

## **M. AVAILABILITY OF RECORDS FOR PUBLIC INSPECTION**

Authority records, including minutes of meetings and financial records, are available for inspection by the public each weekday during office hours. The Authority may refuse to produce some technical documents and records, public inspection of which may pose a security risk to the Authority's systems.

### **Customer Information Disclosure**

It is the policy of the Rockbridge County Public Service Authority to comply with Freedom of Information Act requests related to customer information, yet provide some privacy our customers should be able to expect. Some information must be protected, such as social security numbers or other information specifically protected under federal or state law. The Authority does not require social security numbers for any transactions.

Customer names, addresses, telephone numbers, social security numbers on file prior to cessation of the collection of such information, and financial information will not be disclosed.

Disclosure of tenant and Owner's Agent account information to landlords shall be disclosed only as stated per Section I "Owner Responsibility for Rental Property" and the Water and Waste Authorities Act.

### References

Virginia Government Data Collection and Dissemination Act, Section 2.2-3808 prohibits the disclosure of social security numbers.

Section 2.2-3705.7(7) provides for discretion by authorities to grant or deny a FOIA request for customer information.