

**Pennsylvania Office of Attorney General  
Home Improvement Contractor Registration Program  
Information Privacy Policy**

Senate Bill 100, passed by the Pennsylvania General Assembly in October 2008, requires home improvement contractors register with the Pennsylvania Office of Attorney General – Bureau of Consumer Protection.

The Pennsylvania Office of Attorney General has created this privacy policy to demonstrate our commitment to the privacy of the users of the Home Improvement Contractor (HIC) Registration Program website. Please read the following to learn more about our privacy policy, and how we treat personally identifiable information collected from visitors and users of this site.

## **1 Acknowledgement and Acceptance of Terms**

The Pennsylvania Office of Attorney General is committed to protecting your privacy. This Privacy Policy sets forth our current privacy practices with regard to the information we collect when you or your computer interact with the HIC Registration Program website. By accessing the HIC Registration, you acknowledge and fully understand the Pennsylvania Office of Attorney General's Privacy Policy and freely consent to the information collection and use practices described in this policy.

## **2 Information Collected**

The Pennsylvania Office of Attorney General collects certain information from and about its users in three ways: directly from our web server logs, from the user and with cookies.

### **2.1 Web Server Logs**

Some information is collected from you automatically when you view the Pennsylvania Office of Attorney General's website pages and download information. This may include your Internet Protocol address assigned by your Internet Service Provider, domain name and the type of browser and operating system you used, the date and time you accessed the web site, the pages you requested and visited, and the site you linked from to reach the Pennsylvania Office of Attorney General's site.

### **2.2 User-Provided Information**

Contractors that utilize the HIC website to register online must provide all relevant information necessary for the Pennsylvania Office of Attorney General – Bureau of Consumer Protection to process the application. This includes the provision of personal information such as name, address, email, telephone number(s), social security numbers, driver's license or state identification card numbers, federal employer identification numbers, insurance carriers and insurance policy numbers, and other information pertaining to your home improvement business.

Contractors registering online through the HIC website will also be required to provide financial information related to the credit card that is being used to pay for the application. This information includes the name and billing address of the cardholder, the credit card type, the credit card number, the card security code, and the card expiration date.

### **2.3 Cookies**

When you visit the Pennsylvania Office of Attorney General website, we may track information to administer the site and the Pennsylvania Office of Attorney General may use cookies to personalize or enhance your user experience. Cookies are small text files that assign a randomly generated identifier to your computer.

Generally cookies are classified into two main types. The first of these are Session Cookies. As the name implies these cookies are supposed to be assigned and removed based on your current browsing session on a given website. When you first visit the site a cookie may be created to identify your computer. As you move across different pages of a website, this identifier follows you allowing the host to give you a more customized experience. When you close your browser (ending your session) the cookie is usually automatically deleted. The

cookie may also be automatically deleted if your browser remains idle on a website for a prolonged period of time.

The second general category of cookie is known as a Persistent Cookie. As the name implies this cookie persists after the session has expired or is closed. They are used to remember information about you such as your user preferences. This allows websites to give you a more tailored experience when you return to that same website in the future.

As the user you can deny cookies from a website at any time along the way. You also can delete cookies from your computer in a number of different ways. Most standard web browsers will offer instructions in their help sections on how to delete cookies or other types of temporary internet files.

### **3 Use of Information Collected**

#### **3.1 Web Server Logs**

This information is collected for statistical analysis using third-party or proprietary software programs to create summary statistics. The statistics are used for the purpose of determining what information is of most and least interest to all visitors and identifying system performance or problem areas. This information is not collected for nor will it be used for commercial marketing purposes.

#### **3.2 User-Provided Information**

Personal information provided to the Pennsylvania Office of Attorney General through the HIC Program Registration will be used to process on-line registrations and payments. Any financial information collected by the Pennsylvania Office of Attorney General will only be used to bill you for the cost of your HIC application and may be forwarded to your credit card provider.

Once registered, the Pennsylvania Office of Attorney General may use information provided by contractors to contact them regarding renewal requirements or changes to the program that contractors must be apprised of. Such contact may include email notifications, mail via the US postal service to home or business addresses, and telephone contact.

The HIC Program Registration website will also allow consumer to conduct searches to see vendors who have registered with the Pennsylvania Office of Attorney General – Bureau of Consumer Protection.

#### **3.3 Cookies**

Information collected through the use of cookies will only be used to provide convenience features to save you time. For example, if you personalize a web page or navigate within a site, a cookie helps the site to recall your specific information on subsequent visits. Hence, this simplifies the process of delivering relevant content and eases site navigation by providing and saving your preferences and login information as well as providing personalized functionality.

### **4 Public Disclosure**

As a general rule, the Pennsylvania Office of Attorney General does not disclose any personally identifiable information collected online except where you have given us permission, or when the information is public information under applicable laws. Visitors should be aware that information collected on the web site may be subject to examination or inspection, if such information is a public record or not otherwise protected from disclosure.

The Pennsylvania Office of Attorney General does not sell, trade, or otherwise transfer to outside parties any personally identifiable information provided through the HIC Program Registration website. This does not include trusted third parties who assist us in processing credit card payments. However, those parties are obligated to keep this information confidential.

We may release your information when we believe such release is appropriate to comply with the law, enforce our site policies or protect ours or others rights, property or safety.

## 5 Security

The Pennsylvania Office of Attorney General employs industry-standard secure socket layer (SSL) encryption to protect the personal and financial information transmitted to us during the registration process. The OAG also safeguards your personal information from unauthorized access, through access control procedures, network firewalls, and physical security measures.

For security purposes and to make sure this service remains available to all users, the Pennsylvania Office of Attorney General uses special software programs for monitoring and auditing network traffic to identify unauthorized attempts to upload or change information, or otherwise to cause damage to this government computer system.

**WARNING** -- If security monitoring reveals possible evidence of criminal activity, information pertaining to such activity may be provided to law enforcement officials.

Unauthorized attempts to upload information and/or change information on the AttorneyGeneral.gov web site are strictly prohibited and are subject to prosecution under the Computer Fraud and Abuse Act of 1986 and Title 18 U.S.C. Sec.1001 and 1030.

## 6 Retention of Personal Information

The Pennsylvania Office of Attorney General will retain your personal information only as long as necessary to fulfill the purposes identified above or as required by administrative policy or applicable law.

## 7 Changes to this Privacy Policy

The Pennsylvania Office of Attorney General may at any time, without notice to you and in its sole discretion, amend this policy. Please review this policy periodically. Your continued use of the Pennsylvania Office of Attorney General HIC Registration Program website after any such amendments signifies your acceptance thereof.

## 8 Information Disclaimer

Information provided on the Pennsylvania Office of Attorney General's website is intended to allow the public immediate access to public information. The Pennsylvania Office of Attorney General and its employees expressly deny any warranty of the accuracy, reliability, or timeliness of any information published on this website and shall not be held liable for any losses caused by reliance upon the accuracy, reliability, or timeliness of such information. Any individuals who rely upon such information obtained from this website do so at their own risk.