



Republic of the Philippines
MANGALDAN WATER DISTRICT

Serafica St., Mangaldan, 2432 Pangasinan

Tel. Nos. (075)523-5884; (075)653-0574

PRIVACY NOTICE

The Mangaldan Water District (MAWAD) respect the fundamental right to privacy, and commit to protect and take great care in safeguarding the personal data of our data subjects in accordance with the Republic Act No. 10173, otherwise known as the Data Privacy Act of 2012 and its Implementing Rules and Regulations.

This Privacy Notice outlines the general principles that govern on how we collect, use and share their personal data and to help them better understand our privacy practices.

INFORMATION WE COLLECT

We collect the personal data of our data subjects through the information provided to us with their consent, when they connect with us by any means physical or online, through their visit to our office or personal interaction with our employees, phone calls, e-mails, surveys, requests, water connection applications and other related services, employment applications, and any similar forms of communication.

We collect different types of personal data depending on the services availed by our data subjects, for reasons practically necessary to carry out the functions or activities of the district, including but not limited to;

- **New Service Connection:**
 - Personal details such as name, contact number and address (with landmark) provided in the Job order form;
 - Community Tax Certificate (current year);
 - Picture (2x2, latest);
 - Water bill of neighbor;
 - Proof of Land Ownership (Title/ Tax Declaration/ Deed of Sale);
 - Recent Land Tax Official Receipt;
 - Authorization letter (if applying through a representative and/or if applicant will tap to its neighbor's mainline);
 - Government-issued Identification Card of Applicant;
 - Government-issued Identification Card of Representative.

- **Recruitment and Selection:**
 - Personal Data Sheet (PDS) or Curriculum Vitae, with recent passport-sized picture;
 - Work Experience Sheet;
 - Performance rating in the last rating period (if applicable);
 - Authenticated certificate of eligibility/board rating/license;
 - Transcript of Records;
 - Seminars/trainings attended.

- **Senior Citizen Discount:**
 - Personal details such as name, address, date of birth, account number and signature provided in the Application for Senior Citizen Discount Availment form;
 - Picture (2x2 with name tag);
 - Proof of Residence/ Barangay Clearance;
 - Proof of Age (Birth or Baptismal Certificate, Valid IDs – SSS/GSIS, Senior Citizen, Postal, PRC and Driver's License);
 - If applying through representative, Authorization Letter with Special Power of Attorney and Government-issued Identification card of the representative.



- Personal Information connected with their MAWAD customer account such as their account name and account number;
- Images via CCTV when visiting our office;
- Information provided by the visitor/s in our logbook;
- Email correspondence – the email address and contents of the email, and;
- Surveys – information provided in response to our Customer Satisfaction Survey form. Survey information is used only for purpose designated.

PURPOSE OF COLLECTION OF INFORMATION

As part of our vision to build strong partnership with our data subjects while serving them with excellence and integrity, we collect their personal data for the following purposes, including but not limited to;

- To be used for the assessment of their water service application;
- To install the requested new water service connection;
- To create, update, review, and maintain their customer account with the district;
- To be used as reference for communication related to the application process, consumption, billing, notices, and other such documents necessary for continued use of our products and services;
- To respond to queries, requests, complaints, and other concessionaire's concerns to further improve our services and how we interact with them;
- To be used for evaluation and processing of application for employment;
- To be used for assessment of requests to avail senior citizen discount;
- To comply with government and other regulatory requirements and to establish, exercise or defend legal claims, and;
- Perform other such as activities permitted by law or with their consent.

SHARING YOUR PERSONAL INFORMATION

As part of our regular operations in delivering our products and services, personal information collected from the data subjects may be shared and disclosed to the following, subject to the provisions of Data Privacy Act of 2012 and with their consent:

- Mangaldan Water District's staff who may require it in the performance of their official duties related to billing, collection, tapping, disconnection, or reconnection of water service connections, and those responsible for the selection and recruitment of new employees of the district;
- Electronic Commerce Payments (EC PAY) Inc., our third party service provider that we engaged with to help us improve our collection scheme, limited to the provisions of the contract;
- Law enforcement and government agencies required by laws and regulations, and;
- Other agencies and instrumentalities that they have consent to share their information with.

In these cases, we ensure that the personal data is disclosed on a confidential basis and in compliance with applicable laws and regulations.

RIGHTS AS A DATA SUBJECT

Data subjects are entitled to certain rights in relation to their personal data under the Data Privacy Act of 2012 (in the circumstances and under the conditions, and subject to the exceptions, set out in applicable law);

- Data subjects have the right to know how we collect, use, disclose, retain, dispose and protect their personal data;
- It is also our data subjects' right to refuse further processing of their personal data other than those stated in this privacy notice unless it is necessary to comply with government, legal and other regulatory requirements;
- Our data subjects have the right to access the information they have provided such as those related to their consumption, billing, and the like;



- They have the right to have their personal data corrected if it is found outdated, inaccurate, or incomplete;
- They also have the right to request for the erasure of their personal data, such as in cases where their personal data is no longer necessary to achieve the purposes stated in this notice;
- They may claim compensation if they suffered damages due to false, unlawfully obtained, or unauthorized use of their personal data;
- They have the right to data portability which allows them to obtain and electronically move, copy, or transfer their data in secure manner, for further use, and;
- Our data subjects have the right to file a complaint. If, despite our commitment and efforts to protect their personal data, they believe that data privacy rights have been violated, we encourage and welcome our data subjects to the Mangaldan Water District office first to seek resolution to any complaint.

HOW LONG DO WE KEEP YOUR INFORMATION

The personal data of our data subjects shall be retained for as long as the purpose for which it was collected, and such other purposes that they may have consented to from time to time, remains in effect, and is required and necessary to keep their information for any other legal and regulatory purposes.

Personal data provided to us by our data subjects 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 interest of our data subjects in accordance with applicable laws and regulations.

HOW WE PROTECT YOUR INFORMATION

We fully recognize the value of the personal data of our data subjects that is why it is important for us to maintain its integrity, confidentiality, and security. MAWAD undertakes to implement reasonable and appropriate organizational, physical, and security measures to protect the personal data against any unauthorized or fraudulent access, alteration, disclosure, misuse, and other unlawful activities.

HOW TO CONTACT US

For any queries, clarifications, or requests on any aspect of this Privacy Notice, the exercise of their rights pertaining to their personal data, or to provide any feedback that our data subjects may have about our processing of their personal data, please feel free to visit us at our office.

Our data subjects may also write, email or contact our designated Data Protection Officer (DPO) at:

DATA PROTECTION OFFICER

Mangaldan Water District
 Serafica St., Poblacion, Mangaldan
 2432 Pangasinan

Email Address: mawad.dpo@gmail.com

Contact Number: (075) 653-0574/ (075) 523-5884

CHANGES TO OUR PRIVACY NOTICE

We may modify or amend this Privacy Notice from time to time to keep up with any changes in relevant laws and regulations applicable to us or how we collect, use, protect, store, share, or dispose of the personal information of our data subjects. Any relevant updates will be posted on MAWAD's website and office.

