

City of Windcrest Privacy and Refund Policy

If you do nothing during your visit to our web site but browse, read pages, or download information, we will gather and store certain information about your visit. This information does not identify you personally. We automatically collect and store the following information about your visit: The Internet Protocol Address and domain name used.

1. 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. This address can be translated to determine the domain name of your service provider (e.g. xcompany.com or yourschool.edu).
2. The type of browser and operating system you used;
3. The date and time you visited this site;
4. The web pages or services you accessed at this site; and
5. The web site you visited prior to coming to this web site.

For site management purposes, information is collected for statistical purposes. The City's web site uses software programs to create summary statistics, which are used for such purposes as assessing what information is of most and least interest, determining technical design specifications, and identifying system performance or problem areas.

For site security purposes and to ensure that this service remains available to all users, the City's web site employs software programs to monitor network traffic to identify unauthorized attempts to upload or change information, or otherwise cause damage.

Except for authorized law enforcement investigations and the security purposes mentioned elsewhere in this notice, no other attempts are made to identify individual users or their usage habits. Unauthorized attempts to upload information or change information on this service are strictly prohibited and may be punishable under federal statutes including the Computer Fraud and Abuse Act of 1986 and the National Information Infrastructure Protection Act.

What we collect if you volunteer information. If during your visit to our web site you participate in a survey, send an email, or perform some other transaction on-line, the following additional information will be collected:

1. The email address, and contents of email, for those who communicate with us via email.
2. Information volunteered in response to a survey.
3. Information volunteered through an on-line form for any other purpose.
4. Information volunteered by participating in an online transaction with the City.

We use your email address to respond to you. Survey information is used for the purpose identified by the survey. Information from other on-line forms is used only for conducting City business related to the online form. Information provided for a transaction is used only for the purpose of completing and recording the transaction. Information requested will be no more specific than if a visitor were engaging in the transaction by other means, including by telephone or in-person while visiting a City facility. In all cases, the City strives to collect the minimum information necessary to comply with applicable law or provide the service requested. The City does not sell, rent or otherwise distribute visitor's information, including electronic mail addresses, to any outside company or organization, unless legally required to do so. This applies to information that may be collected on the City's site and on that of any third party with whom the City contracts to provide Internet related services.

Personal Information and Choice

You may choose whether to provide personal information on-line. "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 provide it to us by sending us email, participating in a survey, completing an on-line form, or engaging in an online transaction. You may choose not to contact us by email, participate in a survey, provide personal information using an online form, or engage in an electronic transaction. Your choice to not participate in these activities will not impair your ability to browse, read, or download general information provided on the site. 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.

Security

The City has taken several steps to safeguard the integrity of its data and prevent unauthorized access to information it maintains, 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 operating environment as part of its continuing commitment to risk management. These measures are designed and intended to prevent corruption of data, block unknown or unauthorized access to our systems and information, and to provide reasonable protection of private information in our possession. 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.

Disclaimer

The City's web site has many links to other web sites. These include links to web sites operated by other government agencies and nonprofit organizations. When you link to another site, you are no longer on the City's web site and this Privacy Notice will not apply. When you link to another web site, you are subject to the privacy policy of that new site. Visitors linking to another site are encouraged to examine the privacy policy of that site. Neither the City, nor any department, officer, or employee of the City warrants the accuracy, reliability or timeliness of any information published by this system, nor endorses any content, viewpoints, products, or services linked from this system, and shall not be held liable for any losses caused by reliance on the accuracy, reliability or timeliness of such information. Portions of such information may be incorrect or not current. Any person or entity that relies on any information obtained from this system does so at his/her own risk.

Online Refund Policy

In the event that your purchase from us was charged to your credit card or paid by check in error or without your permission, We will honor your request to cancel the original transaction and refund your payment in full, as long as the request is made within ninety days of the original transaction, and in the case of merchandise, the merchandise is returned. If your original payment was made by credit card, the period of ninety days will begin from the transaction processing date. If payment was made by check, the period of ninety days will begin from the date the check was written. we reserve the right to revise this policy at any time.

Contact Information

The City is made up of several departments. Each department is responsible for the applications it develops including applications that may gather personally identifying information that you volunteer.