

STATE OF INDIANA

DEPARTMENT OF VETERANS AFFAIRS

777 North Meridian Street Suite 300
INDIANAPOLIS, INDIANA 46204-2738



Eric J. Holcomb, Governor
Dennis A. Wimer, Director

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Electronic Communication Privacy Policy

This privacy policy describes how the Indiana Department of Veterans Affairs (DVA) collects and utilizes information supplied by its customers. Customers may utilize the DVA's website without opting-in to electronic contact services. However, the DVA offers some services including, but not limited to, direct alerts pertaining to account updates, deadline reminders, subscription updates, payment updates, and online form and publication requests. In order for these services to work properly, the DVA must collect and utilize some basic information from you that is not required under Indiana Law. All information provided will be used in accordance with Indiana Code 9-14-12, Indiana Code 9-14-13, and other applicable personal information privacy laws.

Web Server Activity Logs

Like most web servers on the Internet, the DVA servers collect and store information that your web browser sends when it requests a web page including:

- The name, domain, and numerical address of the "host" computer (typically a computer belonging to your Internet Service Provider and not your personal computer) from which you access the Internet;
- The date and time you accessed the DVA website;
- The Internet address of the web page you came from;
- The page requested and the amount of data sent to your computer; and
- The information your web browser sends to the DVA website, which typically identifies the browser software and may also indicate operating system and the type of CPU in your system.
- It is impossible to determine the actual identity of an individual user from this information.

The DVA will develop summary reports, or logs, from the information collected. These logs will be analyzed periodically to study site usage over time and inform improvements to the site's organization, performance, and usefulness. The raw data used to develop these logs will be erased periodically as a part of routine system maintenance.

Electronic Mail

If you send personal identifying information to the DVA via e-mail or text message, we use it to respond to your request. We may forward your request and/or information to other DVA employees or contract personnel who are better able to answer your question. The communication may be retained as required by Indiana's laws and regulations governing the retention of public records.

Text Alert Program

Our text alert program is designed to provide DVA customers with useful alerts relating their account and other DVA information. The program sends alerts in the form of text messages to your cellular phone (or other mobile device). If you choose to participate in the program, you will be asked to provide a cell

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phone number. If you choose to participate in the text alert program, you may cancel your participation at any time by following directions listed in the terms and conditions found on our website.

Cookies

The DVA may place a cookie, a small text file, on a customer's hard drive. This cookie contains a randomly generated user ID used to track unique site visits. The DVA does not use cookies to store any personal information. This cookie can only be read by the DVA's servers and assists the DVA with the statistical analysis necessary to assure site functionality and responsiveness.

Opt Out Procedures

If you have enrolled in any of our special services and wish to be removed from our mailing list, please visit in.gov/dva or text STOP to 55344.

How to Contact Us/Questions

For any questions or comments regarding the DVA's privacy policy, you may contact us:

Email: outreach@dva.in.gov

Phone: 800-400-4520 (Monday to Friday 8AM-4PM ET)

Mail: Indiana Veterans Center

Suite 300

777 N. Meridian Street

Indianapolis, IN 46204