



## PRIVACY AND SECURITY DISCLAIMER

### Accessibility Statement

Every effort has been made to ensure the pages of this website are accessible to individuals with disabilities in accordance with [Section 508 of the Rehabilitation Act](#). If you or someone you know is not able to access any content on this website due to a disability, please call 304-558-2924.

### Users with Visual Disabilities

Documents on WV.gov may occasionally be presented in formats other than HTML. These formats are generally accessible to users using screen reading software. The screen reading capabilities of Adobe Acrobat Reader (will allow vision impaired visitors to access PDF content).

If you have any difficulty viewing any page with adaptive technology, please call 304-558-2924.

### Content Disclaimer

The State of West Virginia Board of Barbers and Cosmetologists make every effort to ensure that published information is accurate and current. The Board does not warrant the accuracy, reliability or timeliness of any information published on the wvbbc.com website, nor endorses any products or services linked from this system, and shall not be held liable for any losses caused by reliance on the accuracy, reliability or timeliness of such information. Portions of the information may be incorrect or not current. Any person or entity that relies on any information obtained from this system does so at their own risk.

### Link Policy

The wvbbc.com web portal is maintained by the Board of Barbers and Cosmetologists office staff.

In the course of providing informational resources, the Board may include links to external websites created and maintained by organizations other than the State of West Virginia.

## Policy for Links on the wvbbc.com Web Portal

Links may be added by the Board if it determines that the link will be consistent with the purpose of the wvbbc.com web portal, which is to provide a public service to citizens, licensees, and businesses by:

- expanding business and citizen access to government services and government information;
- offering an easy and convenient process to conduct transactions with state government online;
- improving the level of customer service from state government;
- extending electronic government services to citizens of cities and county government;
- providing a comprehensive informational resource about services and functions related to state government.

The Board or the Executive Director will determine whether the external website fits with the purpose of the wvbbc.com web portal and where the link should be placed within the wvbbc.com web portal's content structure. Links may be removed or replaced at the discretion of the Board or the Executive Director, at any time and without notice.

Links to sites containing the following types of content are not considered appropriate to the wvbbc.com web portal:

- Sites that exhibit hate, bias, discrimination, pornography, libelous or otherwise defamatory content;
- Affiliation or advocacy of a political party, organization, or candidate running for office;
- Content not suitable for readers or viewers of all ages;
- Content that infringes on any trademark, copyright, or patent rights of another;
- Content that a reasonable citizen may not consider to maintain the dignity and decorum appropriate for government.

## Request a Link

Link requests will be evaluated on a case-by-case basis. To request a link on the wvbbc.com portal, please call 304-558-2924

## Linking to wvbbc.com

Linking to the wvbbc.com web portal is permitted with the following limitations:

- You may not capture wvbbc.com pages within frames or present wvbbc.com content as your own.
- You may not state or imply that the State of West Virginia or wvbbc.com is endorsing your product, site, or services.
- Wvbbc.com or the State of West Virginia cannot guarantee reciprocal links on any WV.gov website (see Linking Policy above).

## Privacy Policy

Individuals who visit the wvbbc.com website are important to us. 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.

### Use of This Policy

Visitors should read the privacy policies of individual sites and be cautious about providing personally identifiable information without a clear understanding of how the information will be used.

### PRIVACY STATEMENT

#### Public Disclosure

All information collected on the wvbbc.com website will be treated the same as any written communication and is subject to the confidentiality and public disclosure provisions of [West Virginia Code Chapter 29B](#).

#### Visitors to the wvbbc.com Website

We may collect some or all of the following information about visitors who view or download information from our website:

Information	Definition
Date	Date the visit occurred.
Time	Time the visit occurred.
Client IP	Unique Internet Protocol (IP) address of the website visitor. The IP address recorded is normally that of the visitor's Internet service provider, e.g., aol.com if the visitor connects from an America Online account.
Server IP	Unique Internet Protocol (IP) address of the State of West Virginia web server accessed.
HTTP Status	Hyper Text Transfer Protocol (HTTP) error code. E.g., "404 Requested Page Not Found."
HTTP Request URL	Identifies the web page or file requested by the website visitor.
Bytes Sent	Amount of data sent from the web server to website visitor during that connection.
Bytes Received	Amount of data sent from website visitor to the web server.
User Agent	Type of web browser or other client software that made request to the web server.

Referrer                      Uniform Resource Locator (URL) that referred to the requested file.  
Protocol Version            Version of HTTP used by the visitor's web browser software.

The information we collect is used to improve the content of our web services and help us understand how people are using our services. We analyze our website logs to continually improve the value of the materials available on our site. The information in our website logs is not personally identifiable, and we make no attempt to link it with the individuals that browse our website. Some of this statistical information, such as a running count of the number of visitors, may be displayed on the website or shared with other state governments to aid in the provision of better service to the public.

### **Personally Identifiable Information**

"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, e-mail address, or phone number.

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.

### **E-mail Messages**

E-mail messages, sent to any West Virginia State Government address, will be treated the same as any other written communication. They may be subject to public inspection or legal disclosure and may be saved for a period of time before they are destroyed. E-mail or other information requests sent to the state website may be maintained in order to respond to the request, forward that request to the appropriate agency, or to provide the web designer with valuable customer feedback to assist in improving the site. E-mail addresses obtained as a result of a request to the state site will not be sold or given to private companies for marketing purposes.

### **