



# The Consolidated Fire Protection District of Los Angeles County

## **PRIVACY AND SECURITY POLICY**

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### **1.0 INTRODUCTION/PURPOSE**

The Consolidated Fire Protection District of Los Angeles County ("County", "we", "us" or "our", and commonly known as the Los Angeles County Fire Department) recognizes the public's concern about privacy on the Internet. This Privacy & Security Policy ("Policy") establishes how information gathered about you from your visit to this website (together with all services, content and compilation of all content from time to time available thereon, "Website") will be used. Capitalized terms used in this Policy without definition are used in this Policy as such terms are defined in the [Terms of Use](#) and [Terms of Payment](#).

The following describes how information may be collected depending on your activities at this Website.

### **2.0 PUBLIC RECORDS LAWS AND OTHER LEGAL REQUIREMENTS**

Please be advised that we are subject to the public records laws of the State of California ("California Public Records Act") and that much of the information you submit to us may be public information under these laws. Consequently, under certain circumstances, we may be required to disclose such information in accordance with the California Public Records Act or other legal requirements.

### **3.0 NO UNNECESSARY PERSONALLY IDENTIFIABLE INFORMATION COLLECTED**

We will collect no unnecessary personally identifiable information (e.g., your name, address, e-mail address, banking account and routing number or other information which can be associated with you without additional information) about you when you visit this Website, unless you use our Website to pay for permits, fees, and County services or you otherwise choose to provide that information to us. The personally identifiable information collected through our Website in connection with your payment may be used by the County and/or contracted operators of the County for limited marketing purposes and as otherwise described in the remainder of this Policy.

### **4.0 INFORMATION COLLECTED AND STORED AUTOMATICALLY**

We may collect and store information automatically for statistical purposes. For example, we may count the number of visitors to the different sections of our Website to help us make them more useful. We may also use this information to monitor your compliance with the [Terms of Use](#) and [Terms of Payment](#). The information collected may include such items as the name and domain of the host from which you access the Internet, the Internet Protocol (IP) address of the computer you are using or your browser software and operating system and the time and date of your visit.

## **5.0 PERSONALLY IDENTIFIABLE INFORMATION COLLECTED**

All information you submit to us through this Website (by e-mail, surveys, or otherwise, as described below), including personally identifiable information, may be subject to the disclosure and access provisions of the California Public Records Act or other legal requirements.

By sending us an e-mail message (e.g., by selecting the 'Contact Us' option), you are sending us personally identifiable information (e.g., your name, address, e-mail address, or other information which can be associated with you, etc.). We store this information in order to respond to your request or otherwise address the subject matter of your e-mail.

Also, we may ask you for specific personally identifiable information, such as your name, address and e-mail address, and other pertinent information, through surveys, feedback forms, questionnaires or other means, all with the goal of providing better service. We will only retain the information that you provide in response to the survey, forms, questionnaires, etc.

Please be advised that e-mail messages and these other means generally are not secure and may be subject to the disclosure in accordance with the California Public Records Act or other legal requirements.

## **6.0 PERSONALLY IDENTIFIABLE INFORMATION TRANSMITTED AND STORED FOR PAYMENT TRANSACTIONS**

A user must provide certain contact information, such as name, e-mail and address, and financial information, such as banking account and routing number, in order for you to pay for permits, fees, and County services using our Website.

We are committed to data security and the data quality of personally identifiable information that is either available from or collected by our Website. We have taken reasonable precautions to protect such information from disclosure, loss, misuse or alteration.

We require the use of Transport Layer Security (TLS) standard transmission encryption to protect transmission of users' personally identifiable information submitted in connection with automated clearing house (ACH) transactions. TLS is a security technology designed to enable your browser to send and receive information with another server in an encrypted format. Your browser's security icon, usually located in the top or bottom status bar of your browser's window, reflects the security condition of the browser. The lock icon indicates that your browser is communicating over a secure link.

