

City of Philadelphia eGovernment Privacy Statement

Introduction

The City of Philadelphia (City) is committed to providing residents, visitors and business with access to City government services and information on-line. We encourage the use of our official website, www.phila.gov, to interact with government. Phila.gov has various application and services to facilitate a positive on-line experience. The nature of eGovernment services requires capture, storage and management of user information. The City of Philadelphia feels strongly about its responsibility to the individual's right to privacy. This document outlines our policies regarding the privacy of information that may be provided by users in accessing and using this website. Please read this statement carefully. By accessing and using Phila.Gov or any web page on Phila.Gov, you expressly consent to the terms and practices described in this Privacy Statement.

Personal Information

The City does not collect personal information automatically from anyone visiting www.phila.gov. Users may be asked to provide personal information voluntarily in order to submit forms or complete transactions on-line, submit service requests or notify the City of problems, or communicate with the City by email. Such personal information, including email addresses and the information in emails, may be distributed by the City to appropriate City agencies, or to organizations under contract with the City and acting on the City's behalf, in order to respond to user requests, inquiries, or issues, or to deliver services. Information you volunteer by filling out online feedback forms is used to help us enhance our web sites, and may be shared with City employees and contractors for that purpose.

The City does not give, share, sell, or transfer any personal information obtained from this website, including users' email addresses, to any third party for commercial purposes. The City will use email addresses of individuals obtained through the website only for communications or information related to government services, or for responding to user communications. We will not send you unsolicited email regarding any commercial offer or commercial advertisement at any time.

Statistical Information

The City does collect and use the information automatically provided by your Internet browser when you visit our site (or any other web site). This information includes, for example, the IP address of your computer or network, the date, time, and page you visited on our site, your browser program and computer operating system, and the referring page (the last webpage you visited before clicking on a link to Phila.Gov). We aggregate this information into statistics and use the statistics to analyze user traffic patterns on the site, measure site performance, and

improve site content. We may track the keywords that are entered into our search engine to measure interest in specific topics, but we do not track which terms a particular user enters.

Cookies

Cookies are small data files that are transferred by a web application to the user's hard drive. A cookie file can contain information such as user IDs, passwords, or user profiles. This information can be used to recognize your browser when you return, provide personalized content, permit you to complete on-line transactions without having to sign in every time, and track user traffic patterns on the site. Our cookies are text files only, and cannot read data from your hard drive or read cookie files created by other sites. You can refuse cookies by turning them off in your browser, or you can set the browser to prompt you before accepting a cookie. Cookies may, however, be required to use some of the web applications on Phila.Gov. To protect your privacy, be sure to close your browser completely after you have finished conducting business with any web site that uses cookies.

Security

Although no organization can guarantee the security of its computer networks, the City will exercise all reasonable efforts to protect voluntarily provided personal information against unauthorized use by City employees, and will afford it the same level of network and database security that is generally available to City users. The City cannot be responsible for the security of any information or communication while it is on the Internet, or otherwise before it enters the City's computer network, unless the information is submitted through a City web page that is clearly identified as providing a secure link to our servers.

The City may monitor network traffic to identify unauthorized attempts to upload or change information, or otherwise gain access or cause damage to the site. All users, by accessing and using Phila.Gov or any web page on Phila.Gov, expressly consent to such monitoring.

Links to Other Sites

Phila.Gov uses link and search capabilities to enable users to find information on the websites of government agencies and other entities that are not part of the City website. The privacy policies and procedures described here do not necessarily apply to those sites. The City is not responsible for their privacy practices or for any information contained on them. You should contact those sites directly for information on their policies regarding data collection, distribution, and privacy.

Disclosure required by law; Disclaimer

Notwithstanding anything in this Privacy Statement to the contrary, (i) any information obtained by the City through this site, including but not limited to personal information, may be disclosed to third parties if required by law; and (ii) the City, its employees, officers, agents, and contractors, shall not be liable for any injury or damage caused by the disclosure of any information obtained by the City through this site, including but not limited to personal

information, whether caused by security breach, accident, inadvertence, or any other act resulting in disclosure.

Contact Us

Issues, questions and inquiries can be made via email to webissues@phila.gov. In addition, technology related inquiries can be placed via telephone to the Mayor's Office of Information Services at (215) 686-8101. General government related inquiries can be made via the City's general information line at (215) 686-1776.