

Mifflin County Municipal Authority

WEBSITE PRIVACY POLICY

Pennsylvania Municipal Water Authority Effective Date: August 21, 2026 This Privacy Policy explains how our Pennsylvania Municipal Water Authority ("Authority," "we," "us," or "our") collects, uses, maintains, discloses, and protects personal information obtained from visitors and account holders on our website. As a public entity incorporated under the Pennsylvania Municipality Authorities Act, 53 Pa.C.S. Ch. 56, we operate in strict compliance with federal laws, Commonwealth regulations, and the Pennsylvania Right-to-Know Law (RTKL).

1. **Information We Collect** We collect several types of information from and about users of our website, including:
 - **Personal Identification Information:** Name, billing address, service address, email address, telephone numbers, and account numbers when you register for online billing or request services.
 - **Payment and Financial Data:** Credit card numbers, bank account routing details, and transaction histories processed securely via our third-party payment gateways. We do not store full raw financial credentials on our local servers.
 - **Usage Details and Technical Metadata:** IP addresses, browser types, operating systems, and automated tracking cookies that assist us in optimizing server performance and web accessibility.
2. **How We Use Your Information**

The Authority utilizes the data we collect solely for public utility operations and administrative management, including:

 - **Processing your monthly water utility billing, payments, and account updates.**
 - **Sending mandatory water quality updates, infrastructure consumer notices, or service interruptions.**
 - **Dispatching localized emergency utility notifications or boiling advisories.**
 - **Improving our online customer service portal and managing system diagnostics.**
3. **Information Sharing and the PA Right-to-Know Law (RTKL)**

The Authority does not sell, rent, trade, or lease your personal information to third-party marketers. Information is only disclosed to contractors or service providers strictly bound by confidentiality agreements to perform functional business tasks

(e.g., mail processing houses or cloud payment systems). As a municipal authority in Pennsylvania, records maintained by the Authority may be subject to public access requests under the Pennsylvania Right-to-Know Law (65 P.S. §§ 67.101-67.3101). However, the RTKL explicitly protects and exempts sensitive personal data—such as personal financial information, credit card numbers, home telephone numbers, and personal email addresses—from public disclosures.

4. Data Security Protocols

We employ rigorous administrative, physical, and technological security controls to guard your data. Online financial transactions are completely encrypted utilizing industry-standard Secure Sockets Layer (SSL) or Transport Layer Security (TLS) technologies. Access to customer accounts is restricted to authorized personnel who require the data strictly to execute official utility operations.

5. Your Rights and Choices

Pennsylvania consumers may log in to their secure online utility profiles at any time to review, correct, or amend their contact records. Alternatively, you may contact our main administrative office directly to request profile modifications or voice data concerns.

6. Contact Information

For any inquiries surrounding this Pennsylvania-compliant privacy policy, or to file an official data inquiry, please contact our administrative offices at:

Mailing Address: 5300 Old US Highway 322 – Milroy, PA 17063

Attn: Open Records Officer / Privacy Admin MCMA

Email Contact: MCMA@mifflincountyh2o.com

Modified Date: August 20, 2026