

## City of Cheney

### City Online Policy and Security Policy

#### Section A. Introduction

This policy addresses collection, use and security of and access to information that may be obtained through use of the site of the City of Cheney (the "City"), <http://www.cityofcheney.org>. **It is provided for informational purposes only.** The information presented here is not meant to be a contract of any type; either express or implied, and should not be treated as such by site visitors. The information in this statement and/or the policies described here may change at any time, without prior notice to any visitor. All users of the City's site, as defined herein, acknowledge the City's responsibilities under the Public Records Act, Chapter 42.56 RCW, and other applicable laws, and this policy is not intended to abrogate or limit the City's obligations pursuant to the Public Records Act.

Through usage of the City's site, it is acknowledged that the user understands and agrees with the provisions of the City's Online Policy and Security Policy.

This notice covers the following topics:

- Section B. [Information Collected and How it is Used](#)
- Section C. [Personal Information and Choice](#)
- Section D. [Public Access to Information](#)
- Section E. [Review and Correction of Personally Identifiable Information](#)
- Section F. [The City's Use of Cookies](#)
- Section G. [Security](#)
- Section H. [Electronic Commerce](#)
- Section I. [Avoiding Internet Fraud](#)
- Section J. [Disclaimer](#)
- Section K. [Contact Information](#)

#### Section B. Information Collected and How it is Used

##### **Information collected if you only browse this site:**

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 **which does not identify you personally.** We automatically collect and store the following information:

1. The Internet Protocol Address, or IP Address, and domain name used. The Internet Protocol address is a numerical identifier, assigned either to your Internet service provider or directly to your computer, used 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) **Generally, the City only determines visitor domain names if a security issue is suspected;**

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.

Information is collected to help the City manage the site by creating summary statistics, which are used to assess what information is of most and least interest, determine technical design specifications, and identify system performance or problem areas.

For site security purposes, the City's web site employs 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.** Raw data logs are used for no other purposes and are scheduled for regular destruction in accordance with public records retention schedules.

#### **What we collect if you volunteer information:**

If you participate in a survey on our web site, send an e-mail, participate in a City hosted mailing list or web-based discussion, or perform other transactions, the following additional information will be collected:

1. The e-mail address and contents of the e-mail or web-based discussion.
2. Information volunteered in response to a survey, including name, address and other information if collected.
3. Information volunteered through an online form for any other purpose.
4. Information volunteered by participating in an online transaction with the City.

The information collected is not limited to text characters and may include audio, video, and graphic information formats you send us.

**It is the City's Policy to not use your e-mail address to send you e-mail unless you specifically elect to receive it.** Online discussion lists or "threads" are maintained and controlled in accordance with the City's [Electronic Conferencing and List Services Policy](#). Survey information

is used for the purpose identified by the survey. Information from other online 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 will collect the minimum information necessary to comply with applicable law or provide the service requested.**

The City will not sell, rent or otherwise disclose visitors' information, including email 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.

#### Section C. Personal Information and Choice

"Personal Information" is information about a 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 e-mail, participating in a survey, completing an online form, or engaging in an online transaction. However, some information available through this site is specific to individual users. Visitors interested in viewing this user specific information are requested to sign up for a password-protected account. Your choice to not participate in these activities will not impair your ability to browse, read, or download general information provided on the site. Information protected on this site by a password, which is subject to disclosure, may be obtained by contacting the City directly.

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 treated like any other information provided to the City, and may be subject to public inspection and copying if not exempted from disclosure by federal or state law.**

If you believe that your personal information is being used for a purpose other than what was intended when submitted, you may contact the person identified in the Contact Information section of this statement.

Users are cautioned that the collection of personal information requested from or volunteered by children online or by e-mail will be treated the same as information given by an adult, and may be subject to public access. The City will never knowingly request personally identifiable information from anyone under the age of 13 without requesting parental consent in accordance with the Federal Children's Online Privacy Protection Act of 1998.

#### Section D. Public Access to Information

In the State of Washington, Public Disclosure laws exist to ensure that government is open and that the public has a right to access appropriate records and information possessed by City government (The Public Records Act or "PRA" RCW 42.56). The PRA requires the disclosure of all public records unless a particular record (or particular information contained in a record) is specifically exempt under the PRA or other applicable law from disclosure. For example, there is no categorical exemption for residential telephone numbers, residential addresses, or personal e-mail addresses. However, the PRA does **not** require the disclosure of "credit card numbers, debit card numbers, electronic check numbers, card expiration dates, or bank or other financial account numbers supplied to [the City] for the purpose of electronic transfer of funds, except when disclosure is expressly required by law".

The PRA does not authorize the City to give, sell, or provide access to lists of individuals to entities seeking to use the lists for commercial purposes. City practice is to require those who request lists of individuals to sign an affidavit stating that they do not have a commercial purpose (such as contacting those on the list to propose a commercial transaction). However, the City cannot guarantee that a requester will not, despite signing such an affidavit, contact individuals on the list for a commercial purpose.

In the event of a conflict between this Privacy Notice and the Public Records Act or other law governing the disclosure or records, the Public Records Act or other applicable law will control.

#### Section E. Review and Correction of Personally Identifiable Information

You can review any personally identifiable information we collect about you by using the information in the Contact Information section at the end of this Notice. You may recommend changes to your personally identifiable information you believe to be inaccurate by submitting a request that credibly shows the inaccuracy. We will take reasonable steps to verify your identity before granting access or making corrections.

#### Section F. Use of Cookies and Applets

“Cookies” are simple text files stored on your computer by your web browser. The City’s policy is to limit the use of cookies. However, some of the applications the City builds and purchases utilize cookies to confirm the integrity of online transactions. Cookies used in this manner do not contain personally identifiable information.

Applets are tools downloaded to your computer to work with the software you have. Applets are intended to enhance your browsing experience by enabling you to view information in a unique manner or enable access to information that your computer would otherwise be unable to access without the applet. The City does not currently use applets. If the decision is made to utilize applets, users of the City’s web site would not be **required** to use them.

#### Section G. Security

The City has taken 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 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.**

Unauthorized attempts to upload information or change information on this service are strictly prohibited and may be punishable under the state Computer Trespass law and federal statutes including the Computer Fraud and Abuse Act of 1986 and the National Information Infrastructure Protection Act.

#### Section H. Electronic Commerce

You have the option to do business with the City over the Web including making electronic payments for goods and services. Such transactions are allowed only under tightly controlled circumstances, where there are appropriate technological and other safeguards in place to protect financial and other sensitive data.

**The provision of this service shall 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.**

#### Section I. Avoiding Internet Fraud

Fraudulent scams called "phishing" have been increasing in frequency. "Phishing" involves a victim receiving an e-mail appearing to be from a legitimate business. The "from" line is often forged and the e-mail usually contains authentic looking graphics making it appear to be a legitimate link to that organization, e.g., <http://www.CityofCheney.org>. When the victim clicks on this link, they are then taken to what appears to be a legitimate website. Criminals can even make your browser's address bar contain the address of the legitimate organization despite the fact that the website is a forgery. Victims are then encouraged to enter personal information including credit card numbers and expiration dates.

**It is the City's policy never to request confidential personal or financial information from our customers via an unsolicited e-mail.** The City will also never send you an unsolicited e-mail containing a link to a City website where confidential personal or financial information is requested. If you receive such an e-mail, purportedly from the City, you are encouraged to immediately contact the City of Cheney IT Services at: (509) 498-9283.

For more general information about "phishing" [visit the Federal Trade Commission web site](#). For specific information about a suspected phishing attempt, you may have received contact the organization represented in the suspect e-mail.

#### Section J. Disclaimer

The City's web site contains links to other web sites operated by government agencies, nonprofit organizations and private businesses. 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, ANY DEPARTMENT, OFFICER, OR EMPLOYEE OF THE CITY WARRANTS THE ACCURACY, RELIABILITY OR TIMELINESS OF ANY INFORMATION PUBLISHED BY THIS SYSTEM, AND ALL INFORMATION IS PROVIDED ON AN "AS-IS" OR "WHERE IS" BASIS. THE CITY DOES

NOT ENDORSE 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 THEIR OWN RISK.

IN NO EVENT SHALL THE CITY BE HELD LIABLE FOR ANY DIRECT, INDIRECT, PUNITIVE, INCIDENTAL, SPECIAL, CONSEQUENTIAL DAMAGES OR ANY DAMAGES WHATSOEVER INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF USE, DATA OR PROFITS, ARISING OUT OF OR IN ANY WAY CONNECTED:

- WITH THE USE OR PERFORMANCE OF THIS SITE,
- WITH THE DELAY OR INABILITY TO USE THIS SITE,
- WITH THE PROVISION OF OR FAILURE TO PROVIDE SERVICES, OR
- FOR ANY INFORMATION, SOFTWARE, PRODUCTS, SERVICES AND RELATED GRAPHICS OBTAINED THROUGH THIS SITE, OR OTHERWISE ARISING OUT OF THE USE OF THIS WEB SITE, WHETHER BASED ON CONTRACT, TORT, STRICT LIABILITY OR OTHERWISE, EVEN IF THE CITY HAS BEEN ADVISED OF THE POSSIBILITY OF DAMAGES.

Section K. Contact Information

Each City department is responsible for the applications it develops including applications that may gather personally identifying information that you volunteer.

To access your personally identifiable information collected, if any, or request correction of factual errors in your personally identifiable information, contact the Department that requests the information. Contact information can be found on each department's web page.

To offer comments about the information presented in this Privacy Notice, you can contact:

**By e-mail:** [cmunoz@cityofcheney.org](mailto:cmunoz@cityofcheney.org)

**By telephone:** (509) 498-9283