

Privacy Policy

Thank you for visiting the Department of Revenue website. Because visitors to our website are important, we do not capture personal information about them without their permission. We endeavor to collect only the minimum amount of information needed to meet the purposes for which the website was created. This website has been designed to make it easier and more efficient for all users to interact with the West Virginia Department of Revenue. This privacy statement addresses the collection, security, and disclosure of information that may be obtained through the West Virginia Department of Revenue website.

Collection of Information

If you visit a website maintained by the West Virginia Department of Revenue in order to read or download information, we may collect the following information:

- The name of your domain; for example “companyname.com”;
- The IP address of the client accessing the web site;
- The type of browser and operating system used to access our sites;
- The Internet address of the website from which you linked directly to our sites, if applicable;
- The pages you visit within the West Virginia Department of Revenue website(s); and
- The links made to other websites through our sites.

The West Virginia Department of Revenue may use cookies and other internet technologies to help manage our website(s). Cookies are small text files that a web server may ask your web browser to store and to send back to the web server when need. Cookies may be used to store a transaction identifier or other information a user may provide. Cookies may be used to automatically identify a particular user to the system in order to provide a customized service. We do not use cookies to collect or store your personal information.

Uses of Information:

The West Virginia Department of Revenue uses the personal information you provide for purposes that match the reasons you provide it or for other uses and disclosures which are reasonably anticipated based on the circumstances.

Information is collected for purposes of determining what information is of most and least interest to all visitors and in improving content and performance of the site. This information is not collected for commercial marketing purposes.

The West Virginia Department of Revenue may collect personally identifiable information that you voluntarily provide while visiting a West Virginia Department of Revenue maintained website.

“Personally identifiable information” is information about a person that is readily identifiable to that specific individual. It includes, for example, an individual’s name, street address, or phone number. Examples of personally identifiable information that the West Virginia Department of Revenue may collect include (but are not limited to):

- An e-mail address, if you are communicating with us through e-mail;
- Information you voluntarily submit to the West Virginia Department of Revenue for the purposes of completing or submitting an application or form online; and
- Other information volunteered, such as vendor profile/contact information, survey information or content of e-mail.

Personally identifiable information will not be collected unless you voluntarily send an e-mail message, fill out and send an online form, or fill out personal information and send in a survey. Your choice not to participate in these activities will not impair your ability to access certain information or obtain a service from state government (though you may not be able to complete the transaction or service online). Unless specifically protected under state law, any information provided may be inspected by the public or disclosed in a legal proceeding.

Information collected may be combined with information obtained from other Executive Branch Departments’ and Department of Revenue Agencies’ websites and services.

In general, please note the information collected, whether or not personally identifiable, is not limited to text characters and may include audio, video and other graphic formats you send us. Information is retained in accordance with existing laws, rules, regulations, and other policies.

Link Disclaimer

The West Virginia Department of Revenue website may contain links to other websites, including those owned or maintained by other government, private, or not-for-profit entities. The West Virginia Department of Revenue offers these links for convenience and/or informational purposes only. A link does not constitute an endorsement of content, viewpoint, policies, products or services of that website. Such site owners may have their own privacy statements posted on their respective sites, which supersede this policy. Visitors should read the privacy policies of the individual sites and be cautious about providing personally

identifiable information without a clear understanding of how the information will be used.

Public Disclosure

As a general rule, the West Virginia Department of Revenue does not disclose any personally identifiable information collected online or otherwise except where permission has been granted, or where the information is public information under the West Virginia Freedom of Information Act, W.V. Code §§ 29B-1-1 et seq., or other applicable laws.

The West Virginia Department of Revenue may have to provide information to law enforcement, the federal government, or in response to a court order or subpoena if no other law protects your information.

The West Virginia Department of Revenue may share your information with other state and federal agencies as well as others we have hired to assist us, for reasons that match the reason you provided it or as required by law. Your non-personal information may be shared for purposes related to improving our business practices.

Visitors should be aware that information collected by the West Virginia Department of Revenue on its website may be subject to inspection, if such information is a public record or not otherwise protected from disclosure.

Security

The West Virginia Department of Revenue uses the Secure Sockets Layer (SSL) protocol to safeguard your sensitive personal information, including your credit card number, and social security number, during online transactions. SSL protocol is the industry's accepted form of encryption and it provides the highest level of protection possible for Internet communications.

Using this widely accepted form of SSL encryption, your transaction is secured from your personal computer to the state's computer processing your request.

All computers are located behind a secure firewall to protect the systems and information necessary to support agencies.

West Virginia Department of Revenue Agencies processing credit card information are required to be compliant with the Payment Card Industry Data Security Standards (PCI DSS).

Trademarks, Service Marks, and Copyrights

All trademarks, service marks or copyrights appearing on this website and other linked websites are trademarks, service marks, or copyrights of their respective owners. Pursuant to 17 U.S.C. Sec. 512(c)(2), notice of claims of copyright infringement should be directed to the Webmaster at webmaster@gwmail.state.wv.us

Information Disclaimer

Information provided on websites maintained by the State of West Virginia is intended to allow the public convenient access to public information. While all attempts are made to provide accurate, current and reliable information, we cannot guarantee that the information will be error-free. Therefore, the State of West Virginia and respective employees, officers and agencies expressly deny any guarantee of the accuracy, reliability or timeliness of any information published through our websites and shall not be held liable for any losses caused by reliance upon the accuracy, reliability or timeliness of such information.

Any person who relies upon such information obtained from these websites, does so at his or her own risk.

The contents of this website are published for information purposes only and subject to change without notice.