and return to The Southeast Alabama Gas District website once the payment has been processed. The Southeast Alabama Gas District will not store or process any credit card information other than the receipt or bill information of the payment, from the credit card processor, of the transaction. Our primary goal is not to collect any further personal information other than what is needed to handle processing of the customers online bill payment.

The Southeast Alabama Gas District cooperates with law enforcement inquiries and other third parties to enforce laws, intellectual property and other rights. Local and international law enforcement agents can request and may receive your personally identifiable information.

We also reserve the right to disclose the website visitor's personal information when The Southeast Alabama Gas District has determined that property of The Southeast Alabama Gas District or personal safety of its employees or customers may be at risk.

Our current Credit Card Processor is Nova Information Systems, Inc. Merchant Connect ([www.merchantconnect.com](http://www.merchantconnect.com))

Email - ([https://www.merchantconnect.com/CWRWeb/contactus\\_mail.do](https://www.merchantconnect.com/CWRWeb/contactus_mail.do))

Phone – (800) 725-1243

When you send us email from this Website, you will provide us with certain personally identifiable information including your email address. Visitors should be aware that email incoming or outgoing on this site is not protected with a SSL certificate and could be intercepted either legally or illegally and personal information may be revealed.

The Southeast Alabama Gas District will not solicit or request personal information via email for any reason. If this should occur please notify The Southeast Alabama Gas District as soon as possible.

As a final disclosure let it be known to the website visitor and customer, The Southeast Alabama Gas District cannot provide a 100% guarantee of protection of personal information from theft or loss collected or maintained by this website. The Southeast Alabama Gas District will exercise all feasible and diligent effort to prevent the theft or loss of visitor or customer personal information.

### **Cookies**

A cookie is a piece of data that is stored on a visitor's hard drive while they are visiting this Website. We may utilize a short-lived form of cookie when you visit this site. At The Southeast Alabama Gas District, a cookie is only used to identify one unique visitor from another visitor during a particular session. A session is the period of active site-use while that unique visitor is linked to our server. We may use cookie technology during a session as a tool to carry forward your input information during the enrollment process. This enables the visitor to input their information once and have the information appear later during the enrollment process. No personally identifiable information is stored on the cookie. The cookie expires and is deleted from the visitor's computer as soon as they close their browser.

### **Third Party Links**

This Website may contain links to third party Websites that are not controlled by The Southeast Alabama Gas District. These third party links are made available to you as a convenience and you agree to use these links at your own risk. Please be aware that The Southeast Alabama Gas District is not responsible for the content of third party Websites linked to The Southeast Alabama Gas District website or be held responsible for the privacy policy or practices of third party websites linked to The Southeast Alabama Gas District website. Our Privacy Policy only applies to information we collect from you while you are at and while you are actively in a session with The Southeast Alabama Gas District website. If you should link to a third party Website from The Southeast Alabama Gas District website, we strongly encourage you to review and become familiar with that Website's privacy policy.

### **Password or PIN Security**

The Southeast Alabama Gas District may require a password and/or PIN to access a customer's bill information. If a password and/or PIN are required customers should maintain the password and or PIN in a secure and safe manner. Do not reveal your password and/or PIN to anyone. If for any reason you feel that your password or PIN or both have been compromised we strongly suggest changing both. Thought required or not The Southeast Alabama Gas District recommends changing password and or PIN Every 30 days or sooner.

### **Surveys and Contests**

From time-to-time our site may request information from users via surveys, contests or for a particular service (e.g. newsletter). Participation in these surveys or contests is completely voluntary and the user therefore has a choice whether or not to disclose this information. Information requested will include contact information and supplementary information on your professional interests, opinions and preferences (e.g. choice of software, working practices, opinions on industry issues, feedback on the The Southeast Alabama Gas District website). We will use the contact information to notify winners. We will not publish winners' details on the site though on request we will provide details of any winners' name and organization. If the survey or contest has a sponsor then we will share information given by entrants with the sponsor.

### **Changes in Our Privacy Policy**

We reserve the right to change this Privacy Policy without providing you with advance notice of our intent to make the changes.

If you have any questions about our privacy policy, please feel free to contact us at:

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