

# Privacy Policy

As a visitor on the Connecticut Water Service, Inc.'s ("CTWS") website, it is important for you to know how CTWS handles information collected from you. The following discloses CTWS's information gathering and dissemination practices for the website located at [www.ctwater.com](http://www.ctwater.com) or any successor sites (collectively the "website"). CTWS reserves the right to change this policy at any time by posting a new privacy statement at this location. Therefore, you are responsible for periodically checking this privacy statement for changes. Your use of the website is governed at all times by CTWS then-current Terms and Conditions of Use. **If you disagree with how CTWS may use your personal information under this Privacy Policy, you should not use this website.**

## 1. Collected Information and Usage:

### CTWS does not:

- Share your personal information with third parties for their direct marketing purposes.
- Sell your personal information to others.

### CTWS may:

- Use your personal information to complete a transaction, respond to your inquiry or enforce CTWS's Terms and Conditions of Use.
- Share your personal information with third parties when necessary to complete a transaction.

CTWS collects and uses personal information from you in the following ways:

#### 1. Personal Information You Submit to CTWS:

We do not obtain personal information about you when you visit our website unless you choose voluntarily to provide such information. If you choose to enroll or register for our various services, submit an employment application, or submit an inquiry, you may be asked to provide personal information (e.g. account number, name, address, phone number, Social Security Number and e-mail address). The personal information that you provide enables you to access our various services offered on the website and helps CTWS to provide better customer service. We may use your personal information to respond to an inquiry you submitted, provide our services, or keep you informed about CTWS and its services.

Except as otherwise provided in this Privacy Policy, we will not disclose your personal information to third parties without your consent (which may be obtained electronically, such as by e-mail or click-to-accept), unless we reasonably believe the disclosure is essential to CTWS's business or to provide services to you, including but not limited to where such disclosure is necessary to (i) comply with applicable law, (ii) collect unpaid bills, (iii) obtain and provide credit reporting information, or (iv) resolve disputes.

#### 2. Automatically Collected Information:

CTWS automatically receives certain types of information whenever you interact with CTWS or use our services, such as your Internet protocol address and browser type. While we collect or log this information, we generally do not identify you or match this information with your other personal information. We may use this information to (i) diagnose website technical problems, (ii) facilitate your use of the website, or (iii) track aggregate traffic patterns throughout the website.

#### 3. Cookies:

Cookies are text files that are placed on your hard drive by a website when you visit that website. Cookies identify your computer and record your preferences and other data about your visit to that site so that when you return to the site, the site knows who you are and can personalize your visit. CTWS may use cookies to collect information to determine how to improve our services by seeing which areas, features and services are most popular; to personalize the website and make recommendations, as well as to improve the site experience; and to complete transactions you have requested.

## 2. Children's Privacy:

Children under 13 should not send any information about themselves to CTWS. If we learn that a child under 13 submits information through any part of the website, we will attempt to delete this information as soon as possible. Because we do not knowingly collect any personal information from children under 13, we do not use or disclose such information to third parties.

### **3. Links to Third Party and Co-Branded Websites:**

The website may contain links to third-party websites. Please be aware that CTWS is not responsible for and cannot control the privacy practices of these other sites. We encourage you to read the privacy policies for these other websites, as they may differ from ours.

### **4. Contact CTWS:**

If you have any questions or concerns regarding CTWS's privacy policy, or would like to request a change to your personal information or contact preferences, please contact us at (860) 664-6016, or e-mail [publicaffairs@ctwater.com](mailto:publicaffairs@ctwater.com).

Effective November 1, 2007.