

TERMS OF USE AND PRIVACY POLICY

The Monroe County Tax Collector is committed to protecting your privacy and developing technology that gives you the most powerful and safe online experience. This Statement of Privacy applies to the Monroe County Tax Collector Web site and governs data collection and usage. By using the Monroe County Tax Collector website, you consent to the data practices described in this statement.

WEB DISCLAIMER

The Monroe County Tax Collector's office is not responsible for any errors or omissions in the content of this internet site. All information contained herein should be used for informational purposes only. The Monroe County Tax Collector is not liable to any person for information or advice contained in this site. Furthermore, information contained within the Monroe County Tax Collector's internet site may change at any time without warning. The Monroe County Tax Collector makes no claim as to the suitability, completeness, accuracy, or authenticity of the information contained in any internet site linked to this site. The Monroe County Tax Collector does not endorse any product and/or service advertised on a linked internet site. Under no circumstances, including, but not limited to, negligence, shall the Monroe County Tax Collector be liable for any special or consequential damages that result from the use of, or the inability to use, the materials in this site. By using this internet site, you acknowledge and accept the terms of this disclaimer and the privacy statement.

PRIVACY STATEMENT

All information provided to the Monroe County Tax Collector, whether by phone, mail, personal visit or internet site, becomes a public record and is open to public inspection unless protected by State or Federal law. Public records are subject to the rules and requirements located in Chapter 119, Florida Statutes. If you choose to share personal information, such as sending an email, or filling out an electronic form with personal information, the information will be saved for a designated period of time in order to comply with the State of Florida's archiving policies. Such information also becomes a public record unless exempted by State or Federal law.

Please Note – Under Florida law, F.S. 668.6076, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing. The accuracy of the information provided on this website is not guaranteed for legal purposes.

COLLECTION OF YOUR PERSONAL INFORMATION

The Monroe County Tax Collector collects personally identifiable information, such as your e-mail address, name, home, or work address or telephone number. Monroe County Tax Collector also collects anonymous demographic information, which is not unique to you, such as your ZIP code, age, gender, preferences, interests, and favorites.

There is also information about your computer hardware and software that is automatically collected by the Monroe County Tax Collector. This information can include: your IP address, browser type, domain names, access times, and referring Web site addresses. This information is used by the Monroe County Tax Collector for the operation of the service, to maintain quality of the service, and to provide general statistics regarding use of the Monroe County Tax Collector Web site.

Please keep in mind that if you directly disclose personally identifiable information or personally sensitive data through the Monroe County Tax Collector public message boards, this information may be collected and used by others. Note: the Monroe County Tax Collector does not read any of your private online communications.

The Monroe County Tax Collector encourages you to review the privacy statements of Web sites you choose to link to from the Monroe County Tax Collector so that you can understand how those Web sites collect, use and share your information. The Monroe County Tax Collector is not responsible for the privacy statements or other content on Web sites outside of the Monroe County Tax Collector and Monroe County Tax Collector family of Web sites.

USE OF YOUR PERSONAL INFORMATION

The Monroe County Tax Collector collects and uses your personal information to operate the Monroe County Tax Collector Web site and deliver the services you have requested. The Monroe County Tax Collector also uses your personally identifiable information to inform you of other products or services available from the Monroe County Tax Collector and its affiliates. The Monroe County Tax Collector may also contact you via surveys to conduct research about your opinion of current services or of potential new services that may be offered.

The Monroe County Tax Collector does not sell, rent or lease its customer lists to third parties. The Monroe County Tax Collector may, from time to time, contact you on behalf of external business partners about a particular offering that may be of interest to you. In those cases, your unique personally identifiable information (e-mail, name, address, telephone number) is not transferred to the third party. In addition, the Monroe County Tax Collector may share data with trusted partners to help us perform statistical analysis, send you email, or postal mail, provide customer support, or arrange for deliveries. All such third parties are prohibited from using your personal information except to provide these services to the Monroe County Tax Collector, and they are required to maintain the confidentiality of your information.

The Monroe County Tax Collector does not use or disclose sensitive personal information, such as race, religion, or political affiliations, without your explicit consent.

The Monroe County Tax Collector keeps track of the Web sites and pages our customers visit within the Monroe County Tax Collector, in order to determine what the Monroe County Tax Collector services are the most popular. This data is used to deliver customized content and advertising within the Monroe County Tax Collector to customers whose behavior indicates that they are interested in a particular subject area.

The Monroe County Tax Collector Web sites will disclose your personal information, without notice, only if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the

edicts of the law or comply with legal process served on the Monroe County Tax Collector or the site; (b) protect and defend the rights or property of the Monroe County Tax Collector; and, (c) act under exigent circumstances to protect the personal safety of users of the Monroe County Tax Collector, or the public.

COOKIES

To better serve you, we occasionally use “cookies” to customize your browsing experience. Cookies are simple text files stored by your web browser and they provide a method of distinguishing among visitors to the websites. Cookies created on your computer by using our websites do not contain personally identifiable information and do not compromise your privacy or security. We use the cookie feature to store a randomly generated identifying tag on your computer. You can refuse the cookie or delete the cookie file from your computer at any time by using any one of a number of widely available methods. Your choice to refuse the cookie will not inhibit your access to any of the information available on the Monroe County Tax Collector’s website.

SECURITY

We use reasonable precautions to protect our customers' personal information and to store it securely. Sensitive information that is transmitted to us online (such as credit card number) is encrypted and is transmitted to us securely. In addition, access to all of our customers' information, not just the sensitive information mentioned above, is restricted. Only employees who need the information to perform a specific job (for example, a billing clerk or a customer service representative) are granted access to personally identifiable information. Finally, the servers on which we store personally identifiable information are kept in a secure environment.

LINKS TO OTHER WEBSITES

Links to other websites are provided on our website. The Monroe County Tax Collector’s Office and/or its authorized agents are not responsible for the privacy practices or content of such other websites. We encourage our users to be aware when they leave our website and to read the privacy statements of each website to which we may link regarding their collection of personally identifiable information.

SOCIAL MEDIA DISCLAIMER

The comments provided by the Monroe County Tax Collector's Office Facebook Friends or Fans are theirs alone and do not reflect the opinions of the Monroe County Tax Collector's Office or any official or employee thereof. The Monroe County Tax Collector's Office is not responsible for the accuracy, completeness or usefulness of any of the information supplied by its Facebook/Twitter Friends or Fans or for the content of any "off-site" websites or pages referenced from this site. Florida has a very broad public records law. As a result, any written communication created or received by the Monroe County Tax Collector's Office officials and employees will be made available to the public and media, upon request, unless otherwise exempt. If you do not want your post, comment and subsequent identifying information released in response to a public-records request, do not post.

CHANGES TO THIS STATEMENT

The Monroe County Tax Collector will occasionally update this Statement of Privacy to reflect company and customer feedback. The Monroe County Tax Collector encourages you to periodically review this Statement to be informed of how the Monroe County Tax Collector is protecting your information.

CONTACT INFORMATION

The Monroe County Tax Collector welcomes your comments regarding this Statement of Privacy. If you believe that the Monroe County Tax Collector has not adhered to this Statement, please contact the Monroe County Tax Collector at (305) 295-5000. We will use commercially reasonable efforts to promptly determine and remedy the problem.