

1 SRTA WEBSITE AND MOBILE APPLICATION PRIVACY POLICY

1.1 Policy Applicability

This policy applies to all web services which are provided to SRTA's customers through websites and mobile applications. Exemptions from this policy will be permitted only if approved in advance and in writing by the Chief Information Officer or Executive Director.

1.2 Policy

SRTA websites and mobile applications should provide a page displaying the following SRTA Privacy Policy:

"Thank you for visiting a web site maintained by the State Road and Tollway Authority ("SRTA" or "We"). Our web sites are designed to make it easier and more efficient for Georgians and SRTA's customers to interact with SRTA. As with all online resources, we appreciate that many visitors to our sites will be concerned about their privacy. The State of Georgia is committed to preserving your privacy when you visit our sites. This privacy statement addresses the collection, security, and disclosure of information that may be obtained through the use of websites and mobile applications maintained by SRTA (collectively referred to as "Website(s)")."

This statement covers the following topics:

- *Information We Collect*
- *Disclosure of Information*
- *Security*
- *Email*
- *COPPA*
- *Link Disclaimer*
- *Information Disclaimer*
- *Trademarks, Service Marks, and Copyrights*
- *Usage of this Web Site*
- *Unauthorized Usage*
- *Access to Your Information*
- *Updates*
- *Consent*

INFORMATION WE COLLECT

Personal Information

If, during your visit to a Website maintained by SRTA, you voluntarily provide personally identifiable information, we will collect such information. Examples of personally identifiable information may include:

- *An e-mail address, phone number, or physical address as part of communicating with us;*
- *Information you voluntarily submit to the State of Georgia for the purposes of completing or submitting a form, order, or request;*
- *Information you submit as part of creating and managing an online account maintained by SRTA;*
- *Other information volunteered, such as vendor profile/contact information, survey*

information, or content of e-mail.

General Information

SRTA uses Google Analytics to capture information about the effectiveness of its Websites. If you visit a Website maintained by SRTA, we may collect some or all of the following information:

- The name of your domain; for example, “xyzcompany.com” if you use a private Internet access account;*
- an IP address; a number automatically assigned to your computer when you are using the Internet;*
- the type of browser and operating system used to access our site;*
- the Internet address of the web site from which you linked directly to our Website;*
- the pages you visit within SRTA’s Website(s); and*
- the links made to other web sites through this Website.*

The information is NOT identifiable by person and is only used cumulatively for statistical purposes to help make our Websites more user friendly. For instance, data on what people are searching for helps us determine what type of content to make available on the Websites, or make the most popular search terms more easily findable on sites.

Google Analytics plants a permanent cookie on your web browser to identify you as a unique user the next time you visit this site, but this cookie cannot be used by anyone but Google. Google’s ability to use and share information collected by Google Analytics about your visits to this site is restricted by the [Google Analytics Terms of Use](#) (as [amended for government websites](#)) and the [Google Privacy Policy](#). You can prevent Google Analytics from recognizing you on return visits to this site by [disabling cookies](#) on your browser.

In general, please note the information collected, whether or not personally identifiable, is not limited to text characters and may include audio, video and other graphic formats. Information is retained in accordance with existing laws, rules, regulations, and other policies.

This information collected by Google Analytics via SRTA’s Website is not retained on SRTA’s systems.

Disclosure of Information

SRTA uses information you voluntarily provide in the development, operation, and marketing of transportation services. It is not the policy of SRTA to disclose personal information except when the purpose and manner of the disclosure has been disclosed to you prior to your providing the information, where you have given us permission, or where the information is public information under the Georgia Open Records Act O.C.G.A. § 50-18-70 et seq., or is subject to disclosure under other applicable laws, or when disclosure is required by law. Visitors should be aware that information collected by SRTA on its Websites may be subject to examination and inspection, if such information is a public record or not otherwise protected from disclosure. Additionally, personally identifiable information may be disclosed if subject to a subpoena or court order issued by a court of competent jurisdiction.

Security

SRTA is committed to security. Several tools, policies and protocols are used to safeguard the submission of information through SRTA Websites. Security measures have been integrated into the design, implementation and day-to-day operations of the entire operating environment as part of our continuing commitment to the security of electronic content as well as the electronic transmission of information.

