

Virginia Department of Social Services Web Policy

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VDSS reserves the right to change our Web policy at any time without prior notice.

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Links

This Web site contains hypertext links to external Web sites and pages containing information created and maintained by public and private organizations other than VDSS. VDSS, at its sole discretion, will determine which external Web sites are linked to. The inclusion of a hypertext link to an external Web site is not intended as an endorsement of any product or service offered or referenced on the linked Web site, the organizations sponsoring said Web site, or any views that might be expressed or referenced in the Web site.

Hypertext links to external Web sites and pages may be removed or replaced at the sole discretion of the VITA at any time without notice.

If a hypertext link on the VDSS Web site is not working, please [report the problem](#) to our Web team.

Plug-ins

A list of plug-ins used by this site (e.g. PDF, Word (DOC), Excel and PowerPoint (PPT)) is provided on our Web page entitled [Help Opening Documents](#).

Privacy

The Virginia Department of Social Services (VDSS) only collects personal information to the extent necessary to provide services or benefits. We do not sell or rent user information to any outside company or organization. We do not reveal specific information about users or other personally identifiable data to unaffiliated third parties for their independent use, except if required to do so by the Virginia [Freedom of Information Act \(FOIA\)](#) or other law.

- **E-mail**

If you decide to send us an electronic mail message (e-mail), the message will usually contain your return e-mail address. If you include personally-identifying information in your e-mail because you want us to address issues specific to your situation, we may use that information to respond to your request. Sometimes, we forward your e-mail to other state agencies that may be better able to help you or answer your question. We do not distribute lists of e-mail addresses.

VDSS is pleased to respond to general e-mail inquiries concerning its services, but state and federal laws do not allow us to provide personal, confidential or case-specific information through this forum. Also, e-mail inquiries sent to VDSS are not secure or confidential.

- **Interactive Forms**

On some of our Web pages we offer interactive forms that let you voluntarily submit personal information (such as your e-mail address, name and address). This occurs when you are requesting information, ordering publications, or registering for various conferences, workshops or training sessions offered by VDSS. All submitted information

is used only for the expressed purposes for which it is intended and is not made available to any third party.

- **Statistical Information**

If you do nothing during your visit but browse through the Web site, read pages, or download information, our Web site's server may automatically record some general information about your visit, such as:

- the Internet domain for your Internet service, such as "xcompany.com" or "xcompany.net" if you use a private Internet access account, or "yourschool.edu" if you connect from a college or university domain and IP address (a number automatically assigned to your computer whenever you are surfing the Web) from which you access our site;
- the type and version of browser (such as "Netscape version X" or "Internet Explorer version X") that you use and the type of operating system you use (such as Macintosh, Unix, or Windows);
- the date and time and Web pages that you visit our site; and
- the address of the previous Web site you were visiting, if clicked through to us from another Web site.

We use this information for statistical analysis to help us make our site more useful to visitors. This information is only used internally, does not record information about individuals and will be used only for internal management purposes.

Security

The Virginia Department of Social Services uses Secure Sockets Layer (SSL) as the encryption protocol for all transactions involving personal information on this Web site. SSL protocol has become the universal standard on the Web for authenticating sites and for encrypting communications between users and Web servers.

The user can confirm a Web server's identity on such an encrypted page by clicking on either a padlock or key icon appearing at the bottom of the page.