

Phone & Texting Privacy Policy

At the Dedham-Westwood Water District, we are committed to protecting the privacy and security of your personal information. This Privacy Policy outlines the types of personal data we collect, why we collect it, how we use it, and your rights regarding your data.

Information We Collect:

We collect and store the following types of personal information:

1. Names
2. Addresses
3. Phone Numbers
4. Email Addresses

Why We Collect and Store Your Data:

We collect and store your personal information for the following purposes:

1. To provide you with the services you have requested from the Dedham-Westwood Water District,
2. To communicate with you regarding our services, events, and important updates.
3. To process payments and maintain billing records.
4. To comply with legal obligations.

How Long We Keep Your Data:

We will retain your personal information for as long as necessary to fulfill the purposes outlined in this Privacy Policy, or as required by law.

Your Rights:

You have the right to:

1. Access your personal data and request a copy of the information we hold about you.
2. Rectify any inaccurate or incomplete personal data.
3. Withdraw consent for the processing of your personal data at any time.
4. Request the erasure of your personal data, subject to legal requirements.
5. Lodge a complaint with the relevant supervisory authority.

Complaints:

If you have any concerns about how your personal information is being used or if you wish to exercise your rights under this Privacy Policy, please contact us at:

Online: <https://www.dwwd.org/contactus/>

Telephone: 781-329-7090

Mailing Address:

Dedham-Westwood Water District
50 Elm Street
Dedham, MA 02026

How to Raise Concerns:

If you have concerns about the handling of your personal information, please contact us using the email provided above. We take all complaints seriously and will investigate promptly to address your concerns.

Information Collection and Usage:

We collect personal information directly from you when you provide it to us through our website, in person, or over the phone. We use your information only for the purposes outlined in this Privacy Policy and do not share it with third parties without your consent, except where required by law. By using our services or providing us with your personal information, you consent to the collection, use, and storage of your information as described in this Privacy Policy.

Changes to this Privacy Policy:

We reserve the right to update or modify this Privacy Policy at any time. Any changes will be posted on our website with the updated effective date. We encourage you to review this Privacy Policy periodically to stay informed about how we are protecting your information.

Mobile Phone Information:

No mobile information will be obtained from or shared to third parties and/or affiliates for marketing or promotional purposes. All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties. You can always decline or stop receiving messages by responding "STOP" at any time. For more information, reply 'HELP'. Message and data rates may apply. Message frequency varies.

Effective Date: 09/28/2026

If you have any questions about this Privacy Policy, please contact us at the website, phone number, or address provided above.