

**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 Program (www.attorneygeneral.gov/HIC_Reg), 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. A cookie is a small text file that is placed on your hard disk by a Web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you and can only be read by a Web Server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature 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.

You have the ability to accept or decline cookies. Most Web browsers automatically accept cookies but you can usually modify your browser setting to decline cookies. If you reject cookies by changing your browser settings then be aware that this may disable some of the functionality on our website.

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 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 Questions

Any questions pertaining to this policy should be directed to:
Pennsylvania Office of Attorney General
16th Floor, Strawberry Square
Harrisburg, PA 17120
Telephone: 717-772-2425
Email: