

City of Helena Website Privacy Policy

Purpose

The purpose of this policy is to provide guidelines and procedures to ensure the City of Helena website fulfills the requirements of state law with regard to privacy of personally identifiable information collected through the City's website.

This privacy policy discloses the privacy practices for helenamt.gov, which is operated by the City of Helena. This privacy policy applies solely to information collected by this website. It will notify you of the following:

- what personally identifiable information is collected from you through the website, how it is used, and with whom it may be shared;
- what choices are available to you regarding the use of your data;
- the security procedures in place to protect the misuse of your information; and
- how you can correct any inaccuracies in the information.

The pertinent and applicable statute is:

2-17-552. Collection of personally identifiable information -- requirements. (1) A government website operator may not collect personally identifiable information online from a website user unless the operator complies with the provisions of this section.

(2) A government website operator shall ensure that the website:

(a) identifies who operates the website;

(b) provides the address and telephone number at which the operator may be contacted as well as an electronic means for contacting the operator; and

(c) generally describes the operator's information practices, including policies to protect the privacy of the user and the steps taken to protect the security of the collected information.

(3) In addition to the requirements of subsection (2), if the personally identifiable information may be used for a purpose other than the express purpose of the website or may be given or sold to a third party, except as required by law, then the operator shall ensure that the website includes:

(a) a clear and conspicuous notice to the user that the information collected could be used for other than the purposes of the website;

(b) a general description of the types of third parties that may obtain the information; and

(c) a clear, conspicuous, and easily understood online procedure requiring an affirmative expression of the user's permission before the information is collected.

Information Collection, Use, and Sharing

The City of Helena respects the right to privacy of each individual user of its website. Any personally identifiable information that is collected will not be disclosed to any third party except as required by applicable law. The purpose of this statement is to inform website users of the use of personally identifiable information that may be collected while they are visiting this or any City of Helena website. Citizens and businesses are not routinely asked to provide personal information to visit the City of Helena website or to download information. Tracking or use of identifying codes linked to a user of a service or website, including the use of cookies or analytics, is not conducted on the City's website. Individual departments within the City of Helena may request personally identifiable information from you in order to provide requested specialized services, but such information is handled as it would be during an in-person visit to a government office. Montana law controls the level of access to personally identifiable information maintained in public records at state and local levels of government. Information that is generally available under Montana law may be posted for electronic access through mt.gov and associated agency websites.

Use of Constituent Email Addresses

Email addresses obtained as a result of a request made through the City of Helena website will not be sold or given to any third party except as required by applicable law. The email addresses obtained as a result of a request made through the City of Helena website are subject to the public information requests and confidentiality provisions of Montana Code and Federal law. Email or other information requests sent to a City of Helena website may be maintained in order to respond to the request, forward that request to the appropriate city department or other government entity, communicate about updates to the City of Helena website that may be of interest to citizens, or to provide the website designers with valuable customer feedback to assist in improving the site.

Transaction Information

The City of Helena uses secured servers for conducting online transactions. All credit card and other payment information that is transmitted is protected by encryption technology, provided the website user's browser is properly configured and the user's computer is operating properly.

Data Security and Quality

The City of Helena is committed to data security and the data quality of personally identifiable information that is either available from or collected by the City of Helena's website, and has taken reasonable precautions to protect personally identifiable information from loss, misuse, or alteration. Any third parties that the City of Helena uses to provide services that maintain personally identifiable information are committed to the same principles, and also are required by contract to follow the same policies and guidelines as the City of Helena in protecting this information. Unless otherwise prohibited by state or federal law, rule, or regulation, the individual is granted the ability to access and correct personally identifiable information whether or not the information inaccuracy was accidental or created by unauthorized access.

Non-City of Helena Websites

Various non-City of Helena websites may be linked through the City of Helena website and other City of Helena maintained websites. Since the City of Helena has no control over these non-City of Helena websites, visitors to those sites are advised to check their privacy statements and be cautious about providing personally identifiable information without a clear understanding of how the information will be used. The City of Helena accepts no liability for other entities that are linked to the City of Helena's websites.

Website Security

For information security purposes, the computer systems that host the City of Helena website and other City of Helena maintained websites employ software programs to monitor network traffic to identify unauthorized attempts to compromise its devices. These attempts to cause damage could be subject to legal action.

Criteria

All City of Helena websites that collect personally identifiable information from a website user will apply the following criteria:

1. The website must identify the entity or person who operates it.
2. The website must provide the address and telephone number, as well as an email address, where a contact can be made.
3. The website must give a general description of the types of personally identifiable information being collected.

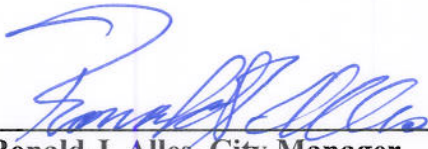
Definitions

Personally Identifiable Information: Individually identifiable information about an individual collected online, including:

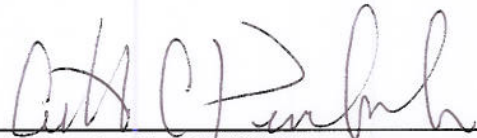
- first and last name;
- a residence or other physical address, including a street name and name of a city or town;
- an email address;
- a telephone number;
- a social security number; and
- unique identifying information that a government website operator collects and combines with any information described above.

Enforcement

Policies and standards not developed in accordance with this policy will not be approved as City of Helena IT policies or standards. If warranted, management will take appropriate disciplinary action to enforce this Policy, up to and including termination of employment, consistent with the current City of Helena Personnel Policy.

By 
Ronald J. Alles, City Manager

Date 12-19-14

By 
Art Pembroke, IT&S Director

Date 12-20-16