

Privacy Policy

The City of Joplin, Mo., is committed to protecting your online privacy and the confidentiality of personal information you may provide while interacting with us online. This policy seeks to clarify our efforts and activities on the subject of privacy and related topics.

This privacy policy applies only to the official City of Joplin web site (joplinmo.org) and to third-party sites that provide Internet related-services for the City of Joplin under contract. When you follow a link to any other web site, even the site of another governmental agency, you are subject to the privacy policy of that site. 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 without notice, so please check back from time to time.

Automatic Collection of Information

No personally identifiable information is collected about visitors who simply browse this site or who download information from it.

Our web servers maintain logs of activity in order to help us manage the web site. Information stored in these logs does not identify you personally. The logs store such things as the domain name and IP address from which you accessed our web site; the type of browser and operating system you used; the date and time you accessed our site; the pages you visited; and the country or region of the world from which you accessed this site.

We use this information to learn how many visitors we have, where they are coming from, which parts of our web site are of most interest to visitors, and other facts that will help us improve the web site and the services we offer.

If You Send Us Personal Information

We value your feedback. If you participate in a survey or send us an e-mail, your e-mail address and the other information you volunteered will be collected. Visitors who request services through this site may be required to furnish additional information in order to provide the service requested. The additional information collected will be no more specific than if the visitor were requesting the service by any other means, including by telephone or an in-person visit to a city facility. We will only share this information with another government agency or organization if that is required to provide the help you are requesting.

Security of Your Personal Information

Every effort is made to protect any sensitive personal information you give us. This site uses a secure server for conducting online financial transactions. All credit card and other payment information you transmit to us will be protected by encryption technology, provided that your browser is properly configured and your computer is operating properly. The encrypted information is shared only with our bank and a credit card clearinghouse, both of which also operate secured servers. Access to these records is limited to employees who are responsible for processing the payment related transactions for the specific services you have requested.

We will not rent, sell or give away any information identifying you individually (name, address, phone number, etc.) to third parties for marketing or mailing lists. We will also not disclose credit card information, except for purposes related to the specific transaction with your permission, or as required by law.

Personally Identifiable Information Available From This Web Site

As a governmental agency, we are governed by Missouri open records laws. It's important for you to understand that most business you conduct with the City of Joplin, as well as with state and county governments, becomes a public record. Public records as defined by state law, and not made confidential elsewhere in the Missouri Statutes, may be posted for electronic access through this web site. This includes most city permits you have applied for, property you have registered with the county recorder of deeds, and requests for a city service. These same records have long been open for public inspection by anyone requesting them in person, by mail or by telephone at the appropriate government office.

Access to Personal Information

We recognize the concerns visitors may have about public records that include information about them, including the right to correct inaccurate information. Any visitors concerned with the accuracy of information about them should contact the City of Joplin, Mo., at 417-624-0820.

Use of Cookies

The City of Joplin, Mo., web sites (joplinmo.org) does not set or use cookies. A cookie is a line of computer code left on your computer's hard drive by some web sites when you visit them. The cookie can then be read by that site if you return to it. Cookies are useful for making web sites more personal, speeding up online transactions, tracking your

preferences and habits, and so forth.

Children

No applications on the City of Joplin web sites specifically solicit information from minors or seek to determine whether the visitor is a minor. Consequently, visitors should be aware that the collection of personal information requested from or volunteered by children online or by e-mail will be treated in the same manner as information given by an adult, may become a public record, and thus may be subject to public access. We ask that parents guide their children when children are asked to provide personal information online. We ask that children get their parents' permission before providing any information on line.

Who to Contact

If you have any questions or concerns about this privacy policy, or about the Web site in general, you may click here to [contact us](#).

Click here to see our General Disclaimer

City of Joplin Web Accessibility Policy

The City of Joplin is committed to making joplinmo.org accessible for all of our citizens, including those with disabilities. We strive to voluntarily conform to [W3C/WAI's Web Content Accessibility Guidelines 1.0, Conformance Level A](#).

The Information Technology Systems division reviews each section of the website annually to insure compliance with this policy. If you have difficulty accessing or using information on cityofjls.net, please contact the web administrator by calling 417-624-0820 or emailing mmorris@joplinmo.org.

City of Joplin Site Disclaimer

Disclaimer for Hypertext Links

The City of Joplin's Web site may contain hypertext links to other sites on the Internet. The City of Joplin is not responsible for the content, quality, or accuracy of any off-site materials referenced or linked through the City of Joplin's Web site. By using the City of Joplin's Web site, the user acknowledges and accepts that the City of Joplin is not responsible for any materials stored on other Internet sites, nor it is liable for any inaccurate, defamatory, offensive, or illegal materials found on other Internet sites, and that the risk of injury from viewing, hearing, downloading, or storing such materials rests entirely with the user.

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Data Disclaimer

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User are encouraged to consult with appropriate and accredited professional advisors for advice concerning specific matters before making any decision, and the City of Joplin disclaims any responsibility for positions taken by individuals or organizations in any case whatsoever or for any misunderstanding and losses, directly or indirectly, on the part of the users.

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Indemnification

To the extent permitted by applicable law, by using the City of Joplin Web site, the user agrees to defend, indemnify, and hold harmless, the City of Joplin, its agencies, officers, employees, representatives, and agents from and against all claims and expenses, including attorneys' fees, arising out of the user's use of this site or materials and information contained on this site.

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