

PRIVACY STATEMENT

Our Philosophy

We are committed to providing you with a convenient and secure online e-government experience. We understand that you have entrusted us with your personal information, and we take very seriously the need to protect that information. In order to protect your privacy, we will not share any of your personal information with any third party, except (1) in an aggregated, summary form; (2) to fulfill governmental, legal and regulatory obligations (including your obligations under the Terms and Conditions); (3) to process your transactions on this Web site; or (4) pursuant to your explicit authorization.

We believe that the information collected from citizens should only be that which is necessary to provide the information or services sought by a requester, just as a person might provide such information when visiting our offices in person. The information collected is subject to the same controls and uses as that collected by governmental offices visited in person, again subject to the access and confidentiality provisions of the State of Nevada and City of Elko laws and federal law.

What is personally identifiable information? "Personally identifiable information" or "personal information" means any information relating to an identified or identifiable individual who is the subject of the information.

You do not have to provide personally identifiable information. Users do not have to provide personally identifiable information to visit the City of Elko Web site or to download information. We may in the future request personally identifiable information from you in order to provide requested specialized services, but such information would be handled as it would be on an in-person visit to a government office.

Access to Personal Information

The City of Elko has information about individuals, or information which can be identified or associated with a particular individual retained in the public records. Access to this personally identifiable information in public records at state and local levels of government in Nevada is controlled by Nevada law. Information that is generally available under Nevada law and not made confidential elsewhere under Nevada or City of Elko or federal law may be posted for electronic access through the City of Elko Web site. Nevada law recognizes many concerns people have with regard to public records that include information about them, including the right to correct inaccurate information. Consequently, persons concerned with regard to information about them should contact the custodian of the record, which typically is the state agency or other governmental entity that collects and maintains the information.

Public Disclosure

All information collected on our Web site will be treated the same as any written communication and is subject to the confidentiality and public disclosure provisions of applicable State of Nevada and City of Elko laws and federal law.

E-mail Senders

E-mail messages sent to any City of Elko address will be treated the same as any other written communication. E-mail addresses obtained as a result of a request to our Web site will not be sold or given to private companies for marketing purposes. The information collected from your e-mail message is subject to the disclosure, access and confidentiality provisions of State and City of Elko laws and federal law. E-mail or other information requests sent to our web site may be maintained in order to respond to the request, forward that request to the appropriate agency, communicate updates to the page that may be of interest to citizens, or provide our Web designers with valuable customer feedback to assist in improving the site.

Electronic Form Filers

Any other information provided by you at the request of the City of Elko or an agency thereof, such as the completion and electronic filing of a form, will be considered to be voluntarily provided by the visitor and will be treated in the same manner as information provided in written form or in person during a visit to the agency.

Personal Information that We Collect

In order to use the City's web based payment service, you will have to provide only the personal information necessary for us to complete the transaction. We will notify you when you have to provide your personal information. If you choose not to provide your personal information, we will be unable to complete your transaction and you will not be able to use the payment service. The amount and type of personal information that we will collect from you will depend on how you decide to make your payment (e.g., credit card). We may archive your personal information for auditing, diagnostic and user support purposes.

Disclosures to Our Credit and Bank Card Processing Providers

We are required to provide select personal information (such as your credit card number and account expiration date) to our money transmission vendors to the extent necessary to process your payment for services on our site.

Security

We are committed to data security and the data quality of personally identifiable information that is either available from or collected by our Web site. Unfortunately, no information transmitted via the Internet is guaranteed to be completely secure due to the nature of the Internet. But we attempt to safeguard your information from loss, misuse or alteration. To prevent unauthorized access, maintain data accuracy, and ensure the appropriate use of information,

we have instituted physical, electronic and managerial procedures to protect your personal information. For example, only certain authorized City of Elko personnel have access to your personal information, and this information is password protected. We also use firewalls and Secure Socket Layers, where appropriate. Further, we may have outside companies perform periodic security audits and we may use intrusion detection systems to guard against unauthorized access.

Links to other Web sites

Various government Web sites may be linked through our Web site. Visitors to those sites may wish to check their privacy statements and be cautious about providing personally identifiable information. A link does not constitute an endorsement of content, viewpoint, policies, products or services of that web site. Once you link to another web site not maintained by the City of Elko, you are subject to the terms and conditions of that web site, including but not limited to its privacy policy.

Information Disclaimer

Information provided on the City of Elko web site is intended to allow the public immediate access to public information. While all attempts are made to provide accurate, current and reliable information we recognize the possibility of human and/or mechanical error. Therefore, the City of Elko, its employees, officers, and agencies expressly deny any warranty of the accuracy, reliability or timeliness of any information published by this system and shall not be held liable for any losses caused by reliance upon the accuracy, reliability or timeliness of such information. Any person who relies upon such information obtained from this system does so at his or her own risk.

Refund Policy

1. Refund due to a business terminating.

There are no refunds for any portion of a business license due to the business terminating during a business year for which a license is paid.

2. Refund due to an overpayment on an active business license account.

Refunds on overpayments are not made automatically. A refund check will be processed on the second or fourth Tuesday of each month, depending on the date it occurs, or a credit will be applied to the customer's credit card within 15 days. In case of dispute, the key to expediting the refund is having proof of payment. Furnishing a copy of the transaction receipt may be required as proof of payment. If another party paid the license fees, you may be asked for proof of identification in order to receive a refund. The customer may mail or bring completed documents to the City Offices, 1751 College Avenue, Elko, Nevada 89801.

3. There are no refunds available for building permits.

In case of questions, please contact customer service at 775-777-7138.

Changes to our Privacy Policy

We may change our privacy policy from time to time. It is the user's responsibility to periodically check back for amendments to our privacy statement.

Questions and Concerns

We understand that you expect privacy in your use of the Internet and make every effort to address your privacy concerns by instituting and maintaining stringent standards in protecting the information with which you have entrusted us. We hope that this policy clarifies our policies and procedures, but if you have any questions or concerns regarding our privacy policy or our Web site practices, we encourage you to e-mail **Shanell Owen**, the City of Elko Webmaster.

By accepting the **Privacy Statement** of the City of Elko Web site, you expressly consent to our use and disclosure of your personally identifiable information in accordance with the terms of this Privacy Policy.