

## **City of St. Helena Website and App Privacy Policy**

The City of St. Helena manages this web site. This web site provides public services through the use of information technology. The City of St. Helena is dedicated to protecting your privacy online. The following privacy statement outlines how individual information will be handled by the City of St. Helena while using this site.

Information Collected and Stored Automatically - For site management functions, information is collected for analysis and statistical purposes. This information is not reported or used in any manner that would reveal personally identifiable information, and will not be released to any outside parties unless legally required to do so in connection with law enforcement investigations or other legal proceedings. The City of St. Helena uses analytical tools to create summary statistics, which are used for purposes such as assessing what information is of most interest, determining technical design specifications, and identifying system performance or problem areas. The City of St. Helena does not collect personally identifiable information, and makes no attempt to link them with the individuals who browse the web site. When you visit the City of St. Helena web site and browse or download information, we automatically collect and store the following information about your visit:

The Internet Protocol Address and domain name used but not the email address. The Internet Protocol address is a numerical identifier assigned either to your Internet service provider or directly to your computer. We use the Internet Protocol Address to direct Internet traffic to you;

The type of browser and operating system you used;

The date and time you visited this site;

The Web pages or services you accessed at this site; and

The Web site you visited prior to coming to this Web site.

If, during your visit to the City of St. Helena Web Site, you participate in a survey, fill out a Web form, or send an email, the following additional information will be collected:

The email address and contents of the email; and

Information volunteered to complete a Web form or in response to a survey.

If you send us an email with a question or comment that contains personally identifiable information, or fill out a form that emails us this information, we will only use the personally identifiable information to respond to your request and analyze trends. This may be to respond to you, to address issues you identify, or to further improve our Web site. We may redirect your message to another department, division or program within the City that is in a better position to answer your question. Survey information is used only for the purpose designated.

Personal Information and Choice - Personal information is information about a natural person that is readily identifiable to that specific individual. Personal information includes such things as an individual's name, address, and phone number. A domain name or Internet Protocol address is not considered personal information.

We collect no personal information about you unless you voluntarily participate in an activity that asks for information (i.e. sending an email, filling out a Web form, or participating in a survey). If you choose

not to participate in these activities, your choice will in no way affect your ability to use any other feature of this web site.

If personal information is requested on the Web site or volunteered by the user, State law and the federal Privacy Act of 1974 may protect it. However, this information is a public record once you provide it, and may be subject to public inspection and copying if not protected by Federal or State law.

Users are cautioned that the collection of personal information requested from or volunteered by children on-line or by email will be treated the same as information given by an adult, and may be subject to public access.

Public Disclosure - In the State of California, laws exist to ensure that government is open and that the public has a right to access appropriate records and information possessed by municipalities. At the same time, there are exceptions to the public's right to access public records that serve various needs including the privacy of individuals. Exceptions are provided by both State and Federal laws.

All information collected at this site becomes public records that may be subject to inspection and copying by the public, unless an exemption in law exists.

Cookies - This web site uses "cookies" to customize your browsing experience with the City of St. Helena web site. A cookie contains unique information a web site can use to track such things as the Internet Protocol address for the computer you used to access this site, the identification of the browser software and operating system you used, the date and time you accessed the site, and the Internet address of the website from which you linked to this site. Cookies created on your computer by using this web site do not contain personally identifying information and do not compromise your privacy or security. You can refuse the cookie or delete the cookie file from your computer by using any of the widely available methods. If you choose not to accept a cookie on your computer, it will not prevent or prohibit you from gaining access to or using this site.

Security, Intrusion Detection Language - The Department of Information Technology, as developer and manager of the City of St. Helena web site, has taken several steps to safeguard the integrity of its telecommunications and computing infrastructure, including but not limited to authentication, monitoring, auditing and encryption. Security measures have been integrated into the design, implementation and day-to-day practices of the entire website operating environment as part of its continuing commitment to risk management. This information should not be construed in any way as giving business, legal, or other advice, or warranting as fail proof, the security of information provided via the City's web site.

Unauthorized attempts to deny service, upload information, change information, or to attempt to access a non-public site from this service are strictly prohibited and may be punishable under Title 18 of the U.S. Code to include the Computer Fraud and Abuse Act of 1986 and the National Information Infrastructure Protection Act.

Limitations - This web site has links to other websites. These include links to web sites operated by other government agencies, other cities, nonprofit organizations and private businesses. When you link to another site, you are no longer on The City of St. Helena Web Site and this Privacy Notice is not applicable. When you link to another Web site, you are subject to the privacy policy of that new site.

#### City of St. Helena SeeClickFix Application

The City of St. Helena is developing a new SeeClickFix Application. The City of St. Helena will use SeeClickFix, an online and mobile service request system, to power its mobile application and reporting forms. SeeClickFix is an application that allows users to report non-emergency related issues to the City of St. Helena. SeeClickFix can be used via the Web on a desktop computer, laptop, mobile phone, or tablet.

SeeClickFix is a public application. The description entered will be visible to the public. A user's display name will also be visible unless the user chooses to submit as Anonymous. If a user submits as "Anonymous," the user's email address will not be displayed publicly.

#### Policy Revisions

The City of St. Helena may revise this Privacy Policy & Terms of Use and Disclaimer on the City of St. Helena web site periodically. Policy revisions will be posted here.