



**Polomolok Water District**  
National Highway, Polomolok, South Cotabato

# Privacy Policy





## DATA PRIVACY STATEMENT

Polomolok Water District commits to protect the privacy of the personal information of our clients, employees, or any other legal personalities and / or entities in connection with the water services we provided in accordance with the Data Privacy Act of 2012.

## DATA PRIVACY POLICY

This Privacy Policy aims to inform any legal entity who has engaged/ been engaged by Polomolok Water District (PoWD) on how their personal data are being collected, stored, used, shared and disclosed in accordance with the Data Privacy Act (DPA) of 2012 (RA 10173) and its implementing rules and regulations.

In the processing of these data and information, the PoWD is committed to ensure the free flow of information as required under the Freedom of Information Act (EO No. 2, s.2016 and to protect and respect the confidentiality and privacy of these data and information as required under the Data Privacy Act of 2012.

## CHANGES TO THIS POLICY STATEMENT

PoWD may subject this statement to changes whenever deemed necessary. If significant changes are made, notice and any updates of information will be posted on our website.

## COLLECTION AND PROCESSING OF INFORMATION

PoWD collects the Personal Information when customers apply for water service connection and/or avail its services.

The term "Personal Information", as used in this Policy, refers to any data (whether by itself or when linked with other information) in the possession of, or likely to come into the possession of the PoWD, that can be used to identify a specific living person.

### A. Collecting Personal Information

PoWD collects your personal information through:

- The information you provide us in relation to the services we render such as application for service connection, transfer of service connection and other related services offered by the district;
- Personal interaction with our staff- i.e. meetings, conferences, business events and the like;
- Phone, e-mail and/or other means of communication utilized by the district;
- Resume/Curriculum Vitae which aspiring applicants for employment submit to PoWD
- Personal details such as your name, address (including nearest landmarks), contact details, and signature;
- Personal Information connected with your PoWD Customer Account such as your Customer Account Number, Sensitive Personal Information such as your government-issued identification number (e.g. SSS, TIN, etc.), which we use for identity verification purposes. If you are a senior citizen, we collect your OSCA/DSWD ID to establish your qualification for a senior citizen discount.

### B. Ways in collecting Information

We collect your personal information only when you provide it directly to us or was acquired by us with your authorization through

- New Water Service Connection Application Form
- Documents and forms bearing your personal information
- Physical or electronic communication with PoWD representatives
- Senior Citizen Discount Application Form
- Communication with us through mail, phone, e-mail, fax, social media platforms such as website, facebook and/or other means of communication chosen and utilized by the PoWD, Sex Disaggregated Data (SDD), water sampling and customer satisfaction survey.







### **C. Withdrawal of Consent to the Collection of Personal Information**

No Personal Information shall be collected without your consent. If you wish to withdraw consent to the collection of your Personal Information, kindly give us reasonable notice to allow time to cease any and all processing.

In the event that you refuse to give consent, your Personal Information shall no longer be processed, unless:

- The Personal Information is needed pursuant to a subpoena;
- The collection and processing are for obvious purposes, including, when it is necessary for the performance of or in relation to a contract or service to which the customer is a party; or
- The information is being collected and processed as a result of a legal obligation.

Any information to be provided by you shall always be in clear and plain language, to ensure that the information is easy to understand and access.

### **D. Using Personal Information**

PoIWD uses your personal information for the following purposes:

- To be used as basis for the assessment of whether your application meets requirements for a new water service application;
- To install the requested new water service connection through our service providers;
- To create, administer and maintain your customer account with the PoIWD;
- To be used as reference for communication related to the application process, consumption and billing and other related services.;
- To enable the PoIWD to respond to service, billing, and other customer concerns;
- To be used in continually improving the PoIWD's services;
- To comply with government and other regulatory requirements; and
- To establish, exercise, or defend legal claims.

## **SHARING PERSONAL INFORMATION**

Your personal information may be shared and disclosed subject to the provisions of Data Privacy Act of 2012 and with your consent to the following:

- PoIWD staff who may require it to perform official duties
- Anyone you give us permission to share with it
- Official organizations concerned with the detection and prevention of criminal activities
- External service providers that help us provide our Services, to the extent needed to perform their duties and their functions; and
- Government authorities and such entities that may have a legitimate and legal interest in the information, in response to a legal request such as a search warrant, court order or subpoena, if we believe in good faith that we are required to do so under the law.

Your personal information shall never be sold. We assure you that we take measures to keep your information safe and secured.

## **PURPOSES OF SHARING PERSONAL INFORMATION**

- To install new water service connection;
- To perform meter reading and billing services;
- To communicate and to respond to service, billing, and other customer concerns;
- To carry out data collection and analysis for the continuous improvement of the PoIWD's Services;
- To conduct PoIWD audits or investigate a complaint or security threat;
- To carry out digitalization and storage processes;
- To respond to law enforcement authority or other government regulatory bodies' requests;
- To comply with government and other regulatory requirements;
- To facilitate the establishment, exercise, or defense of legal claims.



## STORING, RETENTION AND PROTECTING PERSONAL INFORMATION

All personal information collected is held in a secured database and the district commitment is to implement appropriate security measures and policies to uphold confidentiality and integrity.

### A. Your Rights

As data subject, you may exercise the following rights pursuant to Section 16 of the DPA, and Section 34 of its Implementing Rules and Regulations:

- Right to be Informed
- Right to Object
- Right to Access
- Right to Rectification
- Right to Erasure or Blocking
- Right to Damages

### B. Retention of your Personal Information

We have a variety of obligations to retain the Data that you provide to us, including but not limited to: (a) ensuring that transactions can be appropriately processed, settled or refunded; (b) helping identify fraud; and (c) complying with anti-money laundering and other laws and rules that apply to us and to our financial service providers. There may also be residual Data that will remain within our databases and other records, which will not be removed.

Whatever Personal Information given to us by you or pertaining to you shall only be retained for as long as necessary or for as long as the above-stated purposes shall have been satisfied.

Personal Information provided to us by you shall be disposed or discarded in a secure manner that would prevent further processing, unauthorized access, or disclosure to any other party, or prejudice the interests of our customers.

### C. Personal Information Protection

We use reasonable organizational, technical and administrative measures to protect your Personal Information within our organization which include but are not limited to:

- **Employee Data Security Awareness and Training.** This is a basic required training program for all new employees. In addition, refresher courses are conducted especially to units who handle the personal information involving clients.
- **Access Management.** We manage user access strictly with regular reviews and prompts for change passwords.
- **Data Sharing Contracts.** When personal information is required to be shared to service providers and partners, this privilege is explicitly defined in a contract stating the conditions around data sharing, the limitations of usage, and the diligence required for its storage.
- **Physical Storage.** All paper-based documents containing your personal information are kept in secured filing cabinets while the digital/electronic files are kept in secured cloud storage and onsite premise computers provided and installed by the PoIWD.
- **Monitoring for Security Breaches.** The PoIWD monitors its information systems for security breaches.

## CONTACT US

For any queries, clarifications or requests on any aspect of this policy, please feel free to visit us at our office or you may write, email or contact our designated Data Protection Officer (DPO) at:

### DATA PROTECTION OFFICER

Polomolok Water District  
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