

Online Privacy Statement

Effective Date: July 23, 2014

This online privacy statement applies to City of St. Augustine "WEB" payments-website and online application for Residential and Commercial Customers Utilities payments linked to this statement.

Delivery Method and Timing

"WEB" refers to the ACH Echeck processing option for an internet-initiated entry (either recurring or single) processed based on Customer input of account information at a payment application website. Customer authorization is obtained via the internet.

Funds will be posted to customer 's accounts within 24-48 hours.

Refunds

We do not offer online refund option. All the refunds must be negotiated with Customer Service Representative. Please refer to our phone directory for Customer Support number and business hours.

How do we share your information?

Some online information is a Personal Information. We may share Personal Information as required or as permitted by law, such as:

- with credit bureaus and similar institutions to report or ask about your financial circumstances, and to report or collect debts you owe;
- with regulatory authorities, courts, and governmental agencies to comply with legal orders, legal or regulatory requirements, and government requests;
- with Regulatory authorities, and governmental agencies to detect and prevent fraud or criminal activity;

How do we keep and safeguard your information?

We use administrative technical and physical security measures to protect your Personal Information. These measures include computer safeguards and secured files and facilities. We will keep your Online Information. only as long as we must to deliver our products and services, unless we are required by law or regulation or for litigation and regulatory investigations to keep it.