

City of New Haven Privacy Policy

2023-LADV-0025

The City of New Haven website privacy policy is to respect and protect the privacy of our website users, consistent with the applicable laws of the United States and the State of Connecticut. We do not collect, use, or disclose any information about our users without their knowledge and approval. We do not share user information with third parties.

Information submitted to the City of New Haven website.

The City of New Haven website does not retain personally identifiable information about you when you visit our website unless you choose to provide such information to us (i.e. sending an e-mail, participating in a survey, responding to a feedback or "contact us" form, etc.)

We consider any information that could reasonably be used to identify you as "personally identifying information." This includes, but is not limited to:

- Your name
- Your address
- Your telephone number
- Your e-mail address

City government agencies may request personally identifiable information from you in order to provide requested services, but such information is handled as it would be on an in-person visit to that same agency.

If personal information is requested on the website or volunteered by the user, state and federal law may protect it. However, this information is a public record once you provide it and may be subject to public inspection and copying if not protected by state or federal law.

We do not use cookies to retain information on the City of New Haven website. A cookie is a text file, not a program, which is sent to your computer when you access a site. Cookies do not disclose your name or e-mail address to a web site. They can only tell a website if you have visited before.

Collection of information by the City of New Haven website

In order to improve the content and usability of this website, the City of New Haven automatically collects the following categories of information from users:

1. The Internet Protocol address of your Internet Service Provider and/or your computer, if your computer has an IP address assigned directly to it.
2. The Domain Name of your Internet Service Provider and/or your computer, if your computer has a domain name assigned directly to it.
3. The type of browser (such as, for example Firefox, Edge, Chrome, Safari, etc.) used and the operating system of a user's computer.
4. The date and time a user visited the site.
5. The web pages accessed at the site, as well as any applications used and forms data.

The city uses this information to identify site performance needs; to ensure compatibility with the technology used by the City of New Haven website visitors, and to generally add and improve services offered on the website. In order to accomplish those goals, from time to time, the city may conduct statistical analysis of the data it collects.

The City of New Haven website does not collect data for commercial or marketing purposes, and does not sell, exchange, or otherwise distribute the data collected by its website for commercial or marketing purposes.

Policy revision and notification of changes

The City of New Haven will update this policy as new services and features are added. This privacy policy may be changed at any time; any changes will be posted on this web page. The version number and date the policy was last revised will be noted on the policy. Information collected while a particular version of this policy is in effect will be handled in accordance with that version.

Visitors should be aware that the City of New Haven could be required to disclose personal information in response to valid legal process, such as a search warrant, subpoena, or court order, pursuant to the Connecticut Freedom of Information Act. All record keepers face the possibility that disclosure of their records may be compelled in some civil, criminal, or administrative matters. Disclosures may also be necessary to protect the town's legal rights or during emergencies if physical safety is believed to be at risk. We think that these events are unlikely, but they are possible.

Disclaimer/Links to other sites

The City of New Haven's website contains links to other websites. These may include links to websites operated by other government agencies, non-profit organizations, and private businesses. When you link to another site, you are no longer on the City of New Haven's website and this privacy notice does not apply. When you link to another website, you are subject to the privacy policy of that website.

City of New Haven Mobile App

The City of New Haven is using SeeClickFix, an online and mobile service request system, to power its mobile app and reporting forms. SeeClickFix is an application that allows New Haven residents to report non-emergency related issues. SeeClickFix can be used via the Web on a desktop computer, laptop, mobile phone, or tablet. SeeClickFix is a public application. The description entered will be visible to the public. Your display name will also be visible unless you choose to submit as Anonymous. Your email address will never be displayed publicly.