



TOWN OF WADENA

Website Administration Policy

PRIVACY POLICY

The Town of Wadena is committed to protecting your privacy. As such, the Administrator and all Staff strictly follow the Local Authority Freedom of Information and Protection of Privacy Policy Act.

We may collect personally identifiable information when you visit our site. The majority of information we retain about you is in the form of transaction records that reflect your business dealings with us. We also automatically receive and record information on our server logs from your browser. We would like to assure you that customer's information is strictly confidential and we do not share your information with other party except Civic Plus, our website developer, and Elavon, our credit card payment processor.

SECURITY POLICY

We manage our server environment appropriately and our firewall infrastructure is strictly adhered to. Our security practices are reviewed on a regular basis and we routinely employ current technologies to ensure that the confidentiality and privacy of your information is not compromised. We use Secure Socket Layer (SSL) and 128 bit encryption technologies to enhance security when you visit the secured areas of these sites. SSL is the industry standard tool for protecting and maintaining the security of message transmissions over the Internet. When you access your accounts or send information, encryption will scramble your data into an unreadable format to inhibit unauthorized access by others.

When you are making payments, you will be required to create a profile and log in. Your password information is encrypted which is presently the most effective way to secure data. To protect your activity, the systems are designed to automatically terminate if extended inactivity is detected. If your session is terminated, you will be required to sign-on again to continue banking.

We assure our customers that credit card information is provided directly to Elavon's portal/platform for payments. We do not keep any credit card information in the office and only receive notification that a payment has been made with customer's basic info and transaction amount.

REFUND POLICY

All refunds will be provided as a credit to the credit card use at the time of purchase between seven (7) to ten (10) business days for valid reasons as determined by the Town of Wadena.