

## **MDOT WEB PORTAL PRIVACY POLICY**

Thank you for visiting the Mississippi Department of Transportation (MDOT) Web portal and reviewing our privacy policy. Because MDOT values its visitors, we only collect the minimum amount of information necessary to serve our customers. MDOT will collect no personal information about you when you visit its Web portal unless you voluntarily choose to provide that information by entering information in an online form, registering for an MDOT account, participating in a contest or other promotion, performing an online service transaction, or contacting us by mail, phone or e-mail.

### **DATA COLLECTION**

If you do nothing during your visit but browse through the MDOT Web portal to read web pages or download information, [mdot.ms.gov](http://mdot.ms.gov) will automatically gather and store certain information about your visit. Your Web browser software transmits most of this information to us; however, this information does not identify you personally.

We automatically collect and store only the following information about your visit:

- The numeric IP address (an IP address is a number that is automatically assigned to your computer whenever you are surfing the Web) from which you access the [mdot.ms.gov](http://mdot.ms.gov) Web portal. MDOT software can then map these IP addresses into Internet domain names, for example, "xcompany.com" if you use a private Internet access account, or "yourschool.edu" if you connect from a university's domain;
- The type of browser and operating system used to access the MDOT Web portal;
- The date and time you access the MDOT Web portal;
- The pages you visit, including graphics loaded from each page and other documents you download, such as PDF (Portable Document Format) files and word processing documents; and
- If you were referred to the MDOT Web portal from another Web site, [mdot.ms.gov](http://mdot.ms.gov) captures the address of the referring Web site.

MDOT uses this information to make the Web portal more useful to visitors--to learn about the number of visitors to our site and the types of technology our visitors use.

### **USE OF COOKIES**

A "cookie" is a small text file that a Web site can place on your computer's hard drive, for example, in order to collect information about your activities on the site or to make it possible for you to use an online "shopping cart" to keep track of items you wish to purchase. The cookie transmits this information back to the Web site's computer which, generally speaking, is the only computer that can read it. Most consumers do not know that "cookies" are being placed on their

computers when they visit Web sites. If you want to know when this happens, or to prevent it from happening, you can set your browser to warn you when a Web site attempts to place a "cookie" on your computer.

### **GOOGLE ANALYTICS, SPROUT SOCIAL AND TRANSISTOR**

We use a tool called "Google Analytics" to collect information about use of this site. Google Analytics collects information such as how often users visit this site, what pages they visit when they do so, and what other sites they used prior to coming to this site. We use the information we get from Google Analytics only to improve this site. Google Analytics collects only the IP address assigned to you on the date you visit this site, rather than your name or other identifying information. MDOT does not combine the information collected through the use of Google Analytics with personally identifiable information (PII). Although Google Analytics plants a permanent cookie on your web browser to identify you as a unique user the next time you visit this site, the 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.

We use a third-party service called "Sprout Social" to manage our social media content, to create and schedule content on MDOT's social media accounts, to monitor activity on these accounts (e.g., messages or posts by members of the public), and to produce analytics reports for multiple networks and profiles. The social networking accounts that MDOT may manage through Sprout Social include the agency's accounts on Twitter, YouTube, Facebook, Instagram, and LinkedIn, which are all platforms that MDOT uses to promote its news, information, tips, and resources for consumers and others who may not be regular visitors to MDOT Web resources. Because Sprout Social allows MDOT to measure and assess activity or traffic on its social media accounts, we have access to content from users who post or otherwise engage in public discussions on any or all of these social media platforms. We also use Sprout Social to follow discussions through specific hashtags and MDOT-related keywords during Twitter chats, Facebook Live events, etc. MDOT may collect limited information in specific circumstances to measure the overall number of followers, number of retweets, and similar statistical information to evaluate the effectiveness of MDOT's social networking web sites. Sprout Social analytics tool automatically makes other information available to MDOT (e.g., sex, location, interests, other handles or pages followed or liked by MDOT's followers), and such information is collected, tracked and archived in an aggregated, non-identifiable form and, thus, does not constitute PII.

We also use a third-party service to host and serve our podcast episodes, Transistor. Transistor uses Google Analytics and MixPanel to monitor and analyze web traffic and can be used to keep track of a user's behavior through the use of cookies and usage data. Transistor's ability to use and share information collected by Google Analytics and MixPanel is restricted by each services' Terms of Use and Privacy Policy. You can prevent Google Analytics and MixPanel from recognizing you by disabling cookies on your browser.

## **VOLUNTARY PERSONAL INFORMATION SUBMISSION**

If you choose to identify yourself by sending MDOT or a state government employee an e-mail, registering for an MDOT Account, participating in a contest or other promotion, or by using online forms, some personal data may be collected; however, that data will only be used for limited purposes.

"Personally Identifiable Information (PII)" is information about a natural person that is readily identifiable to that specific individual. PII includes, but is not limited to, such things as an individual's name, address, and phone number. A domain name or Internet Protocol address is not considered personal information.

MDOT may ask you to voluntarily provide personal information under the following circumstances:

- MDOT may ask for your e-mail address in order to process various applications available through the MDOT Web portal.
- When you perform a transaction using a subscriber service, mdot.ms.gov will log the user's login name for billing purposes or for other purposes required by law. In addition, as mdot.ms.gov grows, it may offer services such as a business or consumer portals or customization features and will likely ask for your e-mail and other information.

All of these activities are purely voluntary. You will always have the option of whether to perform the transaction and provide this information. Please understand, however, that in order to perform an online service transaction, you will be required to provide some personal information.

If PII is requested on the Web site or volunteered by the user, Mississippi law and the federal Privacy Act of 1974 may protect it. However, this information is a public record once you provide it, and may be subject to public inspection and copying if not protected by federal or state law.

To access your PII we collect, if any, or to request correction of factual errors in your PII or should you need further information on our Privacy Policy, please contact us at: Mississippi Department of Transportation, ATTN: Public Affairs Division, 401 N. West St. (39201), P. O. Box 1850, Jackson, MS 39215-1850, Telephone: (601) 359-7074

## **RESTRICTIONS ON USE AND DISCLOSURE OF PERSONAL DATA**

MDOT will only send PII about you to other companies, agencies, or people when:

- We have your consent to share the information;

- We need to share your information to provide the product or service you have requested.
- We need to send the information to companies who work on behalf of MDOT to provide a product or service to you. (Unless we tell you differently, these companies do not have any right to use the PII we provide to them beyond what is necessary to assist us);
- We are required to do so by law, subpoena, court order or legal process; or
- We find that your actions on state Web sites violate the MDOT Conditions of Use or any of our usage guidelines for specific products or services.

### **MDOT PREMIUM SERVICES**

We do collect personal information directly from individuals who volunteer to subscribe to one or more of MDOT'S premium services including MDOTtraffic.com. We collect, retain and use personal information about our customers, other than mentioned above, only when they volunteer to subscribe to our premium services. We only collect, retain and use personal information where we believe it is necessary (and allowed by law) to administer our business and to deliver the products, services and other opportunities requested by our customers.

### **DATA RETENTION**

If required or permitted by law, we will store your information for as long as necessary to fulfill the purposes detailed above. In some cases, we may delete or de-identify your information sooner if we are given a verifiable deletion request, subject to applicable laws. Data retention periods are based on your use of services and your interactions with them.

### **PUBLIC DISCLOSURE**

We do not sell or rent our subscribers' information to any outside company or organization. In accordance with the laws of the State of Mississippi, MDOT will ensure that government is open and that the public has a right to access appropriate records and information possessed by the agency. 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. Both state and federal laws provide exceptions.

All information collected at this site becomes public records that may be subject to inspection and copying by the public, unless an exemption in law exists.

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. See "Mississippi Public Records Act," Section 25-61-1 et seq., Mississippi Code Annotated (1972). With respect to the collection, use and disclosure of personal information, Mississippi Department of Transportation makes every effort to ensure compliance with applicable Federal laws. In the event of a conflict between this Privacy Notice and the Mississippi Public Records Act or other

law governing the disclosure of records, the Mississippi Public Records Act or other applicable law will control.

### **CHILD PROTECTION**

The Federal Child Privacy Act regulates Website's collection of personal information on users under 13 years of age. The MDOT Web portal is not directed to children under 13 and does not knowingly collect personal information from children.

MDOT encourages parents and teachers are involved in children's Internet explorations. It is particularly important for parents to guide their children when children are asked to provide personal information online.

MDOT does not sell products or services for purchase by children. In the event children unknowingly provide information through the MDOT Web portal, it is only used to enable us to respond to the writer and not to create profiles of children.

### **SECURITY**

MDOT is committed to ensuring the integrity of the information and systems it maintains. As such, MDOT has instituted security measures for all information systems under our control so that information will not be lost, misused, or altered.

For site security purposes and to ensure that our Internet services remain available to all users, MDOT, as manager of [mdot.ms.gov](http://mdot.ms.gov), uses software programs to monitor traffic to identify unauthorized attempts to upload or change information or otherwise cause damage. MDOT safeguards the integrity of its telecommunications and computing infrastructure using several methods, including but not limited to authentication, monitoring, auditing, and encryption. Security measures have been integrated into the design, implementation, and day-to-day practices of the entire portal operating environment. One of the key features is the use of SSL for transmission of confidential information. In the event of authorized law enforcement investigations and pursuant to any required legal process, information from these sources may be used to help identify an individual.

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 at [mdot.ms.gov](http://mdot.ms.gov).

Unauthorized attempts to upload information or change information on this service are strictly prohibited and may be punishable under The Computer Fraud and Abuse Act of 1986 and The National Information Infrastructure Protection Act of 1996.

## **LINKS TO OTHER SITES**

The MDOT Web portal contains links to many other state agencies and public sector resources. In a few cases, we link to private organizations (such as Google and Facebook), with their permission. Once you link to another site, you are subject to the privacy policy of the new site.

## **ADDITIONAL PROVISIONS**

We may process and store your information (including cookies) in the United States, a jurisdiction whose data protection and privacy laws may not offer the same level of protection as those in the European Union or elsewhere. By using our Web portal and providing us with information, you consent to the transfer of that information to and processing in the United States and other regions.

The *Lei Geral de Proteção de Dados Pessoais 13.709/ 2018* requires certain disclosures that already are covered in this policy. If you are a resident in the EEA or UK and you believe we are unlawfully processing your personal information, you also have the right to complain to your local data protection supervisory authority. You can find their contact details here: <https://ec.europa.eu/newsroom/article29/items/612080> or <https://ico.org.uk/>

Pursuant California law, California residents are advised that MDOT does not share PII with third-parties for direct marketing purposes. Our website does not knowingly collect personal information from children under the age of 18. Children should get their parents' or guardians' permission before providing any personal information to us. To request removal of such data, contact us at [comments@mdot.ms.gov](mailto:comments@mdot.ms.gov) with your email address and a statement of that you reside in California. We will delete any publicly displayed data, but the data may not be completely or comprehensively removed from all of our systems (e.g., backups, etc.).

## **SOCIAL MEDIA POLICY**

### **LINKING**

MDOT may make available social media applications, and may publish social media content to third party sites. These sites are not official MDOT web sites and therefore, the external sites' policies apply. Please refer to the MDOT Linking Policy for more information.

### **PRIVACY**

Only public information is permitted to be posted by MDOT or MDOT employees on MDOT social media websites. If communication that takes place on such websites involves or requires private information, communication will be redirected through other appropriate channels. Postings from the public on MDOT social media sites become public record and may be posted on [mdot.ms.gov](http://mdot.ms.gov).

No PII will be posted on MDOT social media sites by MDOT personnel. MDOT is not responsible for content posted by others to MDOT social media sites. MDOT users that enter personal information on MDOT social media sites do so at their own risk. MDOT is not responsible for the public display of such private information. MDOT may remove postings to its social media sites that contain PII, but neither MDOT, nor its licensors or contractors are responsible for any damages caused by delays in such removal.

### **SOCIAL MEDIA CONDITIONS OF USE**

MDOT social media sites are third party sites and have terms of service and policies that are not governed by MDOT or the State of Mississippi. These third-party sites are not official MDOT web sites and the third party's website terms of service and policies apply. The terms of service for the social media sites used by MDOT can be found below:

<https://twitter.com/en/tos>  
<https://www.facebook.com/terms.php>  
<https://help.instagram.com/581066165581870>  
<https://policies.google.com/terms>  
<https://www.google.com/analytics/terms/>  
<https://policies.google.com/privacy>  
<https://sproutsocial.com/privacy-policy/>  
<https://www.linkedin.com/legal/privacy-policy>  
<https://transistor.fm/privacy/>

We may obtain certain information through your social media accounts to facilitate the social sharing functionality that you choose to use, such as sharing content with social media platforms, like Facebook and Twitter, especially if you connect with MDOT with your social media account. For instance, MDOTtraffic collects only your first name, last name and email address from Facebook. In such case, you authorize us to share information with your social media account provider, and you understand that the use of the information we share will be governed by the social media site's privacy policy.

