VCEA Board Meeting
Customer and Data Policies

January 18, 2018
Overview

• Customer Policies
• Data Policies
Customer Policies

• 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

• 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.