

West Des Moines Water Works Website Terms and Conditions of Usage

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As a condition of use of this website, the user agrees to indemnify and hold harmless West Des Moines Water Works, its officers, employees and agents, from any and all liability, expenses (including attorney's fees) and damages arising out of the use of this website.

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West Des Moines Water Works does not sell, rent or otherwise distribute visitor's information, including electronic mail addresses, to any outside company or organization. We do not reveal specific information about subscribers or other personally identifiable data to unaffiliated third parties for their independent use, except if required to do so by the Iowa Open Records Act or other law. This policy applies to information that may be collected on West Des Moines Water Works' site and on that of any third party with whom West Des Moines Water Works contracts to provide Internet related-services.

West Des Moines Water Works maintains security standards and procedures regarding unauthorized access to customer information to prevent unauthorized removal or alteration of data. West Des Moines Water Works meets accepted standards of security for all transactions that may involve payment of fees through a service available through this site, including the use of encryption and SSL services. Credit card numbers are not stored longer than is required for verification and completion of the subject transaction. However, the user acknowledges and agrees that the Internet is an inherently unstable environment and that West Des Moines Water Works cannot guarantee absolute security.

Official Records of West Des Moines Water Works

Unless specifically noted, the information on this web site is not official. Information contained on this site is for the convenience of the user, and is not generally an official record of West Des Moines Water Works. It is provided as a service to people needing information about West Des Moines Water Works.

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Communications to West Des Moines Water Works via this web site shall in no way be deemed to constitute legal or official notice to West Des Moines Water Works, its agencies, officers, employees, representatives or agents with respect to any existing, pending or future claim or cause of action against West Des Moines Water Works or any of its agencies, officers, employees, representatives or agents where notice is required by Federal, State or local law. Nor shall communications to West Des Moines Water Works via this web site be deemed to constitute legal or official notice for any other purpose.

Personal Information and Choice

A site visitor may choose whether to provide personal information online. Any person or entity that posts personal information on or otherwise uses the Website does so at his or her own risk. "Personal information" is information about a natural person that is readily identifiable to that specific individual. Personal information includes such things as an individual's name, address, and telephone number. A domain name or Internet Protocol address is not considered personal information.

West Des Moines Water Works does not intentionally collect personal information about a visitor unless the visitor voluntarily provides it to West Des Moines Water Works by sending an email message, participating in a survey, completing an online form, or engaging in an online transaction. A visitor may choose not to contact West Des Moines Water Works by email, participate in a survey, provide personal information using an online form, or engage in an electronic transaction. However, some information and services available through this site are specific to individual users and require the collection of personal information in order to function properly. A visitor's choice to not participate in these activities will not impair his or her ability to browse, read, or download other general information provided on the site.

If personal information is requested on the web site or volunteered by the site visitor, state and federal law may protect it. However, this information is treated like any other information provided to West Des Moines Water Works, and may be subject to public inspection and copying if it is not protected by federal or state law.

If a visitor believes that his or her personal information is being used for a purpose other than what was intended when submitted, the visitor may contact West Des Moines Water Works Customer Service at (515) 222-3460 or waterworks@wdm-ia.com.

West Des Moines Water Works will take reasonable efforts to ensure that it does not knowingly collect or request personal information from minors. Site visitors are cautioned, however, that personal information received from or volunteered by children online or by email will be treated the same as information from an adult, and may be subject to public access.