

# VCEA Board Meeting Customer and Data Policies

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January 18, 2018

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# Overview

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- Customer Policies
- Data Policies

# Customer Policies

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- **Terms and Conditions of Service**
  - This policy covers applicable VCEA rates and billing policies as well as the policy around enrollments and opt-outs.
- **Delinquent Accounts**
  - This policy covers how overdue customer accounts will be handled by VCEA

# Data Policies

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- **Privacy Policy**
  - This policy covers the data collected by VCE, how it is used, and general security protections.
  - It covers individual choice, children's privacy, cookies, and any third party providers that collect and analyze web usage.
- **Security Breach Policy**
  - This policy covers the response to security breach incidents involving VCEA sensitive and confidential data.
  - It covers definitions of covered information, security, incident handling, notification and auditing.