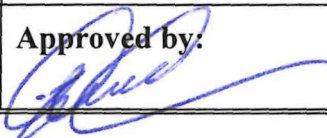


CITY OF MILLBRAE		
ADMINISTRATIVE STANDARD PROCEDURES	Number: 5-3-1	Page: 1 of 2
	Revision: 1	Supersedes: 5-3
Subject: City of Millbrae Privacy Policy	Approved by: 	Effective Date: 2/22/2023

CITY OF MILLBRAE PRIVACY POLICY

The City of Millbrae, California, is committed to the principals of electronic privacy and protecting your online privacy and the confidentiality of personal information you may provide while interacting with us online. This privacy policy applies to any City of Millbrae website and to third-party sites that provide internet related services for the City of Millbrae under contract.

Automatic Collection of Information

No personally identifiable information is automatically collected about visitors who browse this site or download information from it. The logs store such things as the domain name and IP address (Internet Protocol address) from which you accessed our website, the type of browser and operating system you used (such as Microsoft Internet Explorer, Google Chrome or Mozilla); the date and time you accessed our site; the pages you visited; and the region or country of the world from which you accessed this site. None of these disclose personal information, and the information they do reveal is used exclusively for internal administrative purposes. We use this information to better service the needs of those who visit our site, to learn how many visitors we have, and which parts of our website are of most interest.

Personally Identifiable Information

If you send us an e-mail, or request services through this site, your e-mail address and the other information you volunteered will be collected in order to respond to or provide the service requested. The information collected will be no more specific than if the visitor were requesting the service by any other means, including in person or by telephone. We may share this information with another government agency or organization if that is required to provide the help you are requesting. Any entity with whom your information is shared will be expressly prohibited from sharing your information or using it for any purpose other than resolving the issue causing the information to be shared.

Security

While no website can protect itself against all eventualities, every effort is made to protect any sensitive personal information you give us. This site uses a secure server for conducting online financial transactions. All credit card and other payment information you transmit to us will be protected by encryption technology, provided that your browser is properly configured and your computer is operating properly. The encrypted information is shared only with our bank and credit card clearinghouse. We treat customer information given to us online with the same confidentiality that we do with customer records on paper and with information taken over the phone or in person.

We will not rent, sell, or give away any information identifying you individually (name, address, phone number, etc.) to third parties for marketing or mailing list purposes without your permission.

As a governmental agency, we are governed by California open records laws. Most of the business that you conduct with the City of Millbrae as well as with state and county governments becomes a public record. Public records as defined by state law, and not made confidential elsewhere in the California Codes, may be posted for electronic access through this website. This includes most City permits you have applied for and requests for a City service. These same records have been open for public inspection by anyone requesting them in person, by mail or by telephone. All information on this website is public information.

Use of Digital Cookies

A cookie is a small data file issued to visitors by certain websites, and stored on the visitor's hard drive. A cookie file can contain information such as a user ID that the site uses to track which pages are visited; information that is useful for marketing purposes and to keep high-traffic pages easily accessible to users. A cookie cannot read or extract information from a hard disk or read cookie files created by other sites. Visitors can refuse cookies by turning them off in the browser.

Notice to Parents

No applications on the City of Millbrae website specifically solicit information from minors or seek to determine whether the visitor is a minor. Consequently, visitors should be aware that the collection of personal information requested from or volunteered by children online or by email will be treated in the same manner as information given by an adult, may become a public record, and may be subject to public access. We ask that children get their parents' permission before providing any information online.

Links

The City of Millbrae website contains several links to sources outside of the City's website that we believe are useful to visitors to our site. Once you leave the City of Millbrae's website and connect to the site of another entity, that site is not under the control of the City of Millbrae and the City of Millbrae is not responsible for the content of sites to which it is linked. The City of Millbrae provides these links only as a convenience, and the inclusion of any link does not imply the City of Millbrae's endorsement of the site.

Email

Messages transmitted via electronic mail (email) are not secure and any information transmitted to this site via email will not be treated as confidential.

City of Millbrae Mobile App

The City of Millbrae is using SeeClickFix under the title "Millbrae Works," an online and mobile service request system, to power, its mobile app and reporting forms. SeeClickFix is an application that allows City of Millbrae citizens to report non-emergency-related issues to the city. 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.

Viruses

The City of Millbrae does not warrant that this site or the server that makes it available is free of viruses.

Who to Contact

If you have any questions or concerns about this privacy policy, you may contact the City Clerk at etran@ci.millbrae.ca.us