## **7.0 USE OF PERSONALLY IDENTIFIABLE INFORMATION**

As described above, a user must provide certain contact and financial information in order to pay for permits, fees, and County services using our Website. This information will be used for the limited purpose for processing these transactions and as otherwise permitted by the rules and regulations of the applicable banks

## **8.0 SHARING OF PERSONALLY IDENTIFIABLE INFORMATION WITH THIRD PARTIES**

We do not share personally identifiable information with third parties, except that we will provide personally identifiable information: (1) as described in Section 3.0 of this Policy; (2) to the companies assisting us with processing ACH transactions through our Website,

including banks and payment processors; and (3) to the companies assisting us with providing the other services to you through this Website. In some circumstances, we may also be required by law to disclose certain personally identifiable information in accordance with the disclosure requirements of the California Public Records Act or other legal requirements or we may disclose such information to law enforcement and/or fraud investigatory agencies.

## **9.0 CONSEQUENCES OF FAILING TO PROVIDE PERSONALLY IDENTIFIABLE INFORMATION**

If you choose not to provide us with your name or other necessary personally identifiable information, you will not be able to use this Website for payments for permits, fees, and County services. If you have concerns about privacy and security on the Internet, you also have the option to pay your permits, fees, and County services through the mail by check or cash to the following address: Los Angeles County Fire Department, PO Box 910901, Commerce, CA 90091-0901 or in person at County of Los Angeles Fire Department Lifeguard Division Training Center 2600 The Strand, Manhattan Beach, CA 90266.

## **10.0 USE OF COOKIES**

This Website may use “cookies.” A cookie is a small text file that a Website can place on your computer for the duration of the visit. It is used only for session integrity during the visit to the Website.

A stored “cookie” is a small text file that a website can place on your computer’s hard drive to collect information about your activities on the site. The cookie transmits this information back to the website’s computer which, generally speaking, is the only computer that can read it. Most users do not know that “cookies” are being placed on their computers. If you want to know when this happens or to prevent it from happening, you can set your browser to warn you when a website attempts to place a “cookie” on your computer.

Our Website uses only non-persistent temporary cookies and neither places any permanent information on nor retrieves it from the visitors’ computer. If you want to browse this Website without any interruptions, please make sure that your browser is not set to disable placement of cookies on your computer.

## **11.0 WEBSITE LINKS TO OTHER SITES NOT COVERED BY PRIVACY AND SECURITY POLICY**

This Policy describes the information we gather through our Website and how we use such information. Our Website may contain links to documents located on websites maintained by other County departments, public agencies or private organizations. Once you leave our Website, you are no longer subject to this Policy, but rather are subject to the privacy and security policy of the website you are visiting. You use that website and anything contained on that website at your own risk.

When you use this Website to pay for your permits, fees, charges and for any County services and pay with a bank account, you will be transferred to a portion of the Website hosted by our contracted payment processing vendor, Link2Gov (Payment Processor). Our Payment Processor will prompt you to enter all information necessary to make such payment and will thereafter take all steps necessary to process the payment on our behalf. Our Payment Processor has agreed to abide by this Policy while collecting such information and processing such payments on our behalf.

## **12.0 CHANGES TO YOUR INFORMATION**

For information on reviewing and/or making changes to information about you that may be in our records, please feel free to contact us with your updated information by the means set forth at the end of this Policy.

### **13.0 CONTACT INFORMATION**

Should you have any questions regarding this Policy, or your interaction with our Website, please send us an e-mail by selecting the [Contact Us](#) option or call us at 310-939-7214.

### **14.0 TERMS OF USE**

Please visit our [Terms of Use](#) governing the use of our Website.

### **15.0 TERMS OF PAYMENT**

Please visit our [Terms of Payment](#) governing payments made through the use of our Website.

### **16.0 CHANGES TO THE PRIVACY AND SECURITY POLICY**

We may add to, delete, or change the terms of this Policy from time to time. This document will be updated to reflect new changes. By using our Website, you consent to this Policy, as it is changed from time to time.

Last Updated: 05/24/2023