

**City of Kingsport**  
**Click2Gov**  
**On-Line Privacy Policy**

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**What information do we collect:**

We collect information from you when you register on our site, make a payment, respond to a survey, or fill out a form.

When registering on our site, as appropriate, you may be asked to enter your: name, e-mail address, mailing address, phone number or credit card information. However, you may visit our site anonymously.

**What do we use your information for:**

Any of the information we collect from you may be used in one of the following ways:

To personalize your experience  
(your information helps us to better respond to your individual needs)

To improve customer service  
(your information helps us to more effectively respond to your customer service requests and support needs)

To process transactions

Your information, whether public or private, will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever, without your consent, other than for the express purpose of delivering the service requested.

To send periodic emails

The email address you provide may be used to send you information and updates pertaining to your account, in addition to receiving occasional city news, updates, or service information, etc.

Our emailing system is setup so that when mass emails are sent they are sent to each email address individually so that none of our customers know the email address of any other customer. Only city employees can send email and then only if they are given permission to access the emailing process.

**How do we protect your information:**

We implement a variety of security measures to maintain the safety of your personal information when you make a payment, or enter, submit, or access your personal information.

All supplied sensitive/credit information is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our Payment gateway providers database only to be accessible by those authorized with special access rights to such systems, and are required to keep the information confidential.

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After a transaction, your private information (credit cards, account numbers, financials, etc.) will be kept on file indefinitely.

**Do we use cookies:**

Yes (Cookies are small files that a site or its service provider transfers to your computer's hard drive through your Web browser (if you allow) that enables the sites or service providers systems to recognize your browser and capture and remember certain information

We use cookies to help us remember and process the items you select for payment and understand and save your preferences for future visits.

**Do we disclose any information to outside parties:**

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the public information laws of the State of Tennessee, enforce our site policies, or protect our or other's rights, property, or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

**Your Consent**

By using our site, you consent to our [online privacy policy](#).

**Changes to our Privacy Policy**

If we decide to change our privacy policy, we will update the Privacy Policy modification date below.

**Contacting Us**

If there are any questions regarding this privacy policy you may contact us using the information below.

**City of Kingsport**  
**Customer Service Center**  
**225 West Center Street**  
**Kingsport, TN 37660**

**Phone: (423) 245-1019**