

Privacy Policy

Introduction and General Privacy Policy Statement

Your privacy is very important to Tesoro Viejo Master Mutual Water Company ("TVMMWC"). As part of the normal operation of this Website, TVMMWC may collect information about you including, but not limited to, your first and last name, home address, email address, cell phone number, and home telephone number. TVMMWC may also collect personal information about you whenever you transact business with TVMMWC, request information or materials from TVMMWC, create or update a profile, communicate with TVMMWC or visit this Website. When you visit this Website, TVMMWC receives and records non-personal information on our server logs from your web browser and through other analysis of this Website, including, but not limited to, the use of "cookies" that reside on your computer's hard drive to store information about your use of this Website. (See more information about "Cookies and Other Tracking Devices" below.)

TVMMWC uses your information to respond to your requests for information or services, for general record-keeping purposes and to otherwise contact you about available products or services. TVMMWC does not sell information about you to unaffiliated third parties. However, TVMMWC may share your information with selected third party companies (including California Water Service, land developers and builders who are building at the Tesoro Viejo project) and individuals that perform functions on our behalf or they may collect the personal information on our behalf and provide it to us. Examples include conducting surveys, sending you electronic and other messages about our community or an offering from one of the guest builders, managing and operating this Website, sending postal mail and e-mail, performing data management and analysis and for other customer service, marketing and promotional purposes. TVMMWC may also release your personal information when we believe such disclosure is appropriate to: (i) comply with law or a court order or other legal process; (ii) protect the rights, property or safety of this Website, our users, or others; or (iii) enforce our Terms and Conditions of Use and/or this Privacy Policy. Your use of this Website constitutes your permission for TVMMWC to use and share the information collected from you as provided in this Privacy Policy.

Notwithstanding the foregoing, any information, communication or material you provide to us, whether received online, electronically, in person or otherwise collected by or submitted to us, including personally identifiable information, data, questions, comments, suggestions or the like is, and will be treated as, non-confidential and non-proprietary.

Anything you transmit or post becomes the property of TVMMWC and may be used for any purpose, including, but not limited to, reproduction, disclosure, transmission, publication, market research, development of prospect lists, project planning, broadcasts, posting and marketing, among other things.

We may also use information transmitted to us through this Website to send you electronic and other messages about offerings from one of our subsidiaries or affiliated companies. Your use of our Website constitutes your permission to do so. We comply with the Federal CAN-SPAM Act, and make every effort to ensure that our messages are not considered Spam. Of course, you may unsubscribe from any messages we send at any time and will not receive further electronic messages from us by following the instructions included within the message.

Information on the Internet tends to develop "a life of its own" and may find its way to recipients to whom it is not intended or persons you may not want to have such information. This is beyond the control of TVMMWC, and you are advised that such transmissions may not be secure.

Categories of Information We Collect

When you request assistance with the procurement of water services, we will request your name, address, email address, home telephone number, work telephone number, fax number and cell phone number.

If you are a party interested in conducting business with TVMMWC (including commercial, retail and industrial opportunities), we will request your name, address, email address, home telephone number, work telephone number, fax number, cell phone number and applicable license number(s).

When you make inquiries concerning investor relations, we will request your name, address, email address, home telephone number, work telephone number, and fax number.

If you wish to contact our webmaster, we will request your name, address, email address, home telephone number, work telephone number, and fax number.

When you make inquiries concerning career opportunities, we will request your name, address, email address, home telephone number, work telephone number, fax number and cell phone number. We will also request a copy of your resume, your highest level of education and information about the type of job you are seeking.

Sharing Information Collected on Our Website

We may share personal information among TVMMWC's parent companies, subsidiaries and affiliates, including, but not limited to the following: California Water Service; Tesoro Viejo Maintenance Corporation; Tesoro Viejo Development, Inc.; The River Conservancy at Tesoro Viejo; Rio Mesa Holdings, LLC; Hillside RM, LLC; WWTP, LLC; Town Center RM, LLC; and Backbone RM, LLC. We may also share information with select third parties who offer goods or services we think may be of interest to you. We may share your personal information in order to respond to subpoenas, court orders, or legal process, or to establish or exercise our legal rights or defend against legal claims. In addition, we may share personal information when we believe it is necessary to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations of the Terms of Use or this Privacy Policy, or as otherwise required by law. The third parties with whom we share personal information will be solely responsible for protecting your privacy, and the liability of TVMMWC will be limited in accordance with the TVMMWC Terms and Conditions of Use (also contained on this Website).

Cookies and Other Tracking Devices

We may use cookies ("**Cookies**") and other tracking devices on our Website. Cookies are small text files that are placed on your computer by websites that you visit. Cookies are widely used in order to make websites and applications work, or work more efficiently, and help them remember certain information about you, either for the duration of your visit (using a "session" cookie) or for repeat visits (using a "persistent" cookie). Use of our Cookies may involve the collection and use of your information, such as IP addresses, and other online mobile identifiers. Using cookies on our sites provides benefits to you, such as allowing you to maintain your account login information, if applicable, between visits. The use of cookies also allows us to measure site activity to provide a better user experience. Cookies and other tracking devices may be used to tell us the time and length of your visit, the pages you look at on our site, the site you visited just before coming to ours, and the name of your Internet service provider. We may use third parties to serve our advertisements on other websites. In serving our advertisements, these companies may use cookies and other tracking devices to collect certain non-personally-identifiable information about your visits to other websites (such as browser type, IP address, which page was visited, and time of day). This information may be used to evaluate our online advertising campaigns or to tailor promotions and other marketing messages to you. You can prevent your browser from accepting certain cookies, have the browser require your consent before a new cookie is placed in your browser, or block cookies altogether by selecting the appropriate settings on your browser privacy preferences menu. Please refer to your browser help instructions to learn more about cookies and how to manage their use.

Do-Not-Track Signals

Our Website does not respond to do-not-track ("**DNT**") signals; however, we do not use any retargeting codes that would potentially follow you. Our Customer Relationship Management system ("**CRM**"), collects user information. Only our, our parents', our subsidiaries' and our affiliates' marketing teams have access to this information. Our Website does not include any other third-party applications that collect visitors' information.

Notification of Privacy Policy Change

If we make material changes to our privacy policy, we will provide notice of the change by posting a notice on the homepage of our Website.

Your California Privacy Rights

You may request certain information from TVMMWC concerning the customer information that we have shared with third parties for their direct marketing purposes. The information, which we will provide free of charge once per calendar year upon request, includes a list of the types of customer information that we have provided to third parties for their direct marketing purposes and the names and addresses of all third parties with which we have shared such information during the past calendar year.

To request that we provide you with such information, please send a written request to Tesoro Viejo Master Mutual Water Company, 7020 N. Van Ness Blvd., Fresno, CA 93711. Within thirty (30) days of receiving your request, we will provide you with the information at the address you designate in your request, which may be an email address or physical address. Notwithstanding the foregoing, any information, communication or material you provide to us, whether received online, electronically, in person or otherwise collected by or submitted to us, including personally identifiable information, data, questions, comments, suggestions or the like is, and will be treated as, non-confidential and non-proprietary. Anything you transmit or post becomes the property of TVMMWC and may be used for any purpose.

General Provisions

All capitalized terms when used in this Privacy Policy shall have the same meaning as is given such terms in the Terms and Conditions of Use (also contained on the Website) unless expressly superseded by the terms of this Privacy Policy.

It is intended that this Privacy Policy and the Terms and Conditions of Use also contained on the Website be read together and govern the entire agreement between you and Tesoro Viejo.

Effective Date

This Privacy Policy is effective as of **February 20, 2019**.