

Privacy Policy

Effective: 03/01/2012

Welcome to the CityofWestfield.Org website. Your privacy is one of our top priorities. The following policy applies to the use of the CityofWestfield.Org and all other web site domains owned and maintained by the City of Westfield MA (“**CITY**”). It is modeled after the web privacy standards governing the Mass.Gov portal of the Commonwealth of Massachusetts. As you navigate our website, you may also see links that will take you to websites external to the **CITY**. We strongly suggest that you read the privacy policies for each external site that you visit through a link appearing at this site.

A Privacy Partnership.

Your privacy with respect to the use of the CityofWestfield.Org results from a partnership between the **CITY** and you, the user. At this website, we attempt to protect your privacy to the maximum extent possible. However, because some of the information that we receive through this website is subject to the [Public Records Law, Massachusetts General Laws Chapter 66, Section 10](#), we cannot ensure absolute privacy. Information that you provide to us through this site may be made available to members of the public under that law. This policy informs you of the information that we collect from you at this site, what we do with it, to whom it may be disseminated, and how you can access it. Based on this information, you can make an informed decision about your use of this site. You can maximize the benefits of your privacy partnership with the **CITY** by making informed decisions about whether to share personally identifiable information with us through this site.

Personally Identifiable Information.

We use the term “personally identifiable information” to mean any information that could reasonably be used to identify you, including your name, address, telephone number, e-mail address, Social Security number, birth date, bank account information, credit card information, or any combination of information that could be used to identify you.

Information Voluntarily Provided by You

This site may collect voluntary information from you through forms or surveys posted at this web site and through any email messages you choose to send to CityofWestfield.Org. Forms may collect personally identifiable information you voluntarily submit, such as name, email address or phone number, so that we may contact you for follow up to your question, concern or recommendation. Any email messages sent by you to this site will contain personally identifiable information, such as your email address and any other information you choose to give us to help us answer your inquiry.

Dissemination of Your Personally Identifiable Information.

We do not sell any personally identifiable information collected through this website or submitted to the **CITY** in conjunction with using functions on the website, and there is no direct or online public access to the information. However, once you voluntarily submit personally identifiable information to us related, its dissemination is governed by the [“Public Records Law,”](#) the [“Fair Information Practices Act \(Massachusetts General Laws Chapter 66A\), Executive Order 504](#) , and other applicable laws and regulations. For this reason, part or all of the information you send us may be provided to a member of the public in response to a public records request. There are pieces of information, such as credit card numbers, TIN, username, or password that are not considered public for the purposes of a public records request. For more information on types of data exempted from disclosure under the Public Records Law, please read the [Secretary of the Commonwealth’s Public Records Law](#).

In addition, the information that you voluntarily submit will be disclosed only to **CITY** employees or officials, or those under contract with the **CITY**, with a “need to know” for purposes of fulfilling their job responsibilities. The information will be used for such purposes as; answering your questions, responding to any requests for assistance, generating summary statistics about usage, auditing applications and detecting fraud, aiding in the planning, design and development of the CityofWestfield.Org, and fulfilling the **CITY** 's legal obligations.

We may collect and aggregate the information you provide through surveys for purposes of market research to improve this website by making it more responsive to customer needs. Where appropriate, we may provide the information you submitted voluntarily through an e-mail to the person or company that is the subject of your inquiry, or to a government agency responsible for the matters referred to in your communication.

Your Access and Opportunity to Correct.

The “Public Records Law” and the “Fair Information Practices Act” provide you certain rights to get information about you that is in our records. To learn more about the circumstances under which you can get and correct this information, please click on the above references to these laws.

Security.

Because information sent to the **CITY** is not encrypted, you should not send messages containing information that you consider highly sensitive to this website. We use standard security measures to ensure that information provided by you, including your personally identifiable information, is not lost, misused, altered, or unintentionally destroyed. We also use software to monitor network traffic to identify unauthorized attempts to upload or change information, or otherwise cause damage. Except for authorized law enforcement investigations, no attempts are made to identify individual users or their usage habits.

Policy changes.

We will post substantive changes to this policy at least 30 days before they take effect. Any information we collect under the current privacy policy will remain subject to the terms of this policy. After any changes take effect, all new information we collect, if any, will be subject to the new policy.

Contact Information.

For questions about your privacy while using this website, please contact webmaster@cityofwestfield.org.