

TESORO VIEJO MASTER MUTUAL WATER COMPANY (TVMMWC)

PRIVACY POLICY

Introduction and General Privacy Policy Statement

Tesoro Viejo Master Mutual Water Company ("TVMMWC") respects your privacy and is committed to protecting the information you provide when visiting this Website. This Privacy Policy describes the information TVMMWC may collect through this Website, how such information may be used, and the circumstances under which information may be disclosed.

By accessing or using this Website, you acknowledge and agree to the terms of this Privacy Policy.

Information We Collect

TVMMWC may collect information that you voluntarily provide through this Website, including your name, mailing address, email address, telephone number, and any other information you choose to provide when contacting TVMMWC, requesting information, submitting inquiries, or communicating with TVMMWC.

In addition, TVMMWC may automatically collect certain technical information when you visit this Website, including Internet Protocol (IP) address, browser type, operating system, pages viewed, referring websites, dates and times of access, and other information relating to Website usage.

How We Use Information

TVMMWC may use collected information for legitimate business purposes, including responding to inquiries and requests for information; providing customer service and utility-related communications; maintaining business and operational records; improving Website functionality and performance; monitoring Website security; complying with legal and regulatory obligations; and protecting the rights, property, and safety of TVMMWC, its customers, and others.

Utility Service Communications

TVMMWC may use contact information provided by customers, residents, property owners, contractors, consultants, or other authorized parties to communicate regarding water and wastewater services, maintenance activities, operational notices, service interruptions, emergencies, regulatory matters, billing issues, and other utility-related communications.

Sharing Information Collected on Our Website

TVMMWC does not sell personal information collected through this Website. TVMMWC may disclose information to service providers, contractors, consultants, affiliated entities, and professional advisors who assist in the operation of the Website or the conduct of TVMMWC's business and who have a legitimate need to access such information. TVMMWC may also disclose information when required by law, regulation, court order, subpoena, or legal process; to protect the rights, property, or safety of TVMMWC or others; to investigate fraud, security

incidents, or unauthorized activities; or in connection with business transactions or organizational restructuring.

Cookies and Other Tracking Technologies

This Website may use cookies and similar technologies to improve Website functionality, enhance user experience, analyze Website traffic, and maintain security. Most web browsers permit users to control or disable cookies through browser settings.

Do-Not-Track Signals

This Website does not currently respond to browser-based 'Do Not Track' signals. However, TVMMWC does not use the Website for behavioral advertising or consumer profiling.

Third-Party Websites

This Website may contain links to third-party websites. TVMMWC is not responsible for the privacy practices, content, security, or operation of third-party websites.

Data Security

TVMMWC maintains reasonable administrative, technical, and physical safeguards designed to protect information from unauthorized access, use, disclosure, alteration, or destruction. However, no method of transmission over the Internet or electronic storage system can be guaranteed to be completely secure.

Children's Privacy

This Website is not directed to children under the age of 18. TVMMWC does not knowingly collect personal information from children under 18 years of age.

California Privacy Rights

California residents may have privacy rights under applicable California law. Individuals who have questions regarding information collected through this Website may contact TVMMWC using the contact information provided on the Website.

Notification of Privacy Policy Changes

TVMMWC reserves the right to modify this Privacy Policy at any time. Any revisions will be posted on this Website, and the Effective Date below will be updated accordingly.

General Provisions

This Privacy Policy should be read together with any Terms and Conditions of Use applicable to this Website.

Effective Date

June 8, 2026