

FOUNTAIN HILLS SANITARY DISTRICT

16941 E. Pepperwood Circle Fountain Hills, AZ 85268-2901
phone: 480-837-9444 fax: 480-837-0819 email: fhds@az-fhds.gov

Customer Privacy Policy

At the Fountain Hills Sanitary District, we take your privacy seriously. We make every effort to ensure the privacy of your business transactions. The following describes the action taken by the District to ensure your privacy.

Who We Are

The Fountain Hills Sanitary District is a political subdivision of the State of Arizona responsible for the collection, treatment, and disposal of sewage within District boundaries. The District was established July 21, 1969 and operates under Title 48 of the Arizona Revised Statutes.

Information Collection and Use

The Fountain Hills Sanitary District collects personal information when you purchase or own property within the District. We ask for information such as your name, mailing address, service address, telephone numbers, purchase date, title company, social security number, and email address.

The information is used to correctly bill and collect fees for the collection, treatment, and disposal of wastewater in Fountain Hills. Your email address is optional. If provided to us, it will be used to electronically notify you of any upcoming fee changes, District meetings, and correspondence. You may also elect to receive your billing statement via email.

It is your responsibility to ensure that we are notified of any changes to this information.

Information Sharing and Disclosure

The Fountain Hills Sanitary District does not rent, sell, or share personal information about you or your account with any other entity except to provide services you have requested, when we have your permission, or under the following circumstances:

We respond to subpoenas, court orders, or legal process, or to establish or exercise our legal rights or defend against legal claims; investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the health or physical safety of any person, or as otherwise required by law.

Confidentiality and Security

We limit access to personal information about you to certain employees of the District who need that information to provide services to you. We have physical, electronic, and procedural safeguards in place to protect personal information about you. Access to all data is password protected.

Changes to this Privacy Policy

Fountain Hills Sanitary District may update this policy from time to time. We will notify you about significant changes in the way we treat personal information by sending a notice to the account owner or notification to the email address specified by you.

Questions and Suggestions

The Fountain Hills Sanitary District strives to maintain a high level of customer satisfaction. If you feel your question or concern has not been satisfactorily addressed, you should contact the Administrative Services Manager to resolve your concern. You can contact us at:

Fountain Hills Sanitary District
Privacy Policy Issues
16941 E. Pepperwood Circle
Fountain Hills, AZ 85268-2901
(480) 837-9444
fhds@az-fhds.gov