

# Web Policy

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The following is not intended and should not be interpreted as a contract of any nature, either stated or implied. CSA reserves the right to change these practices and procedures at any time without prior notice.

Note that the following Policy only applies to web pages on the Comprehensive Services Act Web site. Pages that appear after you click on a link may be controlled by a different agency or entity, whose practices are not under the CSA's control.

- [Disclaimer](#)
- [Accessibility Information](#)
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## Disclaimer

Neither the Comprehensive Services Act (CSA), nor any employee of CSA warrants the accuracy, reliability, or timeliness of any information published on this site, nor endorses any content, viewpoints, products, or services linked from this site, and shall not be held liable for any losses caused by reliance on the accuracy, reliability, or timeliness of such information. Portions of such information may be incorrect or outdated. Any person or entity that relies on any information obtained from this system does so at his or her own risk.

Reference herein to any specific commercial products, processes, or services by trade name, trademark, manufacturer, or otherwise does not necessarily constitute or imply its endorsement, recommendation, or favoring by CSA or the Commonwealth of Virginia. The information and statements contained on this server shall not be used for the purposes of advertising, nor to imply the endorsement or recommendation of CSA or the Commonwealth of Virginia.

The CSA Web site has links to other Web sites. These include links to Web sites operated by other government agencies, nonprofit organizations, and private

businesses. When you link to another site, you are no longer on the CSA Web site and this Policy will not apply. When you link to another Web site, you are subject to the privacy policy of that new site. Reference on 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 CSA.

## Accessibility Information

### **Web Accessibility Initiative (WAI)**

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The W3C's commitment to lead the Web to its full potential includes promoting a high degree of usability for people with disabilities.

The Web Accessibility Initiative (WAI), <http://www.w3.org/WAI/>, in coordination with organizations around the world, is pursuing accessibility of the Web through five primary areas of work: technology, guidelines, tools, education and outreach, and research and development.

### **Accessibility Policy**

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Through its Web Accessibility Initiative (WAI), the World Wide Web Consortium (W3C) is promoting a high degree of Web access for people with disabilities. In coordination with organizations around the world, WAI is pursuing Web accessibility through five primary areas of work: technology, guidelines, tools, education and outreach, and research and development. To help support the WAI, this site is complying with W3C guidelines for Web accessibility.

At a minimum, this web site meets [Level A Conformance to Web Content Accessibility Guidelines 1.0](#), as well as conforming to the [HTML 4.01 standard](#).

## Cookies

"Cookies" are small files either stored on a server or sent back to a visiting computer. In certain applications user information is stored as "cookies", which are then sent back to and stored on the user's computer.

Some sections of the CSA website may use cookies to customize the information presented to you, such as text size or contrast options.

## Linking Policy

This Web site contains hypertext links to external Web sites and pages containing information created and maintained by public and private organizations other than CSA. CSA, at its sole discretion, will determine which external Web sites are linked to. 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 CSA at any time without notice.

If a hypertext link on any CSA Web site is not working, please contact our webmaster by [emailing our Webmaster](#) or by using the contact information provided on the [Contact Us](#) webpage.

See also this Policy's [Disclaimer](#) section above regarding off-site links.

## Privacy Policy

### **Information Collected and How it is Used**

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We endeavor to collect only the minimum amount of information needed to provide services.

If you do nothing during your visit to the CSA Web site but browse or download information, we automatically collect and store the following information about your visit:

1. The Internet domain and IP address from which you accessed our site;
2. The type of browser and operating system you used;
3. The date and time you visited this site;
4. The pages visited; and

5. If you linked from another Web site, the address of that Web site.

The information collected is used to improve the content of our web services and to help us understand how people are using our pages. We analyze our Web site logs to continually improve the value of the materials available on our site. The information in our Web logs is not personally viewable and no attempt is made to link it with the individuals that browse our Web site.

If, during your visit to CSA, you send us an e-mail message, we will collect the e-mail address and contents of the message, including audio, video, and graphic information formats you send us. We use your e-mail address to respond appropriately. This may be to respond to you, to address issues you identify, to further improve our Web site, or to forward your message to another agency for appropriate action.

We do collect personal information directly from individuals who volunteer to participate in surveys. Collecting personal information is necessary in order for CSA to deliver the services requested. We only collect, retain, and use personal information where we believe it is essential to administer our business and to provide products, services and other opportunities requested by our customers.

### **Restrictions on the disclosure of customer information**

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We do not sell or rent our subscribers' information to any outside company or organization. We do not reveal specific information about subscribers or other personally identifiable data to unaffiliated third parties for their independent use, except if required to do so by the Virginia Freedom of Information Act or other law.

### **Protection of information via established security procedures**

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We maintain security standards and procedures regarding unauthorized access to customer information to prevent unauthorized removal or alteration of data.

### **Web site Security**

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We maintain security standards and procedures regarding unauthorized access to ensure that this service remains available to all users, and to prevent unauthorized attempts to upload or change information, or otherwise cause damage. Information on individuals causing damage to the web page will be traced and released to the appropriate legal bodies (such as the Virginia State Police) to investigate suspected or alleged criminal activity.

## Public Disclosure

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CSA is subject to the requirements for administering information systems as established in the [Government Data Collection and Dissemination Practices Act, Chapter 38 of Title 2.2](#) of the Code of Virginia. WebPages that appear after you click on a link may be controlled by a different agency or entity, whose practices are not under CSA's control.

See also this Policy's [Cookies](#) section above.

## Freedom of Information Act (FOIA)

### Rights & Responsibilities

The Virginia Freedom of Information Act (FOIA), located at § 2.2-3700 et. seq. of the Code of Virginia , guarantees citizens of the Commonwealth and representatives of the media access to public records held by public bodies, public officials, and public employees.

A public record is any writing or recording -- regardless of whether it is a paper record, an electronic file, an audio or video recording, or any other format -- that is prepared or owned by, or in the possession of a public body or its officers, employees or agents in the transaction of public business. All public records are presumed to be open, and may only be withheld if a specific, statutory exemption applies.

The policy of FOIA states that the purpose of FOIA is to promote an increased awareness by all persons of governmental activities. In furthering this policy, FOIA requires that the law be interpreted liberally, in favor of access, and that any exemption allowing public records to be withheld must be interpreted narrowly.

### Your FOIA Rights

- You have the right to request to inspect or receive copies of public records, or both.
- You have the right to request that any charges for the requested records be estimated in advance.
- If you believe that your FOIA rights have been violated, you may file a petition in district or circuit court to compel compliance with FOIA.