



REGIONAL TRANSPORTATION COMMISSION

Public Transportation • Streets and Highways • Planning

Privacy Policy

Thank you your interest in services provided by the Regional Transportation Commission of Washoe County, Nevada. We strive to provide the best possible experience for our users and customers and to protect the personal and confidential information of those who use our online services.

By registering for MyRTC, you are consenting to the collection of information and the use of practices described in this statement. Such practices may be modified from time to time by us without further notice. If we intend to change our privacy policy, we will post the new statement on our site and effective date of the change will be indentified at the bottom of the statement. Therefore, we encourage you to check the date of our privacy policy statement whenever you visit this site for any updates or changes. If you don't concur with the change, you may request that your personal information be deleted from our records and we will comply with your request.

What type of information does RTC receive at its website?

The information we receive depends upon what you do when visiting this site. In general, we receive two types of information: personal information you provide voluntarily, and aggregated information about users as a whole.

What is MyRTC?

MyRTC is a free subscription service available to the public. Registered users select specific topics and the Regional Transportation Commission will send notification via email, text messaging, or Real Simple Syndication (RSS) when updates have been posted on rtcwashoe.com. The RTC partners with GovDelivery DSM to provide this service.

What information does RTC and GovDelivery DSM collect? How is that information used?

Contact information you provide when registering for MyRTC is used to provide announcements related to new content on the portion of the site you select.

GovDelivery DSM collects and stores the information required to deliver services to users. In most cases, this is limited to email address and subscription preferences. In addition, we may request personal information when you submit comments or questions to RTC via the “contact us” form, complete surveys or register for online promotional programs we may offer. This personal information we may request could include your name, email address, phone number, street address, etc. The RTC does not sell, trade, or rent your personal information to anyone, or disclose personal information except: 1) In accordance with the purposes and manner of disclosure described to you before you first provided your personal information online; or 2) When disclosure is required by law.

We use aggregated information to help determine which areas of the RTC website you visit and don't visit based on traffic to those areas, peak traffic hours, etc. This information helps us continue to build a website that addresses our customer needs. We may disclose aggregated data to third parties (such as advertisers) or include it in public records. Aggregated information gives a “big picture” overview and does not include any personal information that could identify an individual user.

Other information gleaned from your use of MyRTC

The RTC uses technology to determine what type of browser is being used, the website from which users enter the site and which pages are viewed. We use these statistics to improve our website design and content and in connection with marketing programs.

We may disclose aggregated data to third parties or include it in public records. Again, aggregated information does not identify individual users.

MyRTC analytics track email message open rates and link click-throughs by message recipient. This information is used only by the RTC and only for the evaluation of the public's interest in the content of the messages.

Cookies

GovDelivery DSM utilizes session cookies to ensure seamless continuity between screens in a single session. Session cookies are not shared with other websites, do not track or store personal information, and expire as soon as the user closes the active browser.

What if you do not wish to have your information stored by GovDelivery for any reason or purpose?

If you have registered for MyRTC and would prefer that GovDelivery not store your information for any purpose, simply visit GovDelivery to cancel your subscription and delete your profile. You can also request removal by sending an e-mail to [REMOVE](#) stating your request. GovDelivery, Inc. will act promptly to honor your request.

Children

In keeping with the Children's Online Privacy Protection Act, any child under 13 years of age who desires to place his/her personal information on MyRTC must have a Parent or Legal Guardian submit his/her "consent" before that personal information can be used as described above.

The RTC does not knowingly collect personally identifiable information from children under the age of 13. If an underage child does register for MyRTC and RTC staff learns that it has collected personal information from said child, we will utilize the e-mail provided by the child user and will otherwise make reasonable efforts to contact the parent of said child to obtain the parent's or guardian's consent for the child's continued use of the service. Pending receipt of an appropriate "consent," personal information relating to the child will not be released and/or the account may be terminated. A parent

who wishes to have an underage child's information removed should follow the procedure outlined in the prior page and heading.

Your Consent

By using the RTC website, you consent to the collection and use of information as described in this Privacy Policy.

Security

GovDelivery DSM uses Secure Sockets Layer (SSL) to encrypt personal information before it travels over the Internet. SSL technology is the industry standard for secure online transactions.

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