

**TOWN OF PARADISE  
RESOLUTION NO. 13-25**

**A RESOLUTION OF THE TOWN COUNCIL OF THE TOWN OF PARADISE  
ESTABLISHING PRIVACY AND REFUND POLICIES FOR INTERNET  
TRANSACTIONS**

WHEREAS, the Town Council desires to provide its citizens with the ability to perform business transactions online through the Town of Paradise Website.

WHEREAS, it is required that the Town have adopted privacy and refund policies.

WHEREAS, privacy and refund policies are commonplace and good practice and provide clear expectations.

NOW, THEREFORE, BE IT RESOLVED BY THE TOWN COUNCIL OF THE TOWN OF PARADISE AS FOLLOWS:

Section 1. The Town Council adopts the Internet Privacy Policy attached hereto as Exhibit A.

Section 2. The Town Council adopts the Internet Refund Policy attached hereto as Exhibit B.

PASSED AND ADOPTED by the Town Council of the Town of Paradise on this 14th day of May, 2013, by the following vote:

AYES: Greg Bolin, Steve "Woody" Culleton, Scott Lotter, John J. Rawlings and Timothy Titus, Mayor

NOES: None

ABSENT: None

ABSTAIN: None

By: \_\_\_\_\_

Timothy Titus, Mayor

ATTEST: *May 15, 2013*

*Joanna Gutierrez*  
\_\_\_\_\_  
Joanna Gutierrez, CMC, Town Clerk

APPROVED AS TO FORM:

*Dwight L. Moore*  
\_\_\_\_\_  
Dwight L. Moore, Town Attorney

## **“EXHIBIT A”**

# **Internet Privacy Policy**

To underscore our commitment to privacy and our vision that good privacy is good business, we have adopted this Internet Privacy Policy for [www.townofparadise.com](http://www.townofparadise.com) and [aca.townofparadise.com](http://aca.townofparadise.com) which are operated by Town of Paradise ("Town"), 5555 Skyway, Paradise, CA 95969. This site is not directed at children under the age of 13.

## **INFORMATION COLLECTION**

### **I. Personally-Identifiable Information**

The Town site only collects personally identifiable information ("PII") from you if you choose to provide this information to us. Personally identifiable information collected with your consent may include, for example, name, mailing and credit card billing address(es), telephone number, e-mail address, or other vital event, credit card number, demographic information which may be associated with any response you provide to survey questions, information relating to any orders you place, or any inquiries you may make through our web site. We do not share, sell, rent or trade PII with third parties except where is required in the normal order of business such as processing of credit card information relating to a payment.

### **II. Cookies**

"Cookies" are small pieces of information that are stored by your browser on your computer's hard drive. This site uses cookies to determine whether a visitor is unique or whether the visitor has viewed our site before. Our purchase process also uses cookies. This information allows us to recognize you as a customer, along with your account information. Very simply, this useful tool keeps you, our customer, from having to retype information that you've already entered. While most browsers are set to accept cookies by default, you can set yours to refuse cookies or to alert you before accepting them. Your browser manufacturer has information on changing the default setting for your specific browser. Failure to accept cookies may limit your ability to place orders through our website. We do not link the information we store in cookies to any PII you submit while on our site.

### **III. Nonpersonally-identifiable information**

The Town site also collects nonpersonally-identifiable information. For example, as you browse this web site we may collect information about your visit, but not about you personally. Via Web server logs, for example, we may monitor statistics such as: the number of people that visit our site, which page(s) are visited on our site, from which domain our visitors come (e.g., aol.com, hotmail.com, etc.), and which browsers people use to visit our site (e.g., Apple Safari, Microsoft Internet Explorer, Google Chrome, etc.). Our web site uses outsourcing programs to assist us in analyzing this data to better tailor our web site.

