

# business.wa.gov Privacy Notice

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<https://www.business.wa.gov/privacy-notice.pdf>

## Privacy Notice

### Section A. Introduction

business.wa.gov is hosted and maintained by the Governor's Office for Regulatory Innovation and Assistance (ORIA), thank you for visiting the business.wa.gov website and reviewing our Privacy Notice. This statement addresses collection, use, security of and access to information that may be obtained through use of our website. We are committed to safeguarding the privacy of our website and users and providing you transparent insights with respect to the data we collect and how we may use or share that data. Lastly, we want to ensure you fully understand your rights with respect to accessing this data.

### Section B. Information Collected and How it is Used

Information collected on this site depends on how you are engaging with us. We have set out categories below that account for the typical ways our users would engage with business.wa.gov

We may process data enabling us to get in touch with you ("**contact data**"). The contact data may include your name, email address, telephone number or chat identifier that you are providing to us. We use email you send to respond appropriately. This may be to respond to you, to address issues you may identify, to further improve our website, or to forward the email to another agency for appropriate action.

We may process information contained in or relating to any communication that you send to us ("**communication data**") and is the content you provide to us in your correspondence, emails, responses to surveys, or chats. We collect this information for the purposes of managing our relationship with you, providing you with the services you need, and communicating with you. If you would like to opt-out from receiving communications from us, please see the section below.

We may process data about your use of our website and services ("**usage data**"). The usage data may include your IP address, geographical location, browser type and version, operating system, referral source, length of visit, page views and website navigation paths, as well as information about the timing, frequency and pattern of your service use. The source of the usage data is our analytics tracking system. The purpose for collecting usage data is to improve the content of our web services and help us understand how people are using our services. ORIA analyzes this information to determine how our website is being used, so that we may continually improve the site's usefulness to the public.

The records retention schedules published by the State Archives require us to keep this information only so long as it is useful, and then destroy it; these schedules are different based on the type of record and change from time to time. For example, requests to the Information Center are retained for a six year period under the retention schedule.

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## **Section C. Personal Information and Choice**

You choose whether to provide contact or communication data to us. If you choose to give us information, do not give us any personal information, such as your social security numbers, or date of birth in your communication data.

We are especially concerned about protecting children's privacy. The Children's Online Privacy Protection Act (COPPA) governs information gathering online from or about children under the age of 13. Under COPPA, a web site must get parental permission before collecting personally identifiable information about a child under the age of 13. Our site is not directed, nor do we anticipate collecting any information from children under the age of 13. If you are under 13, please have your parents assist you with your inquiry.

## **Section D. Public Access to Information**

In the State of Washington, laws exist to ensure that government is open and the public has a right to access appropriate records and information possessed by State Government. At the same time, there are exceptions to the public's right to access public records that serve various needs including the privacy of individuals. Exceptions are provided by both state and federal laws.

All of the information collected at this site is considered public information and may be subject to inspection and copying by members of the public. RCW 42.56.070(1) states that:

Each agency, in accordance with published rules, shall make available for public inspection and copying all public records, unless the record falls within the specific exemptions of subsection (6) of this section [RCW 42.56.070(6)], Chapter 42.56 RCW, or other statute which exempts or prohibits disclosure of specific information or records. To the extent required to prevent an unreasonable invasion of personal privacy interests protected by Chapter 42.56 RCW, an agency shall delete identifying details in a manner consistent with Chapter 42.56 RCW when it makes available or publishes any public record; however, in each case, the justification for the deletion shall be explained fully in writing.

In the event of a conflict between this Privacy Notice and the Public Records Act, the Public Records Act provision will control.

We may also provide the information to our partners when necessary to provide the resources or services you requested.

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## Section E. Your Right to Review and Correct Personally Identifiable Information

State law requires agencies that collect personally identifiable information to provide “procedures for correcting inaccurate information, including establishing mechanisms for individuals to review information about them and recommend changes in information they believe to be inaccurate.” (RCW 43.105.310)

You can access any personally identifiable information we collect about you by using the information in the Contact Information section at the end of this Notice. You may correct factual errors in your personally identifiable information by submitting an email or written request that credibly shows the error. We will take reasonable steps to verify your identity before granting access or making corrections.

## Section F. Cookies

Our site uses cookies to help you have a better experience interacting with our website. A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server. Cookies may be either "persistent" cookies or "session" cookies: a persistent cookie will be stored by a web browser and will remain valid until its set expiry date, unless deleted by the user before the expiry date; a session cookie, on the other hand, will expire at the end of the user session, when the web browser is closed. Our site uses both.

Cookies may not contain any information that personally identifies a user, but personal data that we store about you may be linked to the information stored in and obtained from cookies.

### 1. We use cookies for the following purposes:

- (a) **authentication and status** - we use cookies to identify you when you visit our website and as you navigate our website, and to help us determine if you are logged into our website.
- (b) **personalization** - we use cookies to store information about your preferences and to personalize our website for you.
- (c) **security** - we use cookies as an element of the security measures used to protect user accounts, including preventing fraudulent use of login credentials, and to protect our website and services generally.
- (d) **analysis** - we use cookies to help us to analyze the use and performance of our website and services.

### 2. Our service providers use cookies, and those cookies may be stored on your computer when you visit our website.

We use Google Analytics. Google Analytics gathers information about the use of our website by means of cookies. The information gathered is used to create reports about the use of our website. You can find out more about Google's use of information by visiting <https://www.google.com/policies/privacy/partners/> and you can review Google's privacy policy at <https://policies.google.com/privacy>.

### 3. Managing Cookies

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Most browsers allow you to refuse to accept cookies and to delete cookies. The methods for doing so vary from browser to browser, and from version to version.

You can opt-out of these technologies for advertising by visiting [AboutAds.info/choices](http://AboutAds.info/choices). See below for information about opting-out from email communications.

Blocking all cookies may have a negative impact upon the usability of many websites, including the ability to use all of the features on our website.

## **Section G. Security**

ORIA has taken several steps to safeguard the integrity of its data and prevent unauthorized access to information maintained by us. These measures are designed and intended to prevent corruption of data, block unknown or unauthorized access to our systems and information, and to provide reasonable protection of private information in our possession.

## **Section H. Opting Out of Email Correspondence**

You may unsubscribe from our email communications at any time. We will regularly process these requests. To comply with the law, however, our contributor records will not be altered and are continuously maintained in a separate secure database.

## **Section I. Disclaimer**

This information should not be construed in any way as giving business, legal, or other advice, or warranting as fail proof, the security of information provided via business.wa.gov websites.

Our web site contains links to other web sites. These include links to web sites operated by other government agencies, nonprofit organizations and private businesses, including but not limited to the websites of our vendors. When you follow a link to another site, you are no longer on our web site and this Privacy Policy will not apply-- you will be subject to the privacy policy of that new site.

Reference in this Web site to any specific commercial products, processes, or services, or the use of any trade, firm, or corporation name is for the information and convenience of the public and does not constitute endorsement, recommendation, or favoring by the State of Washington, this agency, or its officers, employees or agents.

We reserve the right to revise and update this Privacy Policy at any time without notice by posting the revision on our site.

## **Section J. ORIA Contact Information**

You may contact ORIA using our Contact page.