

City of Temple Utility Business Office Commitment to Privacy

The City of Temple understands your privacy is important. We value our relationship with you, and are committed to protecting the confidentiality of your personal information.

Collecting Information

Any information collected by the City of Temple, including your social security number, driver's license number, or other identifying information is used strictly by the City for the purpose of debt collection/reporting. All information disclosed on your application for service will remain confidential subject to certain limited circumstances as described below.

Sharing Information

The City of Temple does not participate in the selling or sharing of personal information with outside agencies, except as required by law. Your information may be disclosed to the following entities:

- An official or employee of the State, a political subdivision of the State or the United States acting in an official capacity;
- An employee of the City acting in connection with the employee's duties;
- A consumer reporting agency;
- A contractor or sub-contractor approved by and providing services to the City or to the State, a political subdivision of the State, the United States government or an agency of the State or Federal government.
- A person for whom the customer has contractually waived confidentiality for personal information; or
- Another entity that provides water, wastewater, sewer, gas, garbage, electricity or drainage service for compensation.

Safeguarding Information

The City has physical, electronic, and procedural safeguards to protect the confidentiality and security of your personal information, including your social security number. We give access only to employees of the entities listed above who are acting in an official capacity for the entity.

Disposal of Personal Information

When it is no longer needed, all documents containing your personal information are destroyed.