

# Privacy Policy & Terms of Use

## Privacy Policy

By using this site or any other City of Coachella digital electronic / IT system, you acknowledge that you understand and agree to the following:

### Types of Information We Collect

The information we gather is information that you either: 1.) voluntarily provide when you register on our website or initiate a transaction (e.g. your name and address); or 2.) information that we gather related to the usage patterns and preferences of visitors that navigate our website, use our services (e.g. email), or read our email newsletters.

### Cookies

To help make our website more responsive to the needs of our visitors, we use a standard feature of browser software called a "cookie" to assign each visitor a unique, random number that resides on your computer. The cookie does not identify the visitor, just the computer that a visitor uses to access our site. Unless you voluntarily identify yourself, we won't know who you are. The only personal information a cookie can obtain is the information you provide. A cookie cannot read or access unrelated data off your computer. We use cookies to help us deliver better, more personalized service. For example, we use cookies to track the pages and services on our website most visited by our users. By using cookies, we can build a better website by focusing on pages and features we know our users are visiting most often.

### Browser Level Information and IP Addresses

Our web server automatically collects limited information about your computer configuration when you access our web site. This information includes the type of browser you use, the operating system you are running, the resolution of your computer monitors, the web site that referred you, and your IP address. An IP address is a number that is used by computers connected to the Internet to identify your computer so that data such as the web pages you want to view can be transmitted back to you. We only use IP address information for systems administration and trouble-shooting purposes.

### Other Disclosures

We may occasionally release information about our visitors when: 1.) the release of this information is appropriate to comply with federal, state, and local laws; 2.) to protect the rights, property or safety of our site visitors, the public, our customers, or our government and its employees, agents, partners and affiliates.

### Utility Billing / Third Party Sites

This site contains links to other internet websites ("Third-party Sites") that are not maintained by the City of Coachella. These links are provided solely for your reference and convenience. The City of Coachella makes no warranties or representations about the content of, or any products or services offered by, these Third-Party Sites. Additionally, the City of Coachella makes no warranties or representations pertaining to the compliance of these Third-Party Sites with any intellectual property laws or statutes. All utility payment and

payment processing transactions are performed via an external payment site. The Terms of Service and Privacy Policy agreements for these sites can be accessed there, once you exit the City of Coachella's website.

## **Contact Forms and Website Request Submissions**

By filling out and submitting personal or identifying information on our various feedback submission forms, "Fix It" requests or the "Get in Touch" features on our site, you acknowledge and agree that all submitted information is public and may be subject to public information requests and public disclosure.

Please keep in mind that our website is a public space; do not post or submit anything that you do not want the world to see. Credit card numbers, product keys, and other confidential information, including, but not limited to, anything covered under a non-disclosure agreement (NDA), should not be posted on any forums, discussions, or other public areas. Any illegal, questionable, harassing, or threatening comments will be submitted to the proper law enforcement authorities.

## **City of Coachella Mobile App**

The City of Coachella utilizes SeeClickFix, an online and mobile service request system provided by CivicPlus to power its mobile app and reporting forms. SeeClickFix is an application that allows City of Coachella residents to report non-emergency related issues to our various City departments. SeeClickFix can be used via the Web on a desktop computer, laptop, mobile phone, or tablet.

SeeClickFix is a public application titled "Coachella Connect" in most APP stores. The description and information entered for the "fix it request" will be visible to the public. Your display name will also be visible unless you choose to submit a request anonymously. Your email address will never be displayed publicly.

## **Terms of Service**

By using this site, you acknowledge that you understand and agree to the following terms of service:

### **General**

The purpose of our interactive modules is to obtain suggestions, ideas, and feedback to benefit our community. Please avoid personal attacks, slurs, and profanity in your interactions. Please make sure that your postings are relevant to the subject at hand. It is normal and expected for some topics to drift from the stated subject. However, to ensure maximum benefit for all of our users, we encourage you to keep your postings as close to the subject as possible. Impersonating a government employee or another user is prohibited. We do not allow behavior or content related to illegal activities. Do not post or promote any materials that could SPAM, harm, or disrupt another user's computer.

You may not post or upload links to any sites that violate the terms and conditions above. We reserve the right to ban, in our sole discretion and without notice at any time, any participant that does not comply with these terms and conditions.

## **Disclaimers**

The sites are provided on an 'as is' basis without any warranties of any kind, express or implied. This site, to the fullest extent permitted by law, disclaims all warranties, including, but not limited to, the warranties of merchantability, title, non-infringement of third parties' rights, and fitness for a particular purpose. This site makes no warranties about the accuracy, reliability, completeness, or timeliness of the sites. Without limitation on the foregoing:

1. This site does not warrant that the sites will operate error-free or that the sites and their servers are free of computer viruses or other harmful mechanisms. If your use of the sites results directly or indirectly in the need to service or replace equipment or data, this site is not responsible for those costs.
2. This site makes no representations or guarantees regarding the truthfulness, accuracy, legality, completeness, timeliness or reliability of any documents posted by users, or of any other form of communication engaged in by users. Documents may contain inaccuracies or typographical errors. You agree that any reliance on documents posted by users, or on any other form of communication with users, will be at your own risk.
3. This site makes no representations or guarantees regarding the content of the sites, including, but not limited to, broken links, inaccuracies or typographical errors.
4. This site makes no representations or guarantees regarding the effectiveness or timeliness of the services in meeting your employment objectives. This site does not guarantee that the services will result in candidates being hired, positions being filled or employees being retained, and is not responsible or liable for any business, employment, hiring and/or salary decisions, for any reason.