

City of Pasadena Privacy Policy

This policy describes the PasadenaTX.gov privacy practices regarding information collected from visitors to this site and visitors to the Pasadena, TX mobile application. This privacy policy contains information about what data is collected and how that information is used. The PasadenaTX.gov privacy policy applies only to this web site and the Pasadena, TX mobile application. When you follow a link to another site, even the sites of state agencies and local governments, this policy will not apply. You should check the privacy policy of each of these sites if you have concerns about how they handle personally identifiable information. This policy may be updated periodically, so please check back from time to time.

Collection and Use of Information

Neither PasadenaTX.gov web site nor the Pasadena, TX mobile application sells or rents personally identifiable information. Please be aware that when you provide information to any government entity, however, that information may be subject to the Texas Public Information Act and applicable federal legislation. The City of Pasadena may be required by the Texas Public Information Act to release to the public information submitted to or put on the web site or mobile application by members of the public. Information about the Texas Public Information Act is available from the Office of the Attorney General (<https://www.texasattorneygeneral.gov/open-government/members-public>). Each governmental body must be contacted directly about the records they keep and their use of personally identifiable information.

The PasadenaTX.gov web site utilizes server logs and log analysis tools to create summary statistics about the use of the Web site. The summary statistics are used for purposes such as assessing what information is of most interest to users. Determining technical design specifications and identifying system performance or problem areas.

For online government transactions conducted on the PasadenaTX.gov web site and mobile application, you will be asked to enter certain information about yourself and/or the organization with which you are affiliated. The specifics of this information will vary as required by the type of transaction and the governmental body involved. In each case, the information requested will include the same information that would be required if you performed the identical transaction in person rather than online or in the mobile application. Whenever personal information is requested from you on the web site or mobile application, there will be an indication of whether your disclosure of such information is mandatory or optional. The personal information collected is information you supply when you register or initiate a transaction using the web site or mobile application. Information collected in the course of the transaction is used for the following purposes:

- To conduct online transactions with the appropriate city department (e.g., a service request through the Mayor's Action Line or animal adoption request).
- To send you an e-mail confirming your transaction.

- To forward announcements or new content features to you, only if you have chosen to request this service.

PasadenaTX.gov web site and mobile application may be required by law enforcement or judicial authorities to provide personally identifiable information to the appropriate governmental authorities. The City of Pasadena fully cooperates with law enforcement agencies in identifying those who use our services for illegal activities. We reserve the right to report to law enforcement agencies any activities that we in good faith believe to be unlawful.

Cookies

Some of the online government transactions hosted by and linked from this site use cookies. A cookie is an extremely small text file that is stored on your computer and created to track specific information. The services hosted on this web site (PasadenaTX.gov) use cookies to set a session ID – this can be thought of as a kind of name tag, so the service can keep track of your transaction. The cookie will be destroyed after a few minutes of inactivity, successfully completing a transaction or when the browser is closed. If your web browser does not accept cookies, you will not be able to use the online transactions on this site. For more information on cookies, you may wish to review the U.S. Department of Energy’s report on cookies located at the Computer Incident Advisory Capability Information Bulletin web site.

Contact

If at any time you are concerned that your information is incorrect and you are unsure how to correct or update it, please contact us at info@pasadenatx.gov.