

# City of Austin

## Parks and Recreation Department Privacy Policy

Last updated: June 7, 2021

Thank you for visiting the City of Austin Parks and Recreation Department's (PARC) Web/Mobile Site. Because PARC values its visitors, we only collect the minimum amount of information necessary to serve our customers.

This Statement explains the collection and use of data on the ATXSwim site.

### Type of Information We Collect

We will collect the following Personally Identifiable Information with the approval of the customer. The Personally Identifiable Information we collect when you use our website may include:

- Your Name
- Mailing Address(es)
- Phone Number
- Email Address(es)
- Credit/ Debit Card Number and Expiration Date
- Login Names and Passwords
- Date of Transaction
- Time of Transaction
- Facility Location

### Storage of Collected Information

All information collected will be encrypted and securely stored off-site by **Amazon Web Services (AWS) through Parkeon Inc. (dba Flowbird)**, which is the Contractor operating the PARC Account Base system."

### Accessibility

The Web and Mobile sites are in compliance with the Americans with Disability Act (ADA). Please contact us as provided below with any questions concerning accessibility.

### How We Use Your Information

Any Personally Identifiable Information we gather may be used in several ways, including the following:

**Surfing:** We may collect Personally Identifiable Information when you visit our website. If collected, this information will help run our website more efficiently, gather broad demographic data, and monitor the level of activity on our website.

**Online Services:** We collect Personally Identifiable Information when you conduct services online, for example, purchasing a facility entry ticket. We collect this information to process your request, obtain payment when applicable, and communicate with you about the status of your request.

**Online Surveys:** We collect Personally Identifiable Information from customers who volunteer to complete surveys. We use this information to improve our services.

**Newsletters and Emails:** We collect Personally Identifiable Information when you ask to receive newsletters, emails, and other information.

**Contact Information:** If you contact us, we may keep a record of your correspondence or comments, including Personally Identifiable Information, in a file specific to you. We use this information to help us provide better service in the event you contact us again.

## **Sharing Your Information**

Neither the City of Austin nor any third party affiliated with the City of Austin will rent, sell or give away any Personally Identifiable Information to third parties for marketing or mailing list purposes. However, your Personally Identifiable Information may be shared pursuant to a request under the Freedom of Information Act or as otherwise required by law or court order.

## **Contact Us**

If you have any questions or concerns about these Terms, please send an email to [AquaticsOffice@austintexas.gov](mailto:AquaticsOffice@austintexas.gov) and note 'Website Terms of Use' in the subject line.

## **Proprietary Information**

All logos, service marks, trade names, trademarks, and copyrights included on the ATXSwim site are the sole property of the City of Austin, its agents, or third-party affiliates. Any unauthorized use or reproduction of such intellectual property is prohibited by law.