



CITY OF ELY

501 Mill Street Ely, Nevada 89301

City Hall (775) 289-2430

Cityofelynv.gov

City of Ely Privacy Policy for SMS and Online notifications

This Privacy Policy explains how the City of Ely collects, uses and discloses personal information of its customers, prospective customers, and visitors to its website at <https://www.cityofelynv.gov>.

COLLECTION OF PERSONAL INFORMATION

The collection of personal identifiable information is done when a person requests utility services from the City of Ely. This information is kept in hard files and utility database programs known as Xpress Bill Pay and Caselle. The information is used for billing purposes and to notify the account holder if there is a problem with the account. The information is shared with third parties for billing purposes and bill paying if a property is in the process of changing ownership.

Information collected directly from you: The City of Ely may collect personal information directly from you (for example through a web form) during an online or in-person registration, while setting up an account with us, when you contact us for customer support, or while paying your bill. Personal information we collect directly from you may include first and last name, physical address, email address, account number, and phone number.

Information collected from your device: The City of Ely does not use tracking technologies such as cookies, web beacons, pixels or similar technologies to automatically collect certain information from your device. The information on our website is to be used as a resource and for information only. The City of Ely does not collect information for advertising purposes.

USE OF PERSONAL INFORMATION

The City of Ely uses personal information collected to bill utilities monthly, send non-payment notices and contact the customer if there is going to be a water shut off, road closure, or any other disruption to services in or around the area in which they have services.

We use information collected directly from you to provide you with customer service and support, and other relevant information. We may also use this information to contact you by email and text message subject to your consent.

DISCLOSURE OF PERSONAL INFORMATION

Your personal information will only be shared with our third-party billing company for billing purposes. The City of Ely does not sell or share any personal information to any third parties for advertising purposes.

CHILDREN’S ONLINE PRIVACY PROTECTION

Our Site is not specifically directed toward children, and we do not knowingly collect personal information from persons under the age of 13 on our Sites without parental consent. The City of Ely does not allow children known to be under the age of thirteen (13) to register for our services. We may momentarily capture personally identifiable information for the purpose of determining whether a user is over the age of thirteen (13) and thus qualifies to use our services. Where the user is under the age of thirteen (13), such information is automatically deleted. We are committed to protecting the privacy of children and abide by the Federal Trade Commission’s Children’s Online Privacy Protection Rule. Please visit www.ftc.gov/kidsprivacy for information from the Federal Trade Commission about protecting children’s privacy online.

We may use third-party service providers to assist us with providing our services to you and we may share your information with such third parties for these limited purposes.

- We use Word Press to help us understand how visitors interact with our website. Word Press uses and processes your information in accordance with its privacy policy available at <https://wordpress.org/about/privacy/>.
- We use Xpress Bill Pay as our payment processor. Xpress Bill Pay uses and processes your payment information in accordance with its privacy policy available at <https://xpressbillpay.com/privacy>.
- We use Caselle as our accounting software. Caselle uses and processes account information in accordance with its privacy policy available at <https://www.caselle.com/privacy-policy/>
- We may also share your personal information if necessary to comply with applicable laws and regulations, to respond to a subpoena, search warrant or other lawful request for information we receive, or to otherwise protect our rights.

EMAIL AND TEXT MESSAGE COMMUNICATIONS

The City of Ely will only email you if you provided an email address to receive services or the request was made by you for information. You may receive email alerts from our third-party Xpress Bill Pay if you have signed up for that service for automatic payments.

The City of Ely will only text message you if you message first, which implies consent; if you subsequently wish to stop receiving text messages from us, reply **STOP** to any text message sent from us. For more information, see our Mobile Messaging Terms and Conditions available at <https://www.cityofelynv.gov/SMSTermsandconditions>.

YOUR PRIVACY RIGHTS

You may have the right to request access to the personal information we hold about you or request that your personal information be corrected. To exercise any of these rights, please contact us at 1-775-289-2430 or email Utilities@cityofelynv.gov.

CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy at any time. Please review it frequently.

CONTACT INFORMATION

If you have any questions about this policy or our privacy practices, please contact us at 1-775-289-2430 or email adminassist@cityofelynv.gov .