## **INFORMATION USE AND CONSUMER CHOICE**

The information collected by this web site is used only for responding to your inquiries and otherwise corresponding with you, for processing transactions you request, maintaining your account, (if you have one), and for the administration, review and/or the improvement the content of our web sites. We do not share, sell, rent or trade PII with third parties for their promotional purposes.

We may contact you in response to your comments or inquiries, as part of the maintenance of your account or on-line request or in order to complete a transaction that you requested.

If you decide that you do not want to receive further e-mails regarding your business with the Town, you can reply to the e-mail.

## ONWARD TRANSFER

We may disclose information you provide to us to third parties (such as credit card processors) in order to complete a transaction that you requested. If, for example, you pay for a transaction using a credit card, disclosing that information for processing purposes is necessary to complete the transaction. In other cases, it may be necessary to disclose information you provide about yourself or third parties (government agencies) in order to complete your request.

We may also outsource some tasks, including the operation of some website functions that require access to information you supply online. In such cases, however, we require that the companies acting on our behalf abide by our privacy policy and institute safeguards to protect the confidentiality of your information. Finally, please note that we may disclose personal information when required by law or in the good faith belief that such action is necessary in order to conform with the law or to comply with a legal process.

## ACCESS AND CORRECTION

We strive to maintain the accuracy of the information collected through this Web site. Upon proper identification, we will provide you (whether you are a consumer or a customer) with access to personally-identifiable information you provide through this Web site for as long as we maintain that information in a readily accessible format. Similarly, we permit and encourage you to correct inaccuracies in the information you submit to us through this Web site. Please note, however, that correction of information is not always possible.

If you wish to access information that you have submitted through this web site or to request the correction of any inaccurate information you have submitted through this site, please use the mechanisms provided by the site or send an e-mail to [customersupport@townofparadise.com](mailto:customersupport@townofparadise.com).

## SECURITY

We take steps to protect against the loss, misuse, or unauthorized alteration of PII collected through this web site. We recognize the importance of security for all PII collected by our web site. We exercise care in providing secure transmission of your information from your PC to our servers.

Once we receive PII, we take steps to protect its security on our systems. In the event we request or transmit sensitive information, such as credit card information, we use industry standard, secure socket layer ("SSL") encryption.

## OTHER WEB SITES

This Internet Privacy Policy only applies to the web site(s) identified in the first paragraph of this Privacy Policy. Our web site, however, may include links to other web sites which may be operated by third parties. If you visit a web site not listed above, we recommend that you review the Internet Privacy Policy of that web site to determine how the operator of that web site will handle personal information collected through that web site.

## POLICY CHANGES

We may revise this Internet Privacy Policy from time to time. If the Town makes any material changes to this Internet Privacy Policy, the date of the most recent revision will be indicated above so that you can determine whether there have been any material revisions since your last visit. If we are going to use your PII in a manner different from that stated at the time of collection we will notify you via email. You will have a choice as to whether or not we use your information in this different manner.

If you have questions or concerns regarding this Internet Privacy Policy, please contact us at:

Town of Paradise  
5555 Skyway  
Paradise, CA 95969

Telephone: 530-872-6291  
E-mail: [customersupport@townofparadise.com](mailto:customersupport@townofparadise.com)

## **"EXHIBIT B"**

# **Internet Refund Policy**

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## **REFUND INFORMATION**

Users agree to comply with the stated policies and procedures of the Town site. If all charges, fines, and/or fees have been paid and as a result you have a credit balance, a refund equal to that amount will be refunded. In all other cases, refunds are determined on a case by case basis unless otherwise addressed in the rules and regulations, charter, or ordinances of the Town.

Any refund of payments originally made by credit card shall be credited using the same credit card.

## **REQUESTING A REFUND**

If you would like to request a refund, please contact us at:

Town of Paradise  
5555 Skyway  
Paradise, CA 95969

Telephone: 530-872-6291  
E-mail: [customersupport@townofparadise.com](mailto:customersupport@townofparadise.com)

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