

CHAPTER 3-23

WEBSITE POLICY

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3-23-1 PURPOSE

- (A)** The City of Montrose Website Use Policy describes the standards and guidelines by which the City manages information on the City of Montrose website. The City has established this website for the primary purpose of providing information to the public regarding services available to the public from City government, as well information regarding services available to the public from other governmental agencies and private organizations that are in legal partnership with the City.
- (B)** While the City attempts to keep its website accurate and timely, the City neither warrants nor makes representations or endorsements as to the accuracy, quality, content, or completeness of the content on the site. Content is subject to change without notice from the City as a result of updates and corrections.
- (C)** The City of Montrose website is transmitted "as is" without warranties of any kind, either express or implied, including without limitation, warranties of title or implied warranties of fitness for a particular purpose. The City is neither responsible nor liable for any viruses or contaminations of a web visitor's hardware, software, peripherals, or properties nor for any delays, inaccuracies, errors, or omissions resulting from use of or with respect to the material contained on its website, including but not limited to, any material posted on (or linked to from) the City of Montrose website. The City is not responsible for any special, indirect, incidental, or consequential damages that may arise from the use of, or the inability to use, the site and/or the materials contained on the site whether the materials contained on the site are provided by the City of Montrose, or a third party.

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- (D) The City of Montrose's website is maintained for the exclusive use and control of the City of Montrose in communicating matters of general public interest over the Internet as outlined above. The City is not establishing a forum for others to provide information through the website.
- (E) It is important for users of the City's website to understand that messages transmitted via the Internet are not always reliable. The City does not warrant or in any way insure, assure, or guaranty that messages or information transmitted via the Internet will arrive at their intended destination(s), nor may the City indemnify any party for any resulting loss or damages. Therefore, if you want or need to provide the City with an official legal notice or public comment, the City strongly recommends that you confirm the City's actual receipt of your communication via telephone. If you have any question as to the appropriate City official to whom a communication should be addressed, please contact the City Clerk.
- (F) The City of Montrose is committed to maintaining access for persons with disabilities. The website meets the World Wide Web Consortium's "Web Content Accessibility Guidelines 1.0." Reasonable accommodations regarding equal access to information will be provided upon request to the City of Montrose Public Information Officer.
- (G) The City expects to update the website and this Website Use Policy on a regular basis in order to incorporate improvements over time. As updates to this policy are adopted, archived versions of older policies will be maintained by the City Clerk in accordance with the City's records retention policy.

3-23-2 **PRIVACY POLICY**

- (A) The City of Montrose recognizes and respects your right to privacy regarding personal identifying information revealed to the City through your use of the City's website. This privacy policy explains the City's practices for collecting personal identifying information from the City's website, and the choices you can make that determine how your personal identifying information is collected and used by the City organization. For the purpose of this privacy policy, the City will use the term "identity information" to refer to information that identifies you individually, including your name, phone number, personal financial information, e-mail address, or physical address.
- (B) The City will not release identity information without either: (1) the consent of the person providing the information, or (2) a court order. However, it is important to understand that the City has obligations to provide public access to "public records" under the Colorado Public Records Law ([Colorado Revised Statutes, TITLE 24 - ARTICLE 72 - Public \(Open\) Records](#)). Thus, while the

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City will make every effort to protect the privacy of your identify information consistent with the requirements of the Colorado Public Records Law, there may be portions of your communications that the city will be required to reveal to the public if requested.

- (C) The City receives identity information from customers through the City website through a variety of online forms (e.g. the Contact Us page) and transactional applications (e.g. Online Bill Pay). The primary reason that the City collects and maintains citizen information is to serve you and administer your customer relationship with the City.
- (D) The City values opinions and comments from citizens, so it may occasionally conduct online surveys. Participation in these surveys is entirely optional. Typically, the information is aggregated and used to record citizen opinions on important community issues. Survey participants are anonymous unless otherwise stated in the survey.
- (E) The City tracks web server log files in order to create aggregate statistical reports, detect errors, and maintain security. These reports do not contain any personally identifiable information of users outside the City network.
- (F) The City may use identity information collected to distribute information about City services.
- (G) The City of Montrose provides users the opportunity to opt-out of receiving communications from the City and/or to restrict the type of information they receive by contacting the City's Public Information Officer.
- (H) If you have any questions about the City of Montrose's online privacy practices, please contact the City's Public Information Officer.

3-23-3 CITY LINKS TO EXTERNAL WEBSITES

- (A) The purpose of this policy is to identify the criteria and conditions by which the City provides links to external websites. Consistent with the City's overall Website Use Policy, the City's primary purpose for linking to external websites is to provide information regarding City services available to the public, as well as information regarding services available to the public from other governmental agencies and private organizations in legal partnership with the City. Thus, the City is not establishing a forum for others to provide information. Rather, the City is providing information to direct website users to resources outside the City that are complementary to and in support of the services provided by the City.

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- (B)** This policy governs the creation of implied or explicit links to external websites from images, notices, and other communications on the City of Montrose website. Such links include:
- (1) Hyperlinks activated by clicking on an image or text, leading to a web page that does not reside on the City of Montrose website (explicit);
 - (2) Mention of a URL address providing users with the address of a web page that does not reside on the City of Montrose website (implied), or;
 - (3) Any other explicit or implied facilitation of movement from the City of Montrose website to another web page that does not reside on the City of Montrose website.
- (C)** The City may establish links on the City website to external sites, provided that each external site meets at least one of the following criteria:
- (1) Other government agencies, including federal, state, county, regional, public schools, and special districts.
 - (2) Organizations that receive sponsorship from with the City of Montrose in the form of a financial grant, or a written contract by which the City provides services in collaboration with the organization to achieve a mutual goal related to the City's governmental purpose.
 - (3) Private utilities that have a franchise from the City of Montrose by which the City regulates or monitors customer service issues.
 - (4) Local and regional economic development organizations that assist the City in promoting businesses throughout Montrose.
 - (5) Sites providing directional and climatic information.
- (D)** The linked sites are not under the control of the City of Montrose and the City of Montrose is not responsible for the contents of any linked site or any link contained in a linked site, or any changes or updates to such sites. The City of Montrose is providing these links only as a convenience, and the inclusion of any link does not imply endorsement by the City of Montrose or any association with their operators.
- (E)** All links to external sites will open in a new browser window, and will meet accessibility guidelines. Other than links to other governmental agencies, all links to external sites must be approved by the City of Montrose Administrative Services Director.

3-23-4 EXTERNAL LINKS TO CITY WEBSITE

(A) A site that links to the City of Montrose website:

- (1) Should not misrepresent its relationship with City of Montrose. This includes:
 - a) Do not create a browser or border environment around City of Montrose content.
 - b) Do not use the City of Montrose logo without permission from the City of Montrose.
- (2) Should not imply that City of Montrose is endorsing it or its products.
- (3) Should not present false information about City of Montrose services.
- (4) The City of Montrose is not obligated to link to an external site that provides a link to the City of Montrose website.