

MILAN PUBLIC UTILITIES PRIVACY POLICY

Section 1 -- Collection of Personally Identifiable Information

In providing the Services, MPU collects information regarding its customers as necessary to ensure reliable, effective, high-quality Services and to detect unauthorized use of the Services. MPU collects and maintains business records containing personally identifiable information such as a customer's name, address, email address, telephone number, and financial information such as bank account and credit card numbers. MPU likewise collects and maintains information related to Customer's account such as billing, payment and deposit history, maintenance and complaint history, as well as Customer correspondence to and from MPU. MPU may also collect and maintain information related to customer satisfaction and habits of Service use, as solicited via Customer interviews, surveys, or questionnaires. By using the Services, Customer consents to MPU's collection of this information.

MPU may use this information to a) install, operate, and maintain the Services and the Service network; b) confirm that Customer is receiving the appropriate Services and being billed properly; c) confirm the identity of Customer when changes are requested to Customer's Services or account; d) inform Customer of updates or other changes to the Services; e) detect unauthorized or fraudulent use of the Services; f) detect violations of the Policies or the Terms and Conditions of Service; g) configure devices connected to the Services; h) comply with applicable local, state, or federal laws; i) as otherwise necessary to ensure the effective provision of the Services or conduct business related to the Services.

MPU does not assume any responsibility, control, oversight, ownership, or other interest in the electronic data of Customer, including but not limited to email messages, internet browsing history, or other electronic data, provided that MPU may use such information as necessary to bill Customer or to provide effective Services. Customer retains exclusive responsibility, control, oversight and ownership over such electronic data.

Section 2 -- Privacy

MPU does not use, share, sell, or otherwise disclose Customer's email messages, internet browsing or usage history, or other electronic data generated by Customer's use of the Services. MPU does not control nor does it monitor Customer's use of the Services, but MPU reserves the right to control or monitor Customer's use of the Services to the extent necessary to provide, support, or optimize the Services, or to comply with applicable local, state, or federal law.

Personally identifiable information may be disclosed for legitimate marketing activities related to the Services. For instance, from time to time, Customer's name and address might be disclosed for mailing lists in connection with promotion of the Services and updates or improvements thereto.

MPU reserves the right to include information related to Customer's usage of the Services in aggregate, anonymized formats, such as ratings surveys and other statistical reports, provided that such information cannot personally identify you, your particular usage habits, or the nature of any transaction you have made using the Services.

Section 3 -- Disclosure

MPU shall cooperate with law enforcement, including without limitation under subpoena, court order, or search warrant. In the event that such disclosure is necessary, MPU will take reasonable steps to notify Customer before MPU responds, provided that such notification is permitted by law. As a governmental entity, MPU may also be required by state or federal law to disclose personally identifiable information about Customer that is contained in its business records as directed by state or federal law without Customer's consent. MPU also reserves the right to disclose personally identifiable information without Customer's consent to the extent necessary to protect customers, employees, or property in the event of an emergency or to enforce MPU's rights in court or elsewhere.

Otherwise, MPU shall only Customer's personally identifiable information with Customer's express, advance consent.

Section 4 -- Security

MPU shall take reasonable precautions to protect the personally identifiable information MPU collects when Customer uses the Services from unauthorized access, use, and dissemination. However, MPU does not guarantee that its security precautions will prevent every unauthorized attempt to access, use, or disseminate your personally identifiable information.

In accordance with MPU's ordinary business practices, MPU may keep on file Customer's personally identifiable information collected during the time Customer utilizes the Services for a period of up to seven (7) years. MPU generally will destroy the information consistent with the requirements of applicable law or MPU's ordinary business practices, if the purpose of which such information was collected has been accomplished and MPU no longer requires the information to comply with law, reporting, or other legitimate business activities.

Section 5 -- Right to Review Information

During regular business hours and upon reasonable notice, Customer may examine and copy, at Customer's cost, any information we create relating to Customer at 1085 S. Second, Milan, TN 38358. Please contact MPU at the above address or by telephone at 731-686-1537 if you wish to do so. MPU requires a reasonable period of time to locate and prepare the information for review, and to arrange an appointment during regular business hours. Information available to review is limited to information about Customer and no one else.