Privacy Policy

Terms & Conditions

Privacy Policy

Your privacy is very important to us at The City of Kyle. This policy summarizes what personally identifiable information we may collect and how this information might be used. Also included are important topics relating to your privacy. We reserve the right to modify this privacy policy at any time. We will promptly post an updated privacy policy on our website.

Information Collection & Use

We will only collect personally identifiable information (such as, but not limited to, name, title, company name, address, telephone number or e-mail address) that you voluntarily provide (in person, by mail, or through electronic format). This information is collected to process payments, bill accounts and provide customer service. It may be necessary, if required by law or if pertinent to judicial or governmental investigations, to release your personally identifiable information.

Links

This Web site contains links to other sites. We do not accept responsibility for the content or privacy policies of those sites. We encourage you to investigate the privacy policies of these sites.

Landmark Clearing is the company that handles the City's credit card and ACH transactions. To see a copy of their privacy policy, please click on the following link: https://www.dcas.net/privacy.asp

Passwords

You should never disclose your password to any third party. If your password has been compromised for any reason, you should change it immediately.

Security

State-of-the-art technology is used to protect against unauthorized access to any personally identifiable information that is stored electronically. All personal information provided is transmitted using SSL (Secure Socket Layer) encryption. The process of encryption translates the data you are transmitting into bits of code that cannot be read

as it travels over the Internet.

Online Refund Policy

In the event that your payment (credit card, ACH or check) was made in error or without your permission, we will honor your request to cancel the original transaction and refund your payment in full, as long as the request is made within ninety (90) days of the original transaction, and in the case of merchandise, the merchandise is returned.

If your original payment was made by credit card or ACH, the period of ninety days will begin from the transaction processing date. If payment was made by check, the period of ninety days will begin from the date the check was written.

Source URL (retrieved on *2014-07-28 07:31*): http://www.cityofkyle.com/utilitybilling/privacy-policy