

Customer Data Privacy Policy

Paragould Municipal Utilities (hereafter "PMU", "we", "us", "our") continually strives to maintain complete and accurate information about our customer's (hereafter "you", "your", "yours") account. We treat all customer information confidentially and take steps to make our computer databases secure. All personally identifiable information will remain private and will not be sold or distributed to any group, organization, or individual. We do not provide account or personal information to unaffiliated third parties for the purpose of independent telemarketing or direct mail marketing. Information will only be released if (1) transactions are initiated and property authorized by the customer, (2) the customer requests it, (3) collection services are necessary, or (4) required by law. (FOI request, subpoena, legally mandated reporting, etc.) Individuals may have additional rights under applicable laws.

Data transmitted by the customer over our communication networks is generally not recorded, cached, captured, or inspected in detail other than what is necessary to ensure proper functioning of the service provided to the customer; however, we may capture, record, or inspect communications from a given customer or customers in the course of network maintenance or troubleshooting. If this occurs, we are generally not interested in and do not inspect the actual content of the communications, but rather information such as origination and destination. Any content in the communications we may inspect will not be shared with anyone, aside from that which the law may require reporting to authorities. Any information transmitted or received by the customer through the internet is being transmitted over a publicly accessible network and it is the customer's responsibility to properly ensure the security of any information they choose to transmit or receive.