

## **Internet Privacy Policy Statement**

The following information explains the Internet Privacy Policy that DHCD has adopted for its website. The following is intended to explain our current Internet privacy practices but shall not be interpreted as a contract of any nature, either stated or implied. We reserve the right to amend our Internet Privacy Policy Statement at any time without notice.

Note that the following policy only applies to Web pages on the DHCD website. Pages that appear after you click on a link may be controlled by a different agency or entity, whose practices are not under DHCD's control.

### **Disclaimer**

Neither the Virginia Department of Housing and Community Development (DHCD) nor any employee of DHCD warrants the accuracy, reliability or timeliness of any information published by this system, nor endorses any content, viewpoints, products or services linked from this system and shall not be held liable for any losses caused by reliance on the accuracy, reliability or timeliness of such information. Portions of such information may be incorrect or outdated. Any person or entity that relies on any information obtained from this system does so at his or her own risk.

Reference herein to any specific commercial products, processes or services by trade name, trademark, manufacturer or other mark does not constitute or imply its endorsement, recommendation or favoring by DHCD or the Commonwealth of Virginia. The information and statements contained on this server shall not be used for the purposes of advertising, nor to imply the endorsement or recommendation of DHCD or the Commonwealth of Virginia.

The DHCD website has links to other websites. These include links to websites operated by other government agencies, nonprofit organizations and private businesses. When you link to another site, you are no longer on the DHCD website and this policy will not apply. When you link to another website, you are subject to the privacy policy of that new site. Reference on those websites to any specific commercial product, process or service by trade name, trademark or other mark does not constitute or imply endorsement, recommendation or favoring by DHCD.

Unauthorized attempts to modify any information stored on this system, to defeat or circumvent security features or to utilize this system for other than its intended purposes are prohibited and may result in criminal prosecution.

### **Privacy Policy**

#### **Virginia law**

We protect our records in accordance with our obligations as defined by applicable Virginia statutes, including, but not limited to, the "Government Data Collection and Dissemination Practices Act" Code of Virginia, § 2.2-3800, "Administration of systems including personal information; Internet privacy policy; exceptions" Code of Virginia, § 2.2-3803 , the "Virginia Freedom of Information Act" § 2.2-3700, et seq., and by any applicable U.S. federal laws.

### **Information we collect**

We endeavor to collect only the minimum amount of information needed to provide services.

If you do nothing during your visit to the DHCD website but browse or download information, we automatically collect and store the following information about your visit:

1. the Internet domain and IP address from which you accessed our site;
2. the type of browser and operating system you used;
3. the date and time you visited this site;
4. the pages visited; and
5. if you linked from another website, the address of that website.

See also this policy's Cookies section below.

The information collected is used to improve the content of our Web services and to help us understand how people are using our pages. We analyze our website logs to continually improve the value of the materials available on our site. The information in our Web logs is not personally viewable and no attempt is made to link it with the individuals that browse our website.

If, during your visit to the DHCD website, you send us an e-mail message, we will collect the e-mail address and contents of the message, including audio, video and graphic information formats you send us. This may be to respond to you, to address issues you identify, to further improve our website or to forward your message to another agency for appropriate action.

We do collect personal information directly from individuals who volunteer to subscribe to our services, complete forms or participate in surveys. Collecting personal information is necessary for DHCD to deliver the services requested. We only collect, retain and use personal information where we believe it is essential to administer our business and to provide products, services and other opportunities requested by our customers.

### **How the collected information is used**

Routing information is used to route the requested Web page to your computer for viewing. We send the requested Web page and the routing information to our Internet service provider or other entities involved in transmitting the requested page to you. We do not control the privacy practices of those entities. Essential and nonessential technical information helps us respond to your request in an appropriate format or in a personalized manner and helps us plan website improvements.

Optional information enables us to provide services or information tailored more specifically to your needs or to forward your message or inquiry to another entity that is better able to do so and allows us to plan website improvements.

