

ROGUE VALLEY SEWER SERVICES

PRIVACY STATEMENT

Updated May 1, 2025

Your privacy is important to Rogue Valley Sewer Services (RVSS). This privacy statement provides information about the personal information that RVSS collects and the ways in which RVSS uses that personal information.

Personal information collection

RVSS may collect and use the following kinds of personal information:

- information that you provide for the purpose of activating your sewer account, including name, phone number, and mailing address. If you are a renter, this information can be shared with the property owner and/or the property manager;
- information that you provide for the purpose of communicating via e-mail, including name, e-mail address, and any other information included on your e-mail;
- information you provide to apply for financing of development charges and/or assessment fees. In cases where you request to pay large fees over time, normal loan application will ask for information necessary to evaluate your credit history.
- any other information that you send to RVSS.

Using personal information

RVSS may use your personal information to:

- send you statements and invoices;
- provide necessary assistance.

Where RVSS discloses your personal information to its agents or sub-contractors for these purposes, the agent or sub-contractor in question will be obligated to use that personal information in accordance with the terms of this privacy statement.

In addition to the disclosures reasonably necessary for the purposes identified elsewhere above, RVSS may disclose your personal information to the extent that it is required to do so by law, in connection with any legal proceedings or prospective legal proceedings, and in order to establish, exercise or defend its legal rights.

Credit Card Information

RVSS contracts with Umpqua Bank's PayTrace and Springbrook Software's third party vendors (Xpress Bill Pay) to collect over-the-phone and on-line credit card payments using a secure website. Credit card information will be used for the sole purpose of paying fees owed RVSS. Only the last four digits of the payment card is available to RVSS.

Securing of your data

RVSS will take reasonable technical and organizational precautions to prevent the loss, misuse or alteration of your personal information.

RVSS will store all the personal information you provide on its secure servers and/or in our locked vault.

Information relating to electronic transactions entered into via this website will be protected by encryption technology.

Updating this statement

RVSS may update this privacy policy by posting a new version on this website.

You should check this page occasionally to ensure you are familiar with any changes.

Other websites

This website contains links to other websites.

RVSS is not responsible for the privacy policies or practices of any third party.

Contact RVSS

If you have any questions about this privacy policy or Rogue Valley Sewer Service's treatment of your personal information, please write to:

- by email to info@RVSS.us; or
- by post to P.O. Box 3130, Central Point, OR 97502.

This privacy statement

This privacy statement is based on an original template created by Website Contracts and distributed by Freenet Law.

[This link will take you to the website of Website Contracts](#)

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RVSS Code 2.05.040 Refund policy.

1) If an account has been overcharged for any reason, RVSS will refund the account the amount overcharged for the previous six months.

2) If an account has been undercharged for any reason, RVSS will back-bill the account for the amount undercharged for the previous twelve months. At the discretion of the Manager, back charges may be paid in increments over a period not to exceed 12 months.