Town of Chino Valley
Privacy Policy

WEB POLICIES

The Town of Chino Valley provides this website and the Chino Valley Connected mobile application as public services (together, the "Online Services"). This privacy policy applies to the Online Services only; it does not extend to any third-party websites or services.

TERMS OF USE

The Online Services are governed by and must be used in compliance with federal, state, and local laws, rules, and regulations. Unauthorized attempts to upload information to or alter information on the Online Services is strictly prohibited. By using the Online Services, you agree not to use them for any unlawful activity or in any way that would violate this privacy policy.

LINKS TO OTHER WEBSITES

The Online Services may include links to other websites that may provide useful information. Because it cannot control these sites, the Town is not responsible for their content. An external link is in no way an endorsement by the Town.

The Online Services are not intended to be open public forums. Links to external content on or within the Online Services will be permitted at the Town's sole discretion.

PRIVACY AND SECURITY POLICY

You do not have to provide personal information to visit or use the Online Services. The Town will not collect personally identifiable information, such as your name or email address, unless you specifically and knowingly provide it. Any personally identifying information you provide will be used to respond to your question or to process your transaction or request for information. Communications received by the Town from any source are generally available to the public under provisions of the state public records laws.

If you send to the Town an email that contains personally identifiable information or fill out a form that emails such information to the Town, it will be used to respond to you. Your question may also be redirected to another person within the Town who is best able to answer your question. Email is within the definition of a public record under the state public records law and is subject to public disclosure under that law.

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To protect the Online Services and ensure they remain available to all, the Town uses software programs to monitor network traffic and identify attempts to change information without authorization or otherwise cause damage to the Online Services. This information is not reported or used in any manner that would reveal personally identifiable information, except as required to support authorized law enforcement investigations.

The Online Services use secure servers. Some information that you submit through the Online Services is protected by encryption technology; some is not. Current browsers indicate whether a site or page is secure. Somewhere in the browser window—often in the address bar URL—you should see a key or lock symbol. If the key image is not broken or the lock image appears locked, then you are on a secure website or page. If the key or lock images are not present or appear broken, that page is not secured. An address bar URL beginning with "https" indicates a secure connection.

TOWN OF CHINO VALLEY MOBILE APP – CHINO VALLEY CONNECTED

The Town uses SeeClickFix by CivicPlus (CivicPlus 311 CRM) to power its mobile application, Chino Valley Connected.

Chino Valley Connected is an online and mobile service request system that allows you to report non-emergency issues (e.g., potholes, graffiti, non-working streetlights, code violations, etc.), share feedback, and request information. It is a public application; the description entered and display name, unless you choose to submit the description anonymously, will be visible to the public. Your email address will never be displayed publicly.

COOKIES

What is a cookie?

A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server. Cookies do not typically contain any personally identifying information, but personal information that the Town stores about you may be linked to the information stored in and obtained from cookies.

Why are cookies used on websites?

Cookies are one mechanism for maintaining continuity during your visit to a website. They may be "persistent" cookies or "session" cookies. A persistent cookie is stored by a web browser and will remain valid until its set expiry date unless deleted by you before the expiry date; a session cookie expires at the end of your session when the web browser is closed.

Choices About Cookies

You can configure your browser to accept all cookies, reject all cookies, or notify you when a cookie is set. Each browser is different, so check the "help" menu of your browser to learn how to change your cookie preferences.

Town of Chino Valley Practices Regarding Cookies

The Online Services may use either session or persistent cookies at any time. Cookies used by the Online Services attempt to make accessing the site more convenient for you.

DISCLAIMER

In preparing this material, every effort has been made to ensure that the information provided by the Town through the Online Services is correct. The information is being provided as a public service, and the Town assumes no liability for any inaccuracies that the Online Services may contain.

Questions or concerns should be addressed to the Town; please use the contact information below.

For individuals with disabilities, information provided to the public on the Town's website is also available in alternate formats by request.

CHILDREN'S PRIVACY

The Town does not knowingly collect personal information through the Online Services from anyone under the age of 13. If you are a parent or guardian and you are aware that your child has provided personally identifiable information to the Town through the Online Services, use the contact information below to contact the Town. If the Town becomes aware that it has collected personal information from children without verified parental consent, it will take steps to remove that information from its servers.

CHANGES

The Town may update this privacy policy from time to time to reflect, for example, changes to Town practices or for other operational, legal, or regulatory reasons. You are advised to review this policy periodically for any changes. Changes to this policy are effective when they are posted on this page.

CONTACT

If you have questions about this privacy policy or about the Online Services, please contact the Town of Chino Valley Information Technology Services Department by phone at (928) 636-3140 or by email at its@chinoaz.net.

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