

## Privacy Policy Disclosure

We recognize the importance you place on your privacy and the confidentiality of your financial information, and we take every possible measure to ensure the information remains personal.

### Categories of Information That We May Collect

We collect nonpublic information about you from the following sources:

- Information we receive from you on applications or other forms, such as: your name, mailing address, physical address, phone number and emergency contact.
- Information about your transactions with us, such as: your account balance and payment history.

### Categories of Information That We Disclose

We do not disclose any nonpublic personal information about our customers or former customers to anyone, except as permitted by law.

### Confidentiality and Security

We restrict access to nonpublic personal information about you to employees who need to know that information to provide products or services to you. We maintain physical, electronic, and procedural safeguards that comply with federal regulations to guard your nonpublic information.

Please feel free to contact us if you have any concerns about the integrity of your account with us.

Yancey Water Supply Corporation is chartered under the laws of the State of Texas.

## Internet Privacy Statement

### Yancey Water Supply Corporation Employees

Yancey Water Supply Corporation is concerned about the privacy of our customers and the confidentiality of their information. Yancey Water Supply Corporation employees are governed by a strict code of conduct. Information is shared strictly on a "need to know" basis, and only those with legal right to that information.

### Collection of Information

When you visit our website to view any pages or read product information, you do so without telling us who you are and without revealing any personal information. While we do not collect identifying information about visitors to our site, we do use standard software to collect information for the strict purpose of tracking activity on our site. This allows us to better understand how many people use our site and which pages and features are most popular. Information we normally collect and store is:

- Your Internet Service Provider,
- The website that referred you to us (if any),
- The date and time the pages were accessed, and
- The page or pages you requested.

### Access of Account

Only one account can be signed in at a time. You must have cookies enabled.

### Information to Third Parties

We will not disclose information to third parties regarding financial transactions concerning your account with us, except: (a) when such disclosure is necessary to complete the transactions; (b) to verify the existence and condition of your account to a third party (such as a credit bureau) as is permitted by law; (c) to comply with court orders or applicable laws or regulations; or (d) when you give us your written permission.

### Password Protection

Yancey Water Supply Corporation restricts access to password-protected areas of the site to authorized users only. If you are an authorized user, you are responsible for maintaining confidentiality of your User ID and your Password and for all transactions conducted your User ID and your Password. You agree to immediately notify us of any unauthorized use of your User ID and your Password or any other breach of security. For security reasons, you should not leave your computer unattended while using our website and you should always log out of the site after you have completed your transaction. The Bank of Texas is not liable for any loss or damage arising from your failure to protect the confidentiality of your User ID and Password or your other security lapses.

### Accuracy

Yancey Water Supply Corporation intends to exercise reasonable procedures in order to ensure the accuracy of our records. Inaccurate information, when brought to our attention, is corrected as promptly as possible. If you have any questions, regarding the accuracy of your personal information, please contact Yancey Water Supply Corporation metro line at (830) 741-5264 or e-mail us at:

[yanceywater@yanceywater.com](mailto:yanceywater@yanceywater.com)