OPC Privacy & Security Policy Notice

The Office of Public Utility Counsel (OPC) maintains this site as a public service. This policy describes OPC's privacy practices regarding information collected from visitors to the site. It explains what information is collected and how that information is used. Please note that all information collected or maintained by OPC is subject to the provisions of the **Texas Public Information Act** (Chapter 552, Texas Government Code). If you have questions or comments about the agency's privacy policy, please contact us by electronic mail at customer@opc.state.tx.us or call us at (512) 936-7500.

Collection of Information

Cookies
We do not use cookies to collect information. Note: A cookie file contains unique information a web site can use to track such things as passwords, lists of pages you've visited, and the date when you last looked at a specific page or to identify your session at a particular web site. A cookie is often used in commercial sites to identify the items selected for a specific shopping cart application.

Email
If you send us an electronic mail message with a question or comment that contains personally identifying information, or fill out a form on-line that e-mails us this information, we will only use the personally-identifiable information to respond to your request and analyze trends. We may redirect your message to another government agency or person who is in a better position to answer your question. Please note that under the Chapter 552 of the Texas Government Code, commonly known as the "Open Records Act", information sent to the OPC in an email is subject to disclosure. For additional information please reference the Attorney Generals "Open Records Act".

Site Management
For site management functions, information is collected for analysis and statistical purposes. This information is not reported or used in any manner that would reveal personally identifiable information, and will not be released to any outside parties unless legally required to do so in connection with law enforcement investigations or other legal proceedings. We use Log analysis tools to create summary statistics, which are used for purposes such as assessing what information is of most interest, determining technical design specifications, and identifying system performance or problem areas. The following information is collected for this analysis:

User Client hostname - The hostname (or IP address if DNS is disabled) of the user/client requesting access.
HTTP header, "user-agent" - The user-agent information includes the type of browser, its version, and the operating system it's running on.
HTTP header, "referer" - The referer specifies the page from which the client accessed the current page.
System date - The date and time of the user/client request.
Full request - The exact request the user/client made.
Status - The status code the server returned to the user/client.
Content length - The content length, in bytes, of the document sent to the user/client.
Method - The request method used.
Universal Resource Identifier (URI) .The location of a resource on the server.
Query string of the URI - Anything after the question mark in a URI.
Protocol - The transport protocol and version used.

Security, Intrusion, Detection Language

For site security purposes and to ensure that this service remains available to all users, this government computer system employs software programs to monitor network traffic to identify unauthorized attempts to upload or change information, or otherwise cause damage.

Except for authorized law enforcement investigations, no other attempts are made to identify individual users or their usage habits. Raw data logs are used for no other purposes and are scheduled for regular destruction in accordance with the Texas State Library and Archives Commission.

Unauthorized attempts to upload information or change information on this service are strictly prohibited and may be punishable under the Texas Penal Code Chapters 33 (Computer Crimes) or 33A (Telecommunications Crimes).

For more information on Internet cookies, please refer to: "Learn About Web Cookies and How to Use Them".

For more information on how to protect personal information online, please refer to the Federal Trade Commission website.