

WEBSITE PRIVACY POLICY

Thank you for visiting pay.cityofchicago.org (“Website”). The e-Commerce Web portal for the City of Chicago, pay.cityofchicago.org is operated by CityBase Corporation (“CityBase,” “We,” “Us,” “Our”). Because CityBase Corporation values the privacy of its Website visitors, we only collect the minimum amount of information necessary to serve our customers (“Customers,” “Visitors,” “You,” “Your”). The following Website Privacy Policy (“Privacy Policy” or “Policy”) governs our collection, use, and sharing of your information on the Website.

What Information We Collect

The information which we may collect on our Website generally falls into the following two categories:

- Personally Identifiable Information
- Non-Personally Identifiable Information.

Personally Identifiable Information (“PII”)

Personally Identifiable Information, or “PII,” is information that enables us to identify you as an individual separate from other individuals or users of our Website. CityBase Corporation will not collect PII about you when you visit the Website unless you voluntarily choose to provide that information. The PII we collect when you use our Website may include:

- your first and last name
- mailing address
- phone number
- e-mail address
- payment card number and expiration date
- banking information, such as ABA Routing and Account numbers
- identification numbers
- user IDs and passwords
- public postings
- employer
- job title

Through our Website, we request Personally Identifiable Information when you:

- enter information in a voluntary online form; or
- perform an online service transaction, such as paying a bill; or
- correspond with us

Non-Personally Identifiable Information (“NPII”)

Non-Personally Identifiable Information, or “NPII,” refers to technical information that does not, by itself, identify you as a specific individual from a group. The Non-Personally Identifiable Information we collect when you visit our Website may include, cookies, the Uniform Resource Locator (URL1) of the web pages you visit on our Website or our Internet Protocol (IP2) address. This Policy provides more information about how we use cookies and other NPII collection technology below.

Why We Collect Your Information

Our primary goals in collecting information are:

- to provide users our products or services
- to provide all visitors a smooth, efficient, and personalized Website experience

We use your Personally Identifiable Information to process your request for services or to provide you any requested information.

We partner with Google Analytics to use Non-Personally Identifiable Information to help us understand how visitors use our Website and to measure interest in the various pages. We use this information to improve the content of our Website and to make our Website easier to use. More information on Google Analytics and how it uses information can be found in [Google’s privacy policy](#).

How We Use Your Information

We gather and use information in a number of ways, including the following:

Web Page Visits: We collect certain NPII when you visit our Website. We collect this information to help run our Website more efficiently, to gather broad demographic information, and to monitor the level of activity on our Website.

Online Services: We collect Personally Identifiable Information when you request or use services online, such as paying a bill or parking ticket. We collect this information to process your request, to obtain payment when applicable, to communicate with you about the status of your request, and to take steps to improve Website functionality and create a personalized user experience.

Online surveys: We collect PII from customers who volunteer to complete surveys. We use this information to improve our Website and services.

Newsletters and e-mails: We collect Personally Identifiable Information when you ask to receive newsletters, e-mails, and other information. We use this information to provide you with the information you request.

Contact information: If you contact us, we may keep a record of your correspondence or comments, including Personally Identifiable Information, in a file specific to you. We use this information to help us provide better service in the event you contact us again.

How We Share Your Information

CityBase Corporation will not rent, sell or give away any PII entered into the Website to third parties for marketing or mailing list purposes.

Third Party Processing

CityBase Corporation may send information about you to other companies, agencies, or people. We may need to share your information in this way to provide the product or service you have requested. For example, we may have to share information with City of Chicago for the purposes of processing your payment of a ticket, or we might use a third party billing company and therefore send it information for billing purposes only. We also need to send the information to companies who work on behalf of CityBase Corporation to provide a product or service to you. Unless we tell you differently, these companies do not have any right to use the PII we provide to them beyond what is necessary to assist us.

Otherwise Required by Law: CityBase Corporation will send PII about you as required to do so by law, subpoena, court order or legal process.

Accessing and Changing Your Information

CityBase Corporation seeks to ensure that your information and preferences are accurate and complete. If you have or will subscribe to the Website, you may access and be able to change your information by visiting the Website. All e-mail communications from us, such as newsletters, will tell you how to opt out of receiving them.

Use of Cookies On This Website

A "cookie" is a small data file transferred by a Website to your computer's hard drive. You are sent cookies when you browse CityBase Corporation, make online payments, respond to online surveys, or request information. Accepting CityBase Corporation cookies does not give us access to your Personally Identifiable Information. However, we can use the cookies to identify information about your computer or devices, such as

your computer type, web browser type, and the operating system in use. The information collected permits us to analyze traffic patterns on our Website. This can enable us over time to provide you with a better experience on our Website by improving the content and making it easier to use.

Most web browsers automatically accept cookies, but you can usually refuse cookies, or selectively accept certain cookies, by adjusting the preferences in your web browser. If you turn off cookies, though, there may be some features of our Website that will not be available to you and some pages may not display properly.

Do Not Track Signals and Online Tracking

We do not collect information about your online activities over time, across third party websites or other third party applications. As mentioned above, we do use Google Analytics to support our Website, which involves the automatic collection of information such as your IP address.

Our Website does acknowledge and honor any “Do Not Track” signals sent from your web browser. Therefore, if you have such signals turned on, our Website, including Google Analytics, will not collect information about your browsing session while still enabling you to use the Website.

Protecting Your Information

We have implemented commercially available and reasonable measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration, and disclosure. Such technologies include the use of SSL/TSL connections to encrypt the collection and transfer of payment information through a trusted third party.

Unfortunately, the transmission of information via the Internet is never completely secure.

Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted to our Website. Any transmission of PII is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on the Website.

General Information

Links to Other Websites

The Website may contain links to many local government agencies and other public sector resources. In a few cases, with their permission, we may provide links to private company websites, such as Google Maps. Any access or use of a third party website is subject to the posted terms and conditions and privacy policy on such third party sites. We suggest that you carefully review the privacy policies of each third party site you

visit. CityBase Corporation is not responsible or liable for any content or actions taken on such third party sites.

California Online Privacy Protection Act Compliance

We will not distribute your PII to third parties for the purposes of marketing or advertising third party products to you without obtaining your consent in advance.

Children's Online Privacy Protection Act Compliance

We do not intentionally collect information from any individual under 13 years of age. Our Website, products and services are all directed to people who are at least 18 years of age or older.

United States Use Only

The Website is intended to serve U.S. residents only and is not intended to collect, use, or share PII for any residents of countries other than the U.S.

Changes to this Policy

If there are changes to this Privacy Policy, we will post those changes on our Website in a revised Policy. Each posted Policy will include a date of last revision. We will always use your Personally Identifiable Information in accordance with the version of the Policy in place at the time you provided your information, unless you give your express consent for us to do otherwise.

Contact Us

If you have any questions or concerns about the Website's use of your information or about this Privacy Policy, please send an e-mail to info@thecitybase.com and note "Privacy" in the subject line.

This Policy is effective on March 27th, 2018