

Privacy Statement

Marshfield Utilities is committed to protecting your privacy and developing technology that gives you the most powerful and safe online experience. This Statement of Privacy applies to the Marshfield Utilities website and governs data collection and usage. By using the Marshfield Utilities website, you consent to the data practices described in this Statement.

Collection of your Personal Information

Marshfield Utilities may collect user-provided personally identifiable information, such as your e-mail address, name, home or work address, or telephone number. Marshfield Utilities may also collect anonymous demographic information, which is not unique to you, such as your ZIP code, age, gender, preferences, interests, and favorites.

There is also information about your computer hardware and software that is automatically collected by Marshfield Utilities. This information can include your IP address, browser type, domain names, access times, and referring website addresses. This information is used by Marshfield Utilities for the operation of the service, to maintain the quality of service, and to provide general statistics regarding the use of the Marshfield Utilities website.

Please keep in mind that if you directly disclose personally identifiable information or personally sensitive data through Marshfield Utilities' public message boards, this information may be collected and used by others. Note: Marshfield Utilities does not read any of your private online communications.

Marshfield Utilities encourages you to review the privacy statements of websites you choose to link to from Marshfield Utilities so that you can understand how those websites collect, use, and share your information. Marshfield Utilities is not responsible for privacy statements or other content on websites outside of the Marshfield Utilities website.

Use of your Personal Information

Marshfield Utilities may collect and use your personal information to deliver the services you have requested. Marshfield Utilities also uses your personally identifiable information to inform you of other products or services available from Marshfield Utilities and its affiliates. Marshfield Utilities may also contact you via surveys to conduct research about your opinion of current services or of potential new services that may be offered.

Marshfield Utilities does not sell, rent or lease its customer lists to third parties. Marshfield Utilities may, from time to time, contact you on behalf of external business partners about a particular offering that may interest you. In those cases, your unique personally identifiable information (e-mail, name, address, telephone number) is not transferred to the third party. In addition, Marshfield Utilities may share data with trusted partners to help us perform statistical analysis, send you e-mails or postal mail, provide customer support, or arrange for deliveries. All such third parties are prohibited from using your

personal information except to provide these services to Marshfield Utilities, and they are required to maintain the confidentiality of your information.

Marshfield Utilities does not use or disclose sensitive personal information, such as race, religion, or political affiliations, without your explicit consent.

Marshfield Utilities keeps track of the website and pages our customers visit within Marshfield Utilities, to determine what Marshfield Utilities services are the most popular. This data may be used to deliver customized content within Marshfield Utilities to customers whose behavior indicates that they are interested in a particular subject area.

Marshfield Utilities will disclose your personal information, without notice, only if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with the legal process served on Marshfield Utilities or the site; (b) protect and defend the rights or property of Marshfield Utilities; and, (c) act under exigent circumstances to protect the personal safety of users of Marshfield Utilities, or the public.

Use of Cookies

The Marshfield Utilities website uses "cookies" to help you personalize your online experience. A cookie is a text file that is placed on your hard disk by a webpage server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you and can only be read by a web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature to save you time. The purpose of a cookie is to tell the web server that you have returned to a specific page. For example, if you personalize Marshfield Utilities web pages or register for Marshfield Utilities services, a cookie helps Marshfield Utilities to recall your specific information on subsequent visits. This simplifies the process of recording your personal information, such as billing addresses, shipping addresses, and so on. When you return to the same Marshfield Utilities website, the information you previously provided can be retrieved so you can easily use the Marshfield Utilities features that you customized.

You have the ability to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of the Marshfield Utilities services or websites you visit.

Security of your Personal Information

Marshfield Utilities secures your personal information from unauthorized access, use, or disclosure. Marshfield Utilities secures the personally identifiable information you provide on computer servers in a controlled, secure environment, protected from unauthorized access, use, or disclosure. When personal information (such as a credit card number) is transmitted to other websites, it is protected through the use of encryption, such as the Secure Socket Layer (SSL) protocol.

Changes to this Statement

Marshfield Utilities will occasionally update this Statement of Privacy to reflect company and customer feedback. Marshfield Utilities encourages you to periodically review this Statement to be informed of how Marshfield Utilities is protecting your information.

Contact Information

Marshfield Utilities welcomes your comments regarding this Statement of Privacy. If you believe Marshfield Utilities has not adhered to this Statement, contact Marshfield Utilities at (715) 387-1195. We will use commercially reasonable efforts to promptly determine and remedy the problem.

Marshfield Utilities
2000 South Central Avenue
Marshfield, WI 54449
(715) 387-1195
Hours: 7:00 am – 4:00 pm

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