For services requiring online financial transactions, SRTA Websites use the Secure Sockets Layer (SSL) encryption protocol to safeguard your sensitive personal information, including your credit card number. Information is encrypted from your computer to the Portal computer processing your request.

To further secure your privacy, do not divulge any passwords or sensitive information (e.g. credit card number) to anyone in a phone call or email. When you are finished with those applications that are password protected or required the input of your credit card information, always close the browser page.

The personal information collected is protected using industry-standards on information security management to safeguard sensitive information. We perform annual audits to ensure the handling of credit card information aligns with industry guidelines.

SRTA allows for the collection of credit card information for the purpose of automatic funding of customer usage of agency-managed services (toll roads, airport parking, etc.). All credit card funding transactions are processed by CardConnect. CardConnect maintains credit card information in compliance with the Payment Card Industry (PCI) Data Security Standard. All terms and conditions of CardConnect's privacy policy are applicable (<https://cardconnect.com/privacy-policy>).

Email

Email is not a secure form of transmission. SRTA does not recommend that you submit sensitive or personally identifiable information via email. If you choose to provide us with personal information in an email we may use the email and the information contained within it to improve our service to you or to respond to your request. Sometimes we forward your email to other state employees who may be better able to help you, and this staff may be employed by a different agency within the state. Except for authorized law enforcement investigations or as required by law, we do not share our email with any other organizations outside of the public sector.

Additional information, including contact information regarding any of SRTA's Security Solutions can be found by clicking on any the above links of our Security Partners. Further, SRTA is a state government agency operated under the State of Georgia. All privacy and security policies of the State of Georgia are applicable.

Children: An Important Notice – Children's Online Privacy Protection Act

If we choose to collect personal information from children, we will comply with the

Children's Online Privacy Protection Act (COPPA). To find out more about COPPA, please click on the following link: <http://www.ftc.gov/privacy/privacyinitiatives/childrens.html>

Any personal information from a child stored by SRTA will be deleted upon written request from the child's Parent or Legal Guardian. Deletion requests should be addressed to:

*State Road and Tollway Authority
Legal Department
245 Peachtree Center Avenue, NE, Suite 2200
Atlanta, GA 30303-1223*

Link Disclaimer

Websites maintained by SRTA may contain links to other websites, including those owned or maintained by other government, private, or not-for-profit entities. Such links are provided for convenience and/or information purposes only. A link does not constitute an endorsement of content, viewpoint, policies, products or services of that website. Once you link to a website not maintained by SRTA, you are subject to the terms and conditions of that website, including but not limited to its privacy policy. SRTA, the Georgia Regional Transportation Authority, and their respective employees, officers, and agents shall not be held liable for any losses caused by the reliance upon information accessed from websites whose links are contained herein.

Information Disclaimer

Information provided on Websites maintained by SRTA is intended to allow the public convenient access to public information. While all attempts are made to provide accurate, current and reliable information we cannot guarantee that the information will be error-free. Therefore, SRTA, and their respective employees, officers, and agents expressly deny any warranty of the accuracy, reliability or timeliness of any information published through their Websites and shall not be held liable for any losses caused by reliance upon the accuracy, reliability or timeliness of such information. Any person who relies upon such information obtained from these Websites does so at his or her own risk.

Trademarks, Service Marks, and Copyrights

All trademarks, service marks or copyrights appearing on this Website and other linked websites are trademarks, service marks, or copyrights of their respective owners. Pursuant to 17 U.S.C. Sec. 512(c)(2), notice of claims of copyright infringement should be directed to:

*State Road and Tollway Authority,
General Counsel
245 Peachtree Center Avenue, Suite 2200,
Atlanta, GA 30303.
Phone: (404) 893-6100
Email: mmandus@srta.ga.gov*

The contents of this Website are published for information purposes only and are subject to change without notice. If services change or SRTA opts to use personal information for purposes other than herein described, notice will be provided.

Unauthorized Usage

Unauthorized attempts to upload information or change information of service are strictly prohibited and may be punishable under state and/or federal laws.

Access to Your Information

You may have access to any of the information we collect about you at this site.

Updates

The contents of this Website are published for information purposes only and are subject to change without notice. If SRTA decides to update our privacy policy, those updates will be reflected on this page. This page was last updated on December 11, 2020.

Consent

By using this Website, you consent to the collection and use of information as described above."