

**VALENCIA CITY WATER DISTRICT
POLICY AND PROCEDURE ON THE IMPLEMENTATION OF RA 10173: DATA PRIVACY ACT**

DATA PRIVACY STATEMENT

Valencia City Water District commits to protect and respect the privacy of the personal information of our customers, stakeholders, and employees on connection with the water services we deliver in accordance with the Data Privacy Act of 2012 (RA 10172).

DATA PRIVACY POLICY

This Privacy Policy aims to inform any legal entity who has engaged and/or been engaged by Valencia City Water District on how their personal data are collected, stored, used, shared and disclosed in conformity with the Data Privacy Act of 2012 and its implementing rules and regulations.

Moreover, this Privacy Policy will help our customers and relevant stakeholders appreciate and understand: (1) what personal information we collect; (2) how we collect, hold, use and disclose that information; and (3) the purposes for such collection, holding, use and disclosure.

In the processing of data and information, the Valencia City Water District is committed to ensure the free flow of information as required under the provisions of the Freedom of Information Act (Eo No. 2, s. 2016), while protecting and respecting the confidentiality and privacy of these data and information as required under the Data Privacy Act of 2012.

CHANGES TO THIS POLICY STATEMENT

Valencia City Water District may subject this statement to changes, whenever necessary. If significant changes are made, notice will be provided accordingly by posting it on our website and official Facebook page. In this regard, it is encouraged that you regularly visit the abovementioned sites for the latest information/updates.

COLLECTING PERSONAL INFORMATION

When you apply for and/or use our services, we collect your personal information.

The term “Personal Information” as used in this Policy, refers to any data in the possession of, or likely to come into the possession of Valencia City Water District, that can be used to identify a specific, living person.

Personal Information we collect and process includes:

- Personal details such as name, address (including nearest landmark), contact details, and signature;
- Personal information connected with customer account such as customer account number;
- Sensitive Personal Information such as government-issued identification number (e.g. SSS, GSIS, TIN, etc.), which is required for identity verification purposes. For senior citizens, OSCA/DSWD ID is collected to establish qualification for senior citizen discount.

We collect your personal information through:

- The information you provide to us in relation to the services we render, such as application for new meter installation, transfer of service connection, job order request, and other related services offered by Valencia City Water District;
- Personal interaction with our staff- i.e. meetings, conferences, orientation seminars, and the like;
- Phone, e-mail and/or other means of communication utilized by Valencia City Water District;
- Relevant personal information in relation to complaints/requests coursed through social media platform such as the Valencia City Water District official Facebook page;
- Resume/Curriculum Vitae which aspiring applicants for employment submit to Valencia City Water District

USING PERSONAL INFORMATION

Valencia City Water District may use your personal information to allow our employees to assist you in all matters relating to your water service account.

We collect your personal information for the following purposes:

- To be used for assessment on your water service application, service request and the like;
- To create, process and maintain your customer account with the district;
- To be used as reference for communication related to the application process, consumption and billing, notices, advisories and other necessary documents for the continued use of our services;
- To enable the district to respond to queries, requests, complaints and other related concerns of customers;
- To comply with government and other regulatory requirements and to establish, exercise or defend legal claims and other activities permitted by law or with your express consent;
- To respond to law enforcement authority or other government regulatory bodies' requests;
- To comply with government and other regulatory requirements;
- To be used in continually improving the district's services

Personal information shall not be used for any purpose that is contrary to law, morals or public policy or in any other manner without the customer's consent or notification.

SHARING PERSONAL INFORMATION

Subject to the provisions of the Data Privacy Act of 2012, together with your consent, we may share, preserve, transfer, and disclose your Personal Information to the following:

- Valencia City Water District staff who may require it to perform official duties;
- Third parties that support the services we provide;
- Any person with whom you give us written permission to share it with;
- Government authorities and such entities that may have a legitimate and legal interest in the information, in response to a legal request such as a search warrant, court order or subpoena;
- Official entities concerned with the detection and prevention of criminal activities

Your personal information shall never be sold. Furthermore, we take measures to keep your information safe and secure at all times.

STORING AND PROTECTING PERSONAL INFORMATION

All personal information collected is held in a secured database. The district is committed to implement appropriate security measures and policies to uphold confidentiality and integrity. We employ reasonable organizational, technical and administrative measures to protect and safeguard your Personal Information within our organization, which include but not limited to the following:

1. Employee Data Security Awareness. This is a basic awareness coaching conducted especially to those personnel who handle the personal information involving customers.
2. Access Management. We manage user access strictly limited to authorized personnel with prompts for password to ensure data integrity.
3. Physical Storage. All paper-based documents containing personal information are kept and stored in locked filing cabinets and/or secure warehouse, while the digital files are kept in secured cloud-based storage, as well as on various computers.
4. Monitoring for Security Breaches. The district regularly monitors its information systems for possible breaches through the different medium of online security platforms.

Unfortunately, no data transmission or data storage can be guaranteed to be 100% secure. If the customer has considerable reason to believe that his/her interaction with us is no longer secure (for example, if the customer feels that the security of his/her account has been compromised, please contact our Data Protection Officer (DPO) immediately. Her contact details are provided below.

YOUR RIGHTS AS DATA SUBJECT

As a data subject whose Personal Information has been and will be collected and processed by us, you are entitled to the following right, pursuant to Section 16 of the DPA, and Section 34 of its Implementing Rules and Regulations, as follows:

1. Right to be informed;
2. Right to object;
3. Right to access;
4. Right to rectification;
5. Right to erasure or blocking;

6. Right to Damages

Moreover, as data subject, you may exercise the following rights under the said Act, to wit:

1. Request a copy of the information that we have;
2. Inform us to refrain us from using your personal information;
3. Dispute the inaccuracy of the information and have it corrected;
4. Suspend, withdraw, or request the elimination of the information entirely

CONTACT US

If you have any questions or suggestions about this Privacy Policy, or would like to access or request for correction of your Personal Information, or if you have any other concerns regarding our privacy practices, you may reach our DPO on the following information:

Office Address: Valencia City Water District, Purok 4A, Poblacion, Valencia City, Bukidnon

Contact Number: (088) 828- 2018/ 2019 local 116

Email Address: vch2od@yahoo.com