



Privacy Policy

November, 2012

1. Information Collected by the Authority

The information practices for Authority's website are set forth below. The Authority does not collect, store, or use information obtained through its website, except as described below.

The Authority collect information from a person when that person registers on the website, respond to a survey or fill out a form. The Authority may automatically collect and store information about that persons Internet connection when he visit Authority web site. This information includes the following:

- a) The date and time that the Authority's website has been accessed
- b) The pages that were visited.
- c) If linked to Authority's website from another website, the address of that website.
- d) The type of browser (for example, Netscape 4.0) used to access Authority's website.
- e) The IP (Internet Protocol) address (an IP address is a number that is automatically assigned to ones computer whenever he is surfing to access the Authority's website

The action that user tried to perform (for example, download a document) and whether or not he did successful

2. Information Collected and Stored by the Authority When User Gives Feedback

If user chooses to give Authority feedback on the website via electronic mail (or if user requests additional information from the Authority), User will be asked for his name and address and will have the option of providing other information, such as users profession. If user send information to the Authority, Authority will consider that to be user consent for Authority to use the information collected from the message consistent with this policy.

If user provides his name and other information, the Authority will maintain the information to process users request or inquiry. Employees will see the information in the course of their official duties. In limited circumstances, such as requests from the institutions authorized by law including courts of law or pursuant to a court order, the Authority may be required by law to disclose information you submitted by the user.

Please note that e-mail and feedback through the submission of a form is not necessarily secure against interception, and that e-mail and other feedback mechanisms in this website are not encrypted. If the communication is very sensitive, or if it includes personal information or information that is regarded as confidential, user might want to send it by postal mail instead of e-mail or through feedback form

3. How Information is Used by the Authority

Authority uses the information that is collected automatically and the additional information that user may provide to measure the volume of requests for specific website pages, to improve the website, and to be responsive to user needs and inquiries. The Authority may use the IP address information to monitor unusually heavy activity from a single address.

Although questions, comments, and other communications that the Authority receive generally are not retained as permanent records, please note that it is possible that any mail, electronic or paper that the Authority receives could become part of the permanent record of the Authority, if the mail is part of materials that are scheduled for permanent retention.

4. How does the Authority Protect Users Information?

The Authority is committed to maintaining the privacy of users personal information. It offers the use of a secure server. All supplied sensitive information is transmitted via Secure Socket Layer (SSL) technology and stored in database only to be accessible by those authorized with special access rights to such systems, and are required to keep the information confidential.

5. Does the Authority Disclose any Information to Third Parties?

The Authority does not sell, trade, or otherwise transfer to Third parties your personally identifiable information. This does not include trusted third parties who assist the Authority in operating its website, conducting Authority's business, or servicing third party, so long as those parties agree to keep this information confidential. Authority may also release your information when it believes that, release is appropriate to comply with the law, enforce Authority's website policies, or protect Authority's or others rights, property, or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

6. Third party links

Occasionally, the Authority may include or offer Third Party products or services on its website. These Third Party websites have separate and independent privacy policies. The Authority has no responsibility or liability for the content and activities of Third Parties linked websites. Nonetheless, the Authority seeks to protect the integrity of its website and welcomes any feedback about these sites.

7. Online Privacy Policy

This online privacy policy applies only to information collected through Authority's website and not to information collected offline.

8. Users Consent

By using the Authority's website, Users consent to Authority website Privacy Policy.

9. Changes to Authority Privacy Policy

Authority may change this privacy policy any time when need arises, and it will post those changes on this page, and/or update the Privacy Policy modification date below.

This policy was last modified on 15/11/2012

10. Contacting the Authority

If there is any question regarding this Privacy Policy you may contact us using the information below:

Energy and Water Utilities Regulatory Authority
 6th Floor Harbour View
 Samora Avenue/Mission Street
 P.O.Box 72175
 DAR ES SALAAM
 FAX: +255 22 212 3180
 TEL: +25522 212 23850/3/4/6
 e-Mail: info@ewura.go.tz
 web:www.ewura.go.tz

11. Glossary of Terms and Acronyms

Term	Meaning
Authority	The Energy and Water Utilities Regulatory Authority established under the Energy and Water Utilities Regulatory Authority Act, Cap 414.
Email System	All means of sending and receiving electronic mail (email), including internal email and Internet email.
Employee	A person in the employment of the Authority on permanent or contractual terms.
Information	Knowledge in any form, which has value to the Authority.
Information and	Embraces the use of computers, telecommunication

Term	Meaning
Communication Technology (ICT)	and office systems technologies for the collection, processing, storing, packaging and dissemination of information.
Internet	A publicly accessible network connecting individual users and organisations worldwide.
Policy	A Management's statement on strategy and direction that identifies and defines specific areas of concern and states the organisation's position.
Procedure	Detailed steps to be followed to accomplish a particular task or to achieve specific results.
Third Party	An individual or a corporate body explicitly authorised by the Authority, including consultants, contractors, vendors, agents, and personnel affiliated to them.
Users	Individuals authorised to use the Authority's ICT assets.