

PRIVACY POLICY

Lincoln County Board of Public Utilities is dedicated to protecting your privacy. We take every precaution to keep your personal information on our server secure and confidential.

This Statement of Privacy applies to the Lincoln County Board of Public Utilities web site (Lincolncountybopu.com) and governs data collection and usage. By using the LCBPU web site, you agree and consent to the data practices and policies described in this statement.

In no event shall the Lincoln County Board of Public Utilities, or its agencies, officers, employees, agents, or representatives be liable for any direct, indirect, special, punitive, incidental, exemplary or consequential damages arising from your accessing or using the web site, including but not limited to any disruption in service, or otherwise arising from the web site or from anything contained in or displayed on the web site.

Information we collect:

LCBPU collects personally identifiable information that you provide when you create an account, pay your bill, request a service; such as your name, address, telephone number, email address, and your bank account information. Access to your personal information is restricted to only those employees who need your information to provide services to you.

How we use the information:

LCBPU only collects the information necessary to process your transactions and to serve you effectively. LCBPU will not disclose your personal information provided in your account registration to third parties nor does LCBPU sell your personal information to third parties for telemarketing, email or direct mail solicitation of third party products or services.

However, LCBPU may disclose, without notice, your registration and any other information you provide if required to do so by law or in good faith belief that such action is reasonably necessary in LCBPU's opinion to: (a) comply with the law, our regulators or legal process, including but not limited to, civil and criminal subpoenas, court orders or other compulsory disclosures; (b) obtain and provide credit reporting information; or (c) protect the rights, property, or personal safety of LCBPU, its customers, or the public.

Use of Cookies:

A cookie is a text file that is placed and stored by the Web browser on your computer's hard drive by a Web page server. The file contains information about a website visit. Cookies cannot be used to run programs or deliver viruses to your computer and no personally identifiable information about you is collected or stored through our use of cookies. Cookies generally collect and store only the following information about your visit to the site such as: name of the domain from which you access the internet (your internet service provider that is used to access the web), date and time you access the website, and pages you may visit within the website. Cookies are uniquely assigned to you and can only be read by a web server in the domain that issued the cookie to you. A Cookie is a convenience feature to tell the Web server that you have returned to a specific page and your information you previously provided can easily be retrieved. Most Web browsers automatically accept cookies, but you have the option to set your browser to decline cookies if you prefer.

Online Transactions:

LCBPU contracts with a third party service provider to perform functions on our behalf such as processing credit card payments. All credit cards and other payment information that you transmit will be protected by encryption technology, provided that your browser is properly configured and your computer is operating properly. The encrypted information is shared only with our bank and a third party credit card application service provider, who also operate secured servers. These providers will only have access to your personal information to perform their functions.

LCBPU, its officers, employees, agents, or representatives, shall not be liable for any damages of any kind arising from your use of the online bill pay service, including any non-authorization of user's payment by any entity involved in the processing of any online transaction including but not limited to your credit card company, any non-acceptance of a payment from an online bill pay user, or for any disruptions in service, regardless of the cause. LCBPU further assumes no responsibility for the timeliness, deletion, any delivery, or failure to store any user communications or personalization of setting.

Completion of a payment transaction using the online bill-pay service is contingent upon: 1) the authorization of payment by all entities involved in the processing of any online transaction including your applicable credit card company; 2) the acceptance of your payment by LCBPU for the account you are attempting to pay; and 3) payment of the online bill-pay transaction fee. If, for any reason whatsoever your payment is not processed, authorized, or accepted by LCBPU in the processing of any online bill-pay transaction, your payment liability shall remain outstanding and unpaid and you may be subject to late fees, penalties, disconnection, or other actions where applicable. All outstanding payment obligations shall remain your sole responsibility. You understand, accept, and agree to pay to LCBPU any and all fees and/or penalties associated with the submission of any payment transaction that is returned by any bank or other depository financial institution for insufficient funds or any other error on your part.

"Phishing" Information:

Phishing is a type of online scam that targets consumers by sending them an e-mail that appears to be from a well-known source – an internet service provider, a bank, or a mortgage company, for example. It asks the consumer to provide personal identifying information. Then a scammer uses the information to open new accounts, or invade the consumer's existing accounts.

LCBPU will never send you an email requesting any personal information such as: Your user ID, password, social security number, or banking information. We will never send you an unsolicited email containing a link to login on another Website. If you receive an email of this kind, then it is likely you have received an attempted identity theft known as "phishing." Please notify us of any phishing attempt.

Online Security:

We implement a variety of industry approved security measures to maintain the safety of your personal information when you make a transaction and protect data for both LCBPU and our customers. Through the use of a secured server all supplied sensitive information is transmitted using Secured Socket Layer (SSL) protocol for data encryption, along with a router and firewall to regulate server traffic.

How we protect your information:

LCBPU takes every reasonable precaution to protect its customer's information, including off-line measures to protect your information to be financial and business sensitive information to the same extent that we take measures to protect our own information. Unfortunately, no security system can be guaranteed to be 100% secured. Accordingly, we cannot guarantee the security of your information and cannot assume liability for improper access to it.

Your responsibility to keep your information secure would be to never divulge your user ID or password to an unsolicited source. Always remember to sign out of your account and close your browser window when you have completed transactions on the Web site. You are responsible for any actions taken or processed in the name of your account.

Children's Online Privacy:

The Children's Online Privacy Protection Act (COPPA) became effective on April 21, 2000. The Act was passed to give parents increased control over what information is collected from their children online and how such information is used. LCBPU's website is not directed to children under the age of 13. Please be aware that we are not able to determine a user's actual age. However, LCBPU does not request nor knowingly collect personal information from children under 13 years of age.

If you have questions or want more information about the Children's Online Privacy Protection Rule, visit the FTC online at www.onguardonline.gov/articles/0031-kids-privacy. You also may call the FTC's Consumer Response Center toll-free at 1-877-FTC-HELP (382-4357), or write Consumer Response Center, Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580.

Data Retention:

LCBPU will retain your information for the period necessary required or allowed by law.

Voluntary Submission:

You acknowledge that your submission of any information, data or statements to LCBPU is voluntary on your part. You may always choose not to provide information, even though it may be needed to complete your transactions. By using our website, including the online payments service, you acknowledge that LCBPU is not responsible for any errors in the information you provide or for disclosure of your information to others due to errors in transmission, unauthorized acts of third parties, or other events outside of our control.

Amendments:

We reserve the right to change this Privacy Policy at any time and for any reason. Any updates will be posted on this website.