**Customer Data and Information Confidentiality**

The PUD may collect Customer Data and other information about its Customers to better serve them and to offer applicable products and services to meet their needs and expectations. Under no circumstances is Customer Data shared with a third party unless needed for the PUD’s operations or if required to be disclosed by law. Typical information is derived from individual Customer accounts, credit agencies, web hosting, and PUD Employee-Customer contact.

The only Employees who are authorized to have access to Customer Data are those who need it to do their jobs. This Customer Data is protected and kept confidential. The PUD shall maintain physical, electronic, and procedural safeguards that comply with federal and state regulations to protect Customer Data and information.

The PUD may share Customer Data with other PUD departments and Employees in order to better serve the Customer, to maintain their account, or to inform the Customer about other PUD products or services.

The PUD may share Customer Data with other companies that perform services for the PUD. This includes firms that provide bill printing, mailing, third-party payment, marketing or other services for the PUD, or firms that develop and maintain software for the PUD. The PUD shares information only as allowed under applicable federal and state laws. These companies are required to abide by the PUD’s Customer Information Confidentiality policies.

Customer Data may be disclosed as permitted or required by law, for example, to law enforcement officials in response to subpoenas, or to prevent fraud.

The PUD has implemented a program to identify, detect, prevent, mitigate, and update “Red Flags” that signal the possibility of identity theft in compliance with the Fair Credit Reporting Act, as amended by the Fair and Accurate Credit Transactions Act of 2003.