

RESOLUTION NO. _____

A RESOLUTION APPROVING A PRIVACY POLICY FOR CUSTOMER RECORDS; AND FOR OTHER PURPOSES.

WHEREAS, the Arkansas Freedom of Information Act (“FOIA”) provides access to records held by the government except where the law provides exempts disclosure; and

WHEREAS, through the adoption of Act 186 of 2015, the Arkansas legislature recently approved amendments to FOIA to exempt from disclosure the personal information of customers of municipally owned utility systems; and

WHEREAS, in order to comply with FOIA, as amended by Act 186 of 2015, the City should adopt a privacy policy to guide customers, employees and information requestors regarding the release of records.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF NORTH LITTLE ROCK, ARKANSAS:

SECTION 1: That the City of North Little Rock hereby adopts the following customer privacy policy:

<p><u>Customer Privacy Policy</u></p> <p>The Arkansas legislature has adopted laws protecting the privacy of our customers. In order to comply with these laws, requests for customer information from nongovernmental sources will be denied, except in the following circumstances:</p> <ol style="list-style-type: none"> 1. The information is contained within aggregated data such that personal information about any individual customer cannot be determined; 2. The account holder has signed our form authorizing the release of his or her information; 3. Release is directed by a court of law or officer of the court; or 4. The City Attorney has determined that the release of information is otherwise required by law.

SECTION 2: That the customer privacy policy shall be posted in areas where customer records are handled and upon forms authorizing the release of information, as shown on the form attached hereto as Exhibit A:

SECTION 3: That this Resolution shall be in full force and effect from and after its passage and approval.

PASSED:

APPROVED:

Mayor Joe A. Smith

SPONSOR:

Joe A. Smith
Mayor Joe A. Smith

ATTEST:

Diane Whitbey, City Clerk

APPROVED AS TO FORM:

C. Jason Carter
C. Jason Carter, City Attorney

PREPARED BY THE OFFICE OF THE CITY ATTORNEY

FILED	<u>11:26</u> A.M.	_____ P.M.
By	<u>City Atty Carter</u>	
DATE	<u>5-19-15</u>	
Diane Whitbey, City Clerk and Collector North Little Rock, Arkansas		
RECEIVED BY	<u>J. Manha</u>	



Account Holder Information Release

EXHIBIT
"A"

North Little Rock Electric values your privacy. You are always entitled to receive any information about your account. However, we will not release your information without your consent, except in very limited circumstances as described in our Customer Privacy Policy on the bottom of this form. You may use this form to authorize North Little Rock Electric to release your information to another person, or cancel an authorization you previously granted.

1. Customer Information:

Customer/Account Holder:	Electric Account Number:
Service Address:	City, State, Zip:

- I release my account information to the authorized person/company listed below.
- I release my account information to anyone who may ask for it.
- I cancel my consent to release my account information.

2. Authorized Person/Company:

Person/Company	Address:
City, State, Zip:	Email Address: (Required)*

**Required to release information via email.*

This release shall remain in effect until I close my North Little Rock Electric account *or* cancel this authorization in writing.

Customer's Signature:	Date:
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Return by mail: North Little Rock City Services
P.O. Box 936
North Little Rock, AR 72115

Return by email: custserv@nlr.ar.gov

Customer Service: 501-975-8888

Internal Use:
C/S Clerk: _____ eDoc: _____

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