We may keep your information indefinitely, but we ordinarily delete the transaction routing information regularly after the Web page is transmitted and do not try to obtain any information to link it to the individuals who browse our website. However, on rare occasions when a "hacker" attempts to breach computer security, logs of routing information are retained to permit a security investigation and may be forwarded together with any other relevant information in our possession to law enforcement agencies. We use this transaction routing information primarily in a statistical summary type format to assess site content and server performance. We may share this summary information with our business partners when needed.

Optional information is retained in accordance with the records retention schedules at the Library of Virginia.

Under the "Virginia Freedom of Information Act" (FOIA), any records in our possession at the time of a "Freedom of Information Request" might be subject to being inspected by or disclosed to members of the public. However, all identifiable confidential/personal information will be removed prior to releasing the routing information.

For more information on DHCD's implementation of FOIA including contacts, see our [FOIA page](#).

### **Restrictions on the disclosure of customer information**

We do not sell or rent our subscribers' information to any outside company or organization. We do not reveal specific information about subscribers or other personally identifiable data to unaffiliated third parties for their independent use, except if required to do so by the Virginia Freedom of Information Act or other law.

### **Protection of information via established security procedures**

We maintain security standards and procedures regarding unauthorized access to customer information to prevent unauthorized removal or alteration of data.

## **Website security**

We maintain security standards and procedures regarding unauthorized access to ensure that this service remains available to all users, and to prevent unauthorized attempts to upload or change information or otherwise cause damage. Information on individuals causing damage to the Web page will be traced and released to the appropriate legal bodies (such as the Virginia State Police) to investigate suspected or alleged criminal activity.

## **Public disclosure**

DHCD is subject to the requirements for administering information systems as established in the [Government Data Collection and Dissemination Practices Act, Chapter 38 of Title 2.2](#) of the Code of Virginia (§ 2.2-3800 and 2.2-3803). any personal information that is collected and retained is maintained in compliance with the Code of Virginia, § 2.2-3800 and 2.2-3803. Web pages that appear after you click on a link may be controlled by a different agency or entity, whose practices are not under DHCD's control.

## **Customer comments or review**

If you have questions about this privacy statement or the practices of this website, or if you choose to review or correct any information you previously submitted, please [contact us](#).

See also this Policy's Cookies section below.

## **Cookies**

"Cookies" are small files either stored on a server or sent back to a visiting computer. In certain applications user information is stored as "cookies," which are then sent back to and stored on the user's computer.

Some sections of the DHCD website use cookies to customize the information presented to you. Cookies are also used to aggregate site usage information to help us improve our users' experience.

See also this policy's Privacy section above regarding information gathered by this site and the use of that information.

## **Copyright**

The copyright to DHCD's website is owned by the Commonwealth of Virginia. Permission is granted to every person visiting DHCD's website to make fair use of the contents of DHCD's website. The pages constituting DHCD's website are marked with the notice "(c)

Commonwealth of Virginia." If you are in doubt about whether your use constitutes fair use, please send a request to [pr@dhcd.virginia.gov](mailto:pr@dhcd.virginia.gov) for explicit permission to copy the contents.

### **Linking Policy**

This website contains hypertext links to external websites and pages containing information created and maintained by public and private organizations other than DHCD. DHCD, at its sole discretion, will determine which external websites will be linked. The inclusion of a hypertext link to an external website is not intended as an endorsement of any product or service offered or referenced on the linked website, the organizations sponsoring said website, or any views that might be expressed or referenced in the website.

Hypertext links to external websites and pages may be removed or replaced at the sole discretion of the DHCD at any time without notice.

If a hypertext link on the DHCD website is not working, please contact our Webmaster by emailing [pr@dhcd.virginia.gov](mailto:pr@dhcd.virginia.gov).

See also this policy's Disclaimer section regarding off-site links.

### **Plug-ins**

Some of the content on this site requires plug-ins, or separate browser components, to properly view. All required plug-ins (except the full version of WinZip) are free to use. If your browser or assistive technology cannot view the content using the plug-in, please contact [pr@dhcd.virginia.gov](mailto:pr@dhcd.virginia.gov) for an alternate version of the content.