

ALBEMARLE COUNTY SERVICE AUTHORITY

Internet Privacy Policy

(Last updated 11/3/2015)

The following information explains the Internet Privacy Policy which the Albemarle County Service Authority has adopted for its website www.serviceauthority.org. The following is intended to explain our current Internet privacy practices but shall not be construed as a contractual promise. We reserve the right to amend our Internet Privacy Policy and the Privacy Policy Statement at any time without notice.

Virginia law

We maintain and protect our records in accordance with our obligations as defined by applicable Virginia statutes, including, but not limited to, the Virginia Privacy Protection Act of 1976, the Code of Virginia, § 2.2-3800, "Administration of systems including personal information; Internet privacy policy; exceptions" Code of Virginia, § 2.2-3803, the "Virginia Freedom of Information Act" § 2.2-3700, et seq., and by any applicable U.S. federal laws.

Links to Other Websites

Our website may contain links to other public or private entities' websites, whose privacy practices we do not control.

Information we collect

We endeavor to collect only the minimum amount of information needed to provide services.

When you access our website, the routing information and the essential and nonessential technical information listed below is automatically collected. No other information is collected through our website except when you deliberately decide to send it to us (for example, by clicking on a link to send us an email). The information you might choose to send us is listed below as "optional information."

1. Routing information- the Internet domain and Internet address of the computer you are using.
2. Essential technical information- identification on the page or service you are requesting, type of browser and operating system you are using; and the date and time of access.
3. Nonessential technical information- the Internet address of the website from which you linked directly to our website.

4. Optional information- when you send us an email, your name, email address and the content of your email; when you fill out online forms, all the data you choose to fill in or confirm.

Cookies

If, while visiting our website, you click on any of our social media icons to link your personal accounts, your browser will utilize a “cookie” to remember your affiliation the next time you visit our website. The ACSA does not utilize or store that information.

Cookies may also be used to track the number of hits each page may receive in a certain timeframe.

How the collected information is used

The information collected is used to improve the content of our Web services and to help us understand how people are accessing and utilizing our pages. We analyze our Web site logs to continually improve the value of the materials available on our site. The information in our Web logs is not personally viewable and no attempt is made to link it with the individuals that browse our Web site.

Routing information is used to route the requested Web page to your computer for viewing. We send the requested Web page and the routing information to our Internet service provider or other entities involved in transmitting the requested page to you. We do not control the privacy practices of those entities. Essential and nonessential technical information helps us respond to your request in an appropriate format or manner and helps us plan Web site improvements.

Optional information enables us to provide services or information tailored more specifically to your needs or to forward your message or inquiry to another staff member or entity that is better able to do so, and allows us to plan website improvements.

We may keep your information indefinitely, but we ordinarily delete the transaction routing information regularly after the Web page is transmitted. However, on rare occasions when a “hacker” attempts to breach computer security, logs of routing information are retained to permit a security investigation and in such cases may be forwarded together with any other relevant information in our possession to law enforcement agencies. We use this transaction routing information primarily in a statistical summary type format to assess site content and server performance. We do not share this summary information.

Under the “Virginia Freedom of Information Act” (FOIA), any records in our possession at the time of a “Freedom of Information Request” might be subject to being inspected by or disclosed to members of the public. However, all identifiable confidential/personal information will be removed prior to releasing the routing information.

Disclosure of customer information

We do not sell our customers' information to any outside company or organization.

Choice to Provide Information

There is no legal requirement for you to provide any information at our website. However, our website will not work without routing information and the essential technical information. Failure of your browser to provide nonessential technical information will not prevent your use of our website, but may prevent certain features from working. Failure to provide optional information may mean that the particular feature or service associated with that part of the web page would not be available to you.

Security

We maintain security standards and procedures regarding unauthorized access. Information on individuals causing damage to the Web page will be traced and released to the appropriate legal bodies (such as the Virginia State Police) to investigate suspected or alleged criminal activity.

Customer comments or review

If you have questions about this privacy statement or the practices of this Web site, please contact us at webmaster@serviceauthority.org or (434)977-4511.