

Franklin County Municipal Court
Dispute Resolution Department
Online Case Resolution Privacy Policy
Effective as of February 3, 2021

This Privacy Policy applies to personal information collected online by the Franklin County Municipal Court Online Case Resolution Service, in connection with its websites, microsites, mobile sites or mobile apps that expressly adopt, display or link to this Privacy Policy including (collectively referred to as our "Sites").

Our Sites are not directed at children under the age of 13, and no one under the age of 13 should provide personal information on our Sites. No one should provide Social Security Numbers or Debit/Credit Card Account Numbers on our Sites.

This Privacy Policy answers the following questions:

1. What information do you collect on your Sites?
2. How is collected information used?
3. How is technology used to improve services?
4. Is collected information shared with others?
5. What choices are available about the use of information?
6. How is information secured on your Sites?
7. Will this Privacy Policy change?
8. How can I contact someone at the Dispute Resolution Department?

1. What information do you collect on your Sites?

We may collect information about you from a variety of sources, including when:

- you provide us information
- we observe or collect information through technology
- we receive information about you from third parties

Information You Provide

You may voluntarily provide information. We may ask you to provide information about yourself directly on our Sites, such as the following:

- name
- address
- email address
- telephone number
- financial information
- personal preferences
- information in connection with surveys
- location information

Information Observed or Collected Through Technology

- **Navigational Information.** Navigational information, such as the following, is collected by us and our third party service providers when you use our Sites:
 1. browser type and version
 2. operating system
 3. the Internet service provider used to access our Sites
 4. IP Address
 5. use of links to arrive at our Sites
 6. web pages requested and viewed
 7. time spent on our Sites
 8. for our mobile websites and apps, technical information about the device used, such as screen size, cookie support by the device and how images may appear

- **Location Information.** We and our third party service providers may collect different types of location information from you when you use our Sites and emails, such as:
 1. Postal Code. We and our third party service providers may collect IP Address to determine the postal code where you are located. This allows us to determine how we are serving the community.
 2. Cookies and other similar technology. We and our third party service providers use “cookies.” Cookies assign a unique identification to your device and are typically stored on your device by your web browser. We may also use pixel tags (also known as web beacons, web bugs, and clear GIFs) on the Sites and in emails. A pixel tag is a nearly invisible pixel-sized graphic image on a webpage or in an email message. The information we and our third party service providers collect through cookies, pixel tags and similar technology includes the following:
 - a. the time of your visit to our Sites
 - b. confirmation when you open email from us, including the time you open the email and whether you click on any links in the email

- **Mobile Information.** We or third-parties may collect additional information from you if you access our Sites through a mobile device. The information we or third parties may collect from your mobile device includes the following:

1. your mobile number.
2. location or GPS/geo-location

Information Obtained from Third parties

We may combine information about you from other sources with the information we have collected about you on our Sites.

2. How is collected information used?

The information we learn from you helps us personalize our communications to you and helps us continually improve our services on our Sites.

We use the information you provide for things like:

- improving and developing our Sites
- responding to your inquiries
- anonymous research and surveys
- analytics
- reporting performance indicators

We use navigational information gathered through technology for determining things like:

- which parts of our Sites are most visited or used
- how to improve our Sites
- the effectiveness of our Sites
- performance indicators
- difficulties visitors may experience in accessing our Sites
- monitoring the number of visitors to our Sites
- average time spent on our Sites
- any programming errors or failures on any of our Sites

We use information collected through cookies and similar technology to determine many of the same things listed for navigational information above. In addition cookies and similar technology are used for things like:

- personalizing your experience on our Sites
- serving tailored ads on other sites, as described below
- tailoring email marketing to you based on your preferences on or use of our Sites
- determining return visitors
- measuring the effectiveness of our advertising
- reporting performance indicators to our affiliates, partners, grantors, and funders

We use third-party analytics providers, such as Google Analytics, to measure traffic and usage trends, and to help us better understand your use of and

interaction with our Sites. For more information on how Google uses data when you use our Sites visit: <http://www.google.com/policies/privacy/partners/>. For more information about how LiveChat uses data when you visit our Sites visit: <https://www.livechatinc.com/privacy-policy/>.

If you use different devices (such as your home computer, laptop, mobile device and/or other smart device) to access the Sites, we may be able to associate you with each of your devices. For example, our Sites may recognize your account across devices. Information we have collected from your different devices may be combined with other information you have provided us, including information that is saved in your account, how you use our Sites, and the pages you view. We may use this information to help provide more tailored experiences across all of your devices or as otherwise explained in this Privacy Policy. We may also use this information to prevent fraud, such as by identifying when your account is accessed from an unfamiliar device, or to provide customized advertising based on your use of each device and your interactions with the Sites. To opt-out or cancel this device tracking, you may cancel or delete your account information.

3. How is technology used to improve services?

Technology helps us to directly connect with our users. Technology helps us provide our services efficiently and at a lower cost while maintaining a high level of user satisfaction.

We also use anonymized user information for research purposes. An example of our research is available at <https://bit.ly/fcmcddata>.

4. Is collected information shared with others?

We may share your information with mediators, court staff, and technology partners to perform tasks such as the following:

- assisting with mediation
- providing and improving our communications with you
- responding to your requests
- cloud based and hosting services
- when it is necessary for completing requests you make on the Sites,
- as required by law,
- as necessary and appropriate to protect others from physical harm or other illegal activities.

If you have questions about the Ohio Public Records laws, refer to Ohio Revised Code, Section 149.43, Availability of Public Records.

Mediation communications are exempt from public records requests to the extent provided by law. View the Ohio Mediation Act at: <http://codes.ohio.gov/orc/2710>.

We may also share aggregate, anonymized data for reporting purposes, but do not disclose mediation communications or personal information in those reports.

5. What choices are available about the use of information?

The use of our Sites is voluntary. You are not required to use our sites or provide personal information. We give you choices about the information we collect and how we communicate with you.

- **Email:** You may contact us and submit information by email. Your desktop web browser may allow you to remove permission you granted through your desktop device for our Sites to access your location information and/or completely block requests for location information. We recommend you review the help or user manual provided with your browser for instructions. Your email program may allow you to prevent the pixel tags or images in the emails you receive from us from downloading, which will also prevent our service provider from accessing your location information.
- **Text:** You may contact us and submit information via SMS messages. Text rates may apply based on your phone provider. Your mobile device settings may allow you to disable location-based services, which will prevent our Sites from accessing your precise mobile device location information. We recommend you review the help or user manual provided with your device for instructions.
- **Phone:** You may contact us and submit information by calling our department.
- **In-Person:** You may contact us and submit information in-person during a mediation or office visit.

6. How is information secured on your Sites?

Our Sites utilize encryption technology. We also use firewalls and have implemented other reasonable technical, administrative and physical measures designed to protect the personal information in our custody or control from unauthorized access, use, modification and disclosure. Moreover, we regularly monitor our systems for possible vulnerabilities and attacks. While we implement these security measures on our Sites, you should be aware that 100% security is not always possible.

We may enable you to navigate to third-party websites through links on our Sites. We do this for your convenience. If it is not one of our Sites, we don't endorse, may not have any affiliation with, do not control and aren't responsible for those third-party websites and/or their Internet and web practices. Whether the third-party content appears within our Site environment (like a map frame), or you leave our Site for another website to view it, the terms, conditions, and privacy

policies of those other websites govern your online experience. Please review their terms of service and privacy policies if you have any question about their practices.

7. Will this Privacy Policy change?

We may make changes to this Privacy Policy at any time, so please review it periodically. We will update the effective date of the Privacy Policy at the time a change is made.

8. How can I contact someone at the Dispute Resolution Department?

If you have questions or concerns with respect to our Privacy Policy, please contact us by calling 614-645-7381 or emailing mediation@fcmcclerk.com.

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