

City of Keene Website Privacy Statement

The following policy applies to ci.keene.nh.us and keene.nh.gov web services and does not apply to any web services provided on websites external to the ci.keene.nh.us and keene.nh.gov domains, whether or not linked from the city website.

1. Public Disclosure of Information Recorded and Collected

All information recorded or collected on the ci.keene.nh.us and keene.nh.gov websites, including personally identifiable information, is subject to disclosure under New Hampshire's Right-To-Know law, unless otherwise exempted therefrom in accordance with the law.

2. Information Recorded

Some or all of the following information about visitors who view or download information from the ci.keene.nh.us or keene.nh.gov websites may be collected.

- **DATE:** The date of the visit to the website.
- **TIME:** The time of the visit to the website.
- **VISITOR I.P. ADDRESS:** The unique Internet Protocol (IP) address of the website visitor.
- **SERVER I.P. ADDRESS:** The unique Internet Protocol (IP) address of the City of Keene's server accessed.
- **HTTP STATUS:** Hyper Text Transfer Protocol (HTTP) error codes encountered on the site.
- **HTTP REQUESTED URL:** The web page or file requested or navigated to by the website visitor.
- **BYTES SENT:** The amount of data sent from the web server to the website visitor for the duration of the connection to the website.
- **BYTES RECEIVED:** The amount of data sent from the website visitor to the web server for the duration of the connection to the website.
- **USER AGENT:** The type of web browser or other visitor software that was used to access and make requests of the web server.
- **REFERRER:** The Uniform Resource Locator (URL) that referred the visitor to the requested file or web page.
- **PROTOCOL VERSION:** The version of HTTP used by the visitor's web browser software.

The information collected may be used to improve the content of the city website and to help with the analysis of how people are using city web services. City of Keene staff may analyze city website logs with the objective of improving the value of the materials available on the city website. Some statistical information may be displayed on the website or otherwise shared to aid in the provision of electronic services to the public.

3. Personally Identifiable Information

The information recorded in the website logs is not "personally identifiable information" and it is not the intent of the City of Keene to link the recorded information with the individuals who browse the city website. "Personally identifiable information" is information about a person that is readily identifiable to that specific individual. It may include, for example, an individual's name, street address, e-mail address, or phone number.

Personally identifiable information will not be collected from website visitors unless they choose to send an e-mail message, subscribe to a city email listserv, complete and send an online form, or provide personal information when submitting a survey or completing transactions on the city website. A visitor's choice not to participate in these activities will not impair his ability to access certain information or obtain a service.

4. **E-mail Messages**

E-mail messages sent to any City of Keene email address will be treated the same as any other written communication. E-mail or other website information requests sent may be maintained in order to respond to the request or forwarded to the appropriate party. E-mail addresses obtained as a result of a request through the city website will not be sold or given to private companies for marketing purposes.

5. **Electronic Forms**

Any information provided by a website visitor at the request of the City of Keene, 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 a City facility. Information provided may be shared amongst city departments and with other entities for appropriate action.

6. **Surveys**

Surveys will be used for the purpose stated and any information contained therein may be saved for a period of time before it is destroyed.

7. **Cookies**

The City of Keene reserves the right to use cookies for online transactions for the convenience of the visitor. Cookies are small text files that a web server may ask a visitor's web browser to store on the visitor's computer and to send back to the web server when needed. Cookies may be used to store a transaction identifier or other information a user may provide.

The "help" menu of most web browsers advises users how to prevent web browsers from accepting new cookies or how to disable cookies altogether if the user so wishes.

8. **Disclaimer**

City of Keene staff makes an effort to ensure that information published on the city website is accurate and current. However, neither the City of Keene nor any agency, officer, or employee of the City of Keene warrants the accuracy, reliability or timeliness of any information published on the ci.keene.nh.us and keene.nh.gov websites, nor endorses any products or services linked from the city web system, and shall not be held liable for any losses caused by reliance on the accuracy, reliability or timeliness of such information. Any person or entity that relies on any information obtained from this system does so at their own risk.

9. **Acceptance of Terms of Privacy Policy**

By using the ci.keene.nh.us and keene.nh.gov websites, you are acknowledging an understanding of the terms of this Website Privacy Statement and consenting to the terms set forth herein.