

# City of Carmel-by-the-Sea

## WEBSITE POLICY

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POLICY C18-01

**Library and Community Activities Director**  
**Community Activities Department**  
**Carmel-by-the-Sea, CA 93921**  
**(831) 624-1366**



## **WEBSITE MISSION**

Provide easy, intuitive access to timely, relevant City-related information and services, and provide avenues for community members to participate in City government.

## **PURPOSE AND POLICY**

The purpose of the City's official website ([ci.carmel.ca.us](http://ci.carmel.ca.us)) is to provide information pertinent to the public, to conduct the City's business, and promote the City's goals as guided by the City Council. The City's website is intended to serve the City's need to make useful and practical information available to residents, businesses, and visitors.

## **GENERAL WEBSITE DISCLAIMER**

The City has made every effort to ensure the accuracy of the information provided on its website. However, the City does not guarantee the accuracy of the information provided on its website and is not liable for reliance on this information, due to the possibility of unauthorized modification of the data, transmission errors, HTML browser incompatibilities, human error, changes made since the last update to the website or other aspects of electronic communication that beyond the City's control.

The City's website and all materials contained herein are distributed and transmitted "as is" without warranties of any kind, either expressed or implied, including without limitation, warranties of a title or implied warranties of fitness for a particular purpose. The City is neither responsible nor liable for any viruses or contaminations of a web visitor's hardware, software, peripherals or property, or for any delays, inaccuracies, errors or omissions resulting from use of or with respect to the material contained on its web servers, including without limitation, but not limited to, any material posted on or linked to from [ci.carmel.ca.us](http://ci.carmel.ca.us).

The City is not responsible for any special, direct, or indirect, incidental or consequential damages that may arise from the use of or inability to use the site and/or the materials contained on the website whether the materials contained on the website are provided by the City or a third party.

Communications made via electronic mail (e-mail), including "mail to", links and messaging systems shall in no way be deemed to constitute public comment or legal notice to the City, or any of its agencies, officers, employees, agents or representatives, with respect to any existing or potential claim or cause of action regarding the City or any of its agencies, employees, officers or representatives, where notice is required by any Federal, State or local laws, rules or regulation or by any agreement or contract.

## **PRIVACY STATEMENT**

The City is committed to protecting the privacy of the individuals utilizing the City's website. However, personal information submitted to the City's website may be subject to disclosure pursuant to various California laws, including, but not limited to, the Information Practices Act of 1977 (Civil Code Section 1798 et seq.), the California Civil Discovery Act of 1986 (Code of Civil Procedure Sections 2016-2036), the California Public Records Act (Government Code Section 6250 et seq.), Government Code Sections 11015.5 and 11019.9, and with other applicable laws pertaining to information privacy. The City may share such information with other government agencies if: (1) the information relates to that agency; (2) to protect the interests of others; (3) to protect and defend the rights or property of the City; or (4) as otherwise provided by state or federal law.

As a governmental agency, the City is governed by California's open records laws. It is important for you to understand that most business you conduct with the City, as well as with state and county governments, becomes a public record. Public records, as defined by state law, and not made confidential elsewhere in the

California law, may be posted for electronic access through this website. This includes most City permits you have applied and requests for a City service.

These same records have long been open for public inspection by anyone requesting them in person, by mail or by telephone at the appropriate government office. All information on this website is public information.

## **EXTERNAL LINKING**

The City's website contains links to local, state, and federal government agencies and to other, non-government websites. Links to external content on the City's website will be permitted at the City's sole discretion and placed appropriately as determined by the City.

The City may provide links to sites that meet the following criteria: The specific and limited purpose of the permitted external links is to help the public obtain timely information about City-related programs, services, activities, policies or committees, and is intended to be directly in context to specific site content to address as defined user need.

Examples of acceptable sites are:

- Other governmental agencies serving City residents
- Public utilities (gas, electric, water, sewer, garbage, recycling, cable television) serving the City
- Public elementary, secondary, and postsecondary schools or educational institutions
- Organizations whose primary purpose is providing resources for businesses in the City

These are meant to be examples and not an inclusive list. The City will not allow links to websites for: office holders or candidates for political office; organizations or groups engaging in political activities; media; and corporate or other for-profit organizations; unless the group or organization has an existing relationship or formal, written relationship with the City; or other generalized links that are well-served through the use of commercial search engines. Under no circumstances will the City link to individual or personal sites.

City policy prohibits departments to negotiate for the use of the City website(s) for the purposes of soliciting customers, selling products or services, or linking to websites that do not directly further the City's goals and support public policy. It is not part of the City's business to direct free traffic to external websites, or to compete with popular search engines, therefore the City does not accept outside link solicitations or mutual linking requests.

The City shall maintain sole discretion over the determination of which links may be included on its website and reserves the right to remove any link at any time without cause. If there is a question about the interpretation of this policy, it will go to the Public Information Officer for resolution. Escalation will go to the City Administrator, and with any further escalation to the City Attorney's office.

The City is not responsible for the content, quality, accuracy or completeness of any off-site materials referenced or linked through the City's website. By using the City's website, the user acknowledges and accepts the City is not responsible for any material stored on other websites, nor is it liable for any inaccurate, defamatory, offensive, or illegal materials found on other websites, and that the risk or damage from viewing, hearing, downloading, or storing such materials rests entirely with the user. The inclusion of any link does not imply endorsement by the City or any association between the City and the operators of the site. Links going outside the City's website will open in a new browser window.

## **USE OF CITY SEAL AND WEBSITE CONTENT AND IMAGES**

The City seal may not be used without the express written permission of the City. The City retains copyright on all text, graphic images, and other content unless otherwise noted. Any use of materials stored on the City's website is prohibited without the written permission of the City. No person or entity may do any of the following without written permission from the City:

- Modify and re-use text, images, or other web content from a City webserver
- Distribute the City's web content, and
- "mirror" the City's information on a non-City server

## **ACCESSIBILITY**

The City is committed to making its website accessible to the widest possible audience, regardless of technology or ability. The City has made every effort to make the website accessible and easy to use by following the available standards and guidelines.

The City makes every effort to adhere to Web Content Accessibility Guidelines (WCAG) 2.0 and Section 508 requirements as set forth by the Worldwide Web Consortium (W3C) Accessibility Initiative. These guidelines explain how to make web content more accessible for people with disabilities. By conforming to these guidelines to the best of its ability, the City makes its website user-friendly for everyone.

## **LANGUAGE TRANSLATIONS**

Translations on the City's website are automated through the use of Google TM Translate, a computerized translation tool. It is not possible that the automated translations of the City's web pages may have errors and that not all text will be translated. The City does not warrant the accuracy or reliability of the translated text and shall not be liable for any losses or damages caused by reliance on the translated text. For concerns about the accuracy of the translation, please refer to the English edition of the website, which is the official version.

## **CITY CALENDAR**

The City provides a listing of events on its calendar as an information-only service to its community. The calendar is not meant to provide an exhaustive list of all events in the City. Events may be posted to the calendar which:

- Are run or operated by the City
- Are held in collaboration with the City
- Are public events which are permitted by the City and are expected to affect traffic, the public right-of-way, or any access to public facilities

All events are posted solely at the discretion of the Public Information Officer, and event posting requests may be refused at any time in consideration of resource availability, timing, or abundance.

The City will make its best effort to post accurate information as provided, but assumes no liability for any errors, omissions or inaccuracies in the final posting. Events posted to this calendar do not imply endorsement by the City.