


<h1>POLICY MANUAL</h1>	Date Adopted: April 22, 2015
Classification: GENERAL ADMINISTRATION	Date Last Amended:
Subject: Credit Card-Security, Privacy & Refund Policy	Approved By: 

Background


The District has adopted Development Review Fees and requires the payment of other fees and service charges. As such, the District will accept credit cards for the payment of said fees and charges. A requirement of the Credit Card Merchant Agreement for accepting Credit Card payments through the District Website is the prominent display of the District’s Security, Privacy and Refund Policies.

I. Purpose:

The purpose of this Policy is to provide a Security, Privacy and Refund Policy so they can be displayed on the District Website for notification to anyone using credit cards for the payment of District fees and charges. The Policies will be displayed on the District’s Website to accomplish this requirement.

II. Policy:

A. Security Policy: The District considers it a high priority to provide secure online systems. The District recognizes that the personal information provided using our online systems is highly confidential, and will make every reasonable effort to insure this information is safeguarded. Online transactions will be supported by industry standard data encryption, available through the user’s web browser as SSL encryption. This service is designed to ensure privacy when providing personal information over the Internet.

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B. Privacy Policy: The District will not collect any personal information when the website is accessed, unless the user chooses to provide such information. The District's website automatically collects the following:

1. IP address (an IP address is a number that is automatically assigned to a computer when surfing the Web) from which a user accesses the District website;
2. The type of browser and operating system used to access the District's website;
3. The date and time the website was accessed;
4. The pages visited; and if the user linked to the District's website from another website, the address of that website.

C. Refund Policy: The payment of fees or charges through this website may not be eligible for a refund or may require prior District or Board authorization before a refund can be made. If the user feels a refund is due, the user will be asked to contact the District office immediately by phone, email or by mail. The inquiry regarding a refund shall be directed to the District Engineer or the District General Manager.