

PRIVACY NOTICE

The Mangaldan Water District (MAWAD) respect your fundamental right to privacy and we commit to protect and take great care in safeguarding your personal data 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 your personal data and to help you better understand our privacy practices.

Information We Collect

We collect your personal data through the information provided to us voluntarily when you connect with us by any means physical or online, through your visit to our office and personal interaction with our staff, phone calls, e-mails and/or other means of communication utilized by the district, surveys, requests, water connection transactions and other related services offered by the district, employment applications, or in any other form where you may be in contact with us.

The types of personal data that we collect depends on the service that you want to avail from us or for reasons practically necessary to carry out the functions or activities of the district, including but not limited to:

- Personal details such as your name, address, contact number and signature provided in our Job order form. We also require submission of your latest Community Tax Certificate (CTC), 2x2 picture, water bill of consumer near you, photocopy of your proof of land ownership e.g. title, tax declaration or deed of sale and photocopy of recent land tax official receipt. If applying thru representative, we will require authorization letter as well as photocopy of government-issued ID of the person authorizing and its representative. If applicant will tap to its neighbor's line, we will also require authorization letter from said neighbor;
- Personal information connected with your MAWAD customer account such as your account name and account number;
- For senior citizen, we request for a photocopy of your OSCA/DSWD ID to establish your qualification for a senior citizen discount;
- Images via CCTV when visiting our office;
- Resume/Curriculum Vitae submitted personally to our office or thru e-mail;
- Email correspondence – the email address and contents of the email.
- Surveys – any information you volunteered in response to our Customer Satisfaction Survey form. Survey information is used only for purpose designated, and;
- Information collected from the data subjects visiting our office such as name, address, contact number and temperature for contact tracing purposes as part of the district's safety measures in the management of Coronavirus disease 2019 (COVID19) pandemic.

Purpose of Collection of Information

As part of our vision to build partnership with our concessionaires and other data subjects, and to serve you with excellence and integrity, we collect your personal data for the following purposes, including but not limited to;

- To be used for assessment of your water service application;
- To install the requested new water service connection;
- To create, administer and maintain your customer account with the district;
- To be used as reference for communication related to the application process, consumption and billing, notices and other such documents necessary for continued use of our products and services;
- To enable the district to respond to queries, requests, complaints and other concessionaire's concerns, to further improve our services and how we interact with you;
- 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 your consent.

Sharing your Personal Information

Your personal information may be shared and disclosed subject to the provisions of Data Privacy Act of 2012 and with your consent, as part of our regular business operations and for the catering of our products and services, to the following:

- Mangaldan Water District's staff who may require it to perform their official duties such as those responsible for tapping, disconnection and reconnection of water service connection, billing and collection and those responsible for the selection and recruitment of new employees of the district;
- Third party suppliers and service providers that we engaged to and help us improve our service to the extent provided in their contract;
- Law enforcement and government agencies required by laws and regulations and other lawful order and processes, and;
- Other agencies and affiliates that you've consent to share your information with.

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

Rights as a Data Subject

You are entitled to certain rights in relation to your 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 the district along with the data related to their consumption, billing and the like;
- You have the right to have your personal data corrected if it is found outdated, inaccurate or incomplete;
- You also have the right to request for the erasure of your personal data, such as in cases where your personal data is no longer necessary to achieve the legitimate business purpose of its use or processing;
- You may claim compensation if you suffered damages due to false, unlawfully obtained or unauthorized use of your personal data;
- You have the right to data portability which allows you to obtain and electronically move, copy or transfer your 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 your personal data, you believe that data privacy rights have been violated, we encourage and welcome our concessionaires to come to Mangaldan Water District first to seek resolution of any complaint.

How Long Do We Keep Your Information

Your personal data shall be retained for as long as the purpose for which it was collected, and such other purposes that you may have consented to from time to time, remains in effect and until such time as it is no longer required nor necessary to keep your information for any other legal, regulatory or business purposes.

Personal data 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 interest of our concessionaires and other data subjects.

How We Protect Your Information

We fully recognize the value of your personal data that is why it is important for us to maintain its integrity, confidentiality and security. We have implemented physical, organizational and technical security measures that are designed to protect your information from unauthorized or fraudulent access, alteration, disclosure, misuse and other unlawful activities. These are also designed to protect your information from other natural and human dangers.

How to Contact Us

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

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

DATA PROTECTION OFFICER

Mangaldan Water District
Seráfica 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 your personal information. Any relevant updates will be posted on the MAWAD's website and office.