



# Privacy Policy

*DHS Website Policy Updated July 2024.*

## Privacy Statement

The Department of Human Services (DHS) is committed to protecting the privacy of its users. DHS does not sell member information to anyone. Information is shared only with those authorized to administer services for clients. Personal information, such as name and Social Security number, is collected solely to administer benefits and services, including online services.

## Information Collection and Use

We may collect and store information for statistical purposes. We analyze user traffic patterns on our website automatically through your browser. This information includes the IP address of your computer or network, current date, current time, your browser, and operating system, the page(s) you visited on our website, and the referring page (page that you came from). We use the aggregated information from all visitors to measure and improve site performance, analyze user traffic, and to improve the content of our site. At times, we may track the keywords entered in our search engines from all users to find out which topics are popular although we don't keep track of specific words that any one user enters.

We only use this information to measure server performance, to improve the content on our website, and to guarantee a high level of security for all users. For example, we may count the number of visitors to the different sections of our site to help us make them more useful. This information does not identify you personally. The Department of Human Services (DHS) will not collect personal information about you when you visit our website unless you choose to provide that information to us. We do not give, share, sell, or transfer any personal information.

## E-mail Security

Do not send confidential or personal information, such as a Social Security number, via e-mail from your computer, through the DHS website or through secure areas of the site. DHS will send only non-confidential replies.

You are not required to provide any information requested via this website. However, please be aware that some features or services, such as Web forms, may not function without the requested information.

By sending us an electronic mail message, you may be sending us personal information (i.e., your name, address, e-mail address, etc.). We may store the name and address of

the requester to respond to the request, add your information to our distribution list if requested or otherwise resolve the subject matter of your e-mail.

### **Linking Policy**

This website includes hyperlinks to other websites that are neither controlled nor sponsored by the Department of Human Services (DHS). They are included on the DHS site solely as a reference, research or information tool related to DHS' mission. Inclusion of any hyperlink should not be interpreted as an endorsement by DHS of the site, the site's sponsor, information, product or service. Once you access an individual document that links you to another website, you are subject to the privacy policy of the website containing that document.

### **Cookies**

The EU Cookie Law or ePrivacy Directive is a directive that requires websites to get consent before dropping cookies on a user's device. When you visit the Department of Human Services' website, you should be aware that data linking your computer to a particular part of our website (a "cookie") may be created.

Temporary cookies may be used when necessary to complete a transaction, to process data submitted to us online, to facilitate an ongoing Internet interaction, or to understand trends in the use of the website. As a rule, cookies will make your browsing experience better. Using web browser settings, you can refuse the cookies or delete the cookie file from your computer by using any of the widely available methods.

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### **Disclaimer**

DHS provides this website as a convenient method for the public to obtain information about the benefits and services provided by DHS. Every effort is made to ensure that all information is timely and accurate. However, this information is subject to change and DHS will not be held responsible for any errors.

DHS DOES NOT provide any legal advice and users of this web site should consult with their own lawyer for legal advice.

We reserve the right to change this policy at any given time, of which you will be updated. If you want to make sure that you are up to date with the latest changes, we advise you to frequently visit this page.

While we have worked to make our site and all features on our site compatible with the most used browsers, we cannot represent or guarantee that every feature will work with your browser.

Under not circumstances shall DHS have any liability to you for any loss or damage of any kind incurred because of the use of the site or reliance on any information provided on the site. Your use of the site and your reliance on any information on the site is solely at your own risk.

### **System Availability**

When needed, routine maintenance of the DHS website occurs on Friday afternoons after 4:00 p.m. Occasionally, maintenance is necessary on other days of the week as well. DHS will post an announcement on the website if the maintenance window impacts website availability by more than 15 minutes.

### **Translation**

For users of the language translator tool provided here:

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