



COUNTY OF NEWELL - POLICY HANDBOOK

POLICY NO: POL-034-26

TITLE:	PRIVACY – WEB APPLICATIONS	
ADOPTED:	July 9, 2026 (C-230/26)	
SUPERCEDES NO:	POL-034-23	PAGE NO: 1 of 3

POLICY PURPOSE:

To tell users, in plain language, how the County of Newell (the County) handles personal information collected through its websites and online services. This is the County's public-facing privacy notice for its online channels. For privacy matters beyond the County's websites and online services, see the Access to Information & Protection of Privacy Policy and the County's Privacy Management Program.

DEFINITIONS:

County Site(s): All sites used by the County, which include, but are not limited to the following:

- *Newell Connect:* an online service request system (SeeClickFix, powered by CivicPlus), that allows residents to report non-emergency-related issues via a web browser or a mobile device. Newell Connect is a public application - the description entered is visible to the public, and the display name is visible unless the user chooses to submit anonymously. Email addresses are never displayed publicly. Users of the mobile application also agree to CivicPlus' [Terms of Use](#) and [Privacy Policy](#)
- *Newell Notify:* a mobile application (hosted by Everbridge) that enables users to receive real-time alerts and notifications by telephone, text message, and email. [Terms of Use](#)
- *Countyofnewell.ab.ca:* the County website hosted by Catalis. [Privacy Policy](#)
- *Virtual County Hall (VCH):* Hosted by the County
- *Public Web Map:* Hosted by the County

External Site(s): any web page or other material, used by or on behalf of a third party, that can be accessed using a Web Browser and that is not part of the County Site(s) such as YouTube, Facebook, X, etc.

Personal Information: recorded information about an identifiable individual, as defined in section 1(q) of POPA. Privacy Officer: the County employee designated as the Privacy Officer/Access to Information (ATI) Coordinator, who is responsible for privacy and access to information matters.

User: Any individual that accesses, uses, or subscribes to a County site(s). This could include a member of the public, County employee, or third-party contractor.

POLICY GUIDELINES:

1. TYPES OF INFORMATION WE COLLECT

The County does not automatically gather personal information from users via our web applications beyond the limited technical data described below. Personal information is otherwise collected only if users supply it voluntarily – for example, by contacting the County via email, completing an online form, or by setting up a user account. When a County site collects personal information directly from a user, a collection notice is provided at the point of collection – on the form, account sign-up, or report flow itself – telling the user the purpose of the collection, the information will be entered into an automated system. This is required by section 5 of POPA.

The County collects personal information only where it is authorized to do so under section 4 of POPA.

When users visit a County site(s), a web server automatically collects a limited amount of standard information needed to operate and evaluate the site, including:

- the page from which the user arrived
- the date and time of the page request
- the Internet Protocol (IP) address the computer is using to receive information
- the type and version of the browser
- the name and size of the file requested

This information is used to help the County assess its information services and is collected as information that relates directly to and is necessary for an operating program or activity of the County.

2. COOKIES

Cookies are temporary files that may be placed on a user's device while visiting a County Site. Cookies are used to track how visitors use County site(s), but the County does not store personal information through cookies, nor does the County collect personal information from users without their knowledge as they browse County site(s). Any cookies on County site(s) are used to aid in the collection of anonymous statistical information such as:

- browser type
- screen size
- traffic patterns
- pages visited

This information helps the County improve County site(s) and their services to residents and visitors. It is not disclosed to any third parties. If users are concerned about cookies, users can adjust their web browser to reject all cookies. All site features with the exception of the interactive maps should function normally if cookies are disabled.

3. BROWSER LEVEL INFORMATION AND IP ADDRESSES

Computers have a unique IP address when browsing the Internet. The County may collect IP addresses to monitor any security breaches on County site(s) and other online services. No attempt is made to identify users or their usage patterns unless unauthorized use of the County site(s) is detected or is required for a law enforcement investigation.

4. HOW WE USE, DISCLOSE, AND PROTECT PERSONAL INFORMATION

The County uses and discloses personal information collected through County Sites only as permitted under POPA, and protects it with reasonable safeguards, in the same way it handles all personal information under POPA, the Access to Information & Protection of Privacy Policy and the County's Privacy Management Program. In particular:

- the County does not sell personal information, in any circumstance, or use it for marketing or advertising; and
- if a privacy incident creates a real risk of significant harm, the County will notify the affected individual, the Office of the Information and Privacy Commissioner, and the Minister without unreasonable delay.

5. AUTOMATED SYSTEMS AND ARTIFICIAL INTELLIGENCE:

The County does not currently use artificial intelligence or automated decision-making systems to process personal information collected through County Sites. If the County introduces such a system, it will complete a Privacy Impact Assessment where required, provide notice to affected individuals, and update this notice and the County's Privacy Management Program accordingly.

6. PRIVACY AND EXTERNAL LINKS:

County Sites may contain links to External Sites that are not associated with the County. The County is not responsible for the content or privacy practices of these External Sites and encourages users to review each site's privacy policy and disclaimers before providing any personal information.

County Sites may also include embedded content (for example, videos, images, or articles). Embedded content from an External Site behaves as if the user had visited the External Site directly, and that site may collect data about the user, use cookies, embed third-party tracking, and monitor the user's interaction with the embedded content – including where the user has an account and is logged in to that site.

7. PUBLIC POSTS:

County Sites that allow public posting are public spaces. Users should not post anything they do not want the world to see. Credit card numbers, product keys, and other confidential information – including anything covered by a non-disclosure agreement – should not be posted to any public area of a County Site.

8. YOUR PRIVACY RIGHTS:

Users have the right to:

- request access to records held by the County, including their own personal information, under the *Access to Information Act* (ATIA); and
- request correction of their own personal information under section 7 of POPA.

A user who is not satisfied with how the County has handled their personal information may contact the County's Privacy Officer, or request a review by the Office of the Information and Privacy Commissioner of Alberta.

Questions, requests, or concerns about privacy or access to information can be directed to the County's Privacy Officer/ATI Coordinator at administration@newellmail.ca or 403-362-3266.