

# NCUAQMD Website & Online Services Privacy Policy

The North Coast Unified Air Quality Management District's (NCUAQMD) privacy practices are intended to protect your privacy online. Here is how we collect, use, and protect your information.

## Information We Collect

We collect two types of information:

1. **Personal information** you share when you send an email, fill out a form, apply for a burn permit, renew a burn permit, or similar activity.
2. **Tracking information** collected as you navigate through our site.

## **Use of Personal Information**

Personal information includes anything you share that could be used to identify you, such as your name, address, phone numbers(s), email address, property APN, or similar.

We collect personal information only as necessary to provide our services. For example, you can apply for a burn permit, renew a permit, pay fees, or sign up for a burn permit renewal account or other information through our website. These services generally require that you provide personal information, such as your name, email address, and, in some cases, a password to access an account. For services involving permits, registration, or payments, additional information will typically be required.

We collect your email address to better assist you, such as replying to your email, sending you requested information, annual automated renewals, or as a means of identifying you or your account.

For transactions involving payments, you will be directed to an external contractor website for secure payment processing. The personal information collected (such as credit card numbers) through the external website will be directed by that website's privacy policy and by federal and California law relating to this type of transaction.

## **Use of Tracking Information**

We automatically collect and store tracking information during your visit to our site through the use of "cookies." A cookie contains unique information that can be used to track your computer's Internet Protocol (IP) address, browser software, and operating system. It may also track the date and time you accessed the site and the Internet address of the website from which you linked to our site. Cookies created using this website do not contain personally identifying information and do not compromise your privacy or security.

We use tracking information to improve our web services and help us understand how people are using our site. This information does not identify you personally. We also collect information from and about the devices you use to access the Services. This includes things like IP addresses, the type of browser and device you use, the web page you visited before coming to our sites, and identifiers associated with your devices. Your devices (depending on their settings) may also transmit location information to the Services.

## How We Protect Your Information

The NCUAQMD does not sell any personal information. Any information we share, such as to an NCUAQMD contractor handling payment transactions, will be restricted to the purpose for which you provide the information.

The NCUAQMD limits employee and contractor access to your information. Employees and contractors must protect confidentiality and are subject to disciplinary action, termination, and legal action if they fail to do so.

All personal information submitted through our online forms is encrypted using the highest available level of encryption and stored in a database as encrypted information.

We use standard security measures to ensure that your personally identifiable information is not lost, misused, altered, or destroyed. We also use software programs to monitor network traffic and control unauthorized attempts to upload or change information, or otherwise cause damage.

## Your Privacy Choices

Our goal is to be clear about the information we collect so that you can make personal privacy choices.

### Email

If you wish to no longer receive email messages or automatic annual burn permit renewal notifications you may unsubscribe or change your preferences. If you believe you have received an email from the NCUAQMD in error, please contact us at [support@ncuaqmd.org](mailto:support@ncuaqmd.org).

### Cookies

You can refuse or delete the NCUAQMDs cookie files from your computer using several methods, such as adjusting your browser's settings to reject cookies or clearing your browser's cache. If you reject a cookie, it will not prevent you from accessing or using our site, although some web services that rely on cookies may be unavailable.

## Public Disclosure of Information

The California Public Records Act (Government Code Sec. 6250 et seq.) and other state and federal laws ensure that the public has a right to access certain government records and information. All information collected at this site becomes public record, which may be subject to public access and photocopying, unless an exemption applies. Exemptions include sharing information that would be considered an invasion of personal privacy. Other records not disclosed are any personal information collected (such as credit card numbers) for payment transactions using an external contractor website for secure payment processing.

## Links to External Websites

This website may be linked to or from other external websites. This privacy policy only applies to this website and does not include other sites linked to this website. When you browse to another website, the privacy policy of that website governs the treatment of your information.

For questions or comments regarding this privacy policy, please contact the District office at (707) 443-3093 or via email at [support@ncuaqmd.org](mailto:support@ncuaqmd.org).