If you do not want your information shared with other social media users or with your social media account provider, please do not connect your social media account with your MDOT and do not use the social sharing features on the platform. You can contact us to request deletion of your personal information by emailing us at [comments@mdot.ms.gov](mailto:comments@mdot.ms.gov)

### **CONTENT OF SOCIAL MEDIA POSTS**

All published MDOT social media content is subject to monitoring. This content may take the form of digital text for Twitter, Facebook, Instagram images and YouTube videos. User-generated posts will be rejected or removed if possible when the content of a post:

- is off-subject or out of context

- contains obscenity or material that appeals to the prurient interest
- contains personal identifying information or sensitive personal information
- contains offensive terms that target protected classes
- is threatening, harassing or discriminatory
- incites or promotes violence or illegal activities
- contains information that reasonably could compromise public safety
- advertises or promotes a commercial product or service, or any entity or individual
- promotes or endorses political campaigns or candidates

## **TWITTER**

Accessibility: To accommodate MDOT users with disabilities, [mobile.twitter.com](https://mobile.twitter.com) is the suggested alternative access to the MDOT Twitter profile. By submitting a comment or photo, you are giving MDOT permission to use your content on the MDOT website.

## **FACEBOOK**

Accessibility: To accommodate MDOT users with disabilities, there are two suggested alternatives to access the MDOT Facebook pages:

- The Facebook mobile site [m.facebook.com](https://m.facebook.com) is a suggested accessible alternative to the original MDOT Facebook page.
- In most instances, MDOT will post the same content to Twitter and Facebook. Therefore, [mobile.twitter.com](https://mobile.twitter.com) will serve as an accessible alternative.

By submitting a comment or photo, you are giving MDOT permission to use your content on the MDOT website.

## **INSTAGRAM**

Accessibility: Depending upon the platform, MDOT users with disabilities are advised to access the Accessibility options for screen reader and video caption on their device. Captions on feed video posts may not be available to everyone. By submitting a comment or photo, you are giving MDOT permission to use your content on the MDOT website.

## **YOUTUBE**

Accessibility: To accommodate MDOT users with disabilities, the YouTube Android app works with Android's accessibility features. Android gives accessibility support for blind and low vision users with the TalkBack, and special accessibility features. By submitting a comment or other content, you are giving MDOT permission to use your content on the MDOT web portal.



## LINKING POLICY

MDOT provides links to many Web sites that are not controlled, maintained, or regulated by MDOT or any organization affiliated with MDOT or the State of Mississippi, and as such MDOT is not responsible for the content of those Web sites. Use of information obtained from those Web sites is voluntary, and reliance on that information should only be undertaken after an independent review of its accuracy. Reference at those Web sites to any specific commercial product, process, or service by trade name, trademark, or otherwise does not constitute or imply endorsement, recommendation, or favoring by MDOT or the State of Mississippi.

This Web portal may contain hypertext links to external Web sites and pages containing information created and maintained by public and private organizations other than [mdot.ms.gov](http://mdot.ms.gov). These hypertext links may be created by MDOT if it determines that establishing the external link will be consistent with assisting or furthering the purpose of this Web portal, which is to significantly and diligently promote public service to citizens and businesses by:

- Expanding business and citizen access to government services and government information;
- Offering an easy and convenient process for these groups to conduct online transactions with state government;
- Accelerating the development and delivery of an increased volume of quality, online government services;
- Improving the level of customer service from state government; and,
- Extending electronic government services to citizens of cities and county government.

In addition, hypertext links may be created by MDOT for informational purposes where the linked external Web site will provide useful and valuable information to visitors to this Web portal, or where the linked external Web site is required or authorized by law.

In its sole discretion, MDOT will determine whether the external Web site meets the purpose of this Web portal or for the specified informational purposes. The inclusion of a hypertext link to an external Web site is not intended as an endorsement of any product or service offered or referenced on the linked Web site, the organizations sponsoring said Web site, or any views that might be expressed or referenced in the Web site. Hypertext links to external Web sites and pages may be removed or replaced at the sole discretion of MDOT at any time without notice.

In the event you discover problems with or have concerns regarding the format, accuracy, timeliness or completeness of a linked external Web site, please contact the organization responsible for the linked external Web site. MDOT does not control, nor is it responsible for, any linked external Web sites, pages, or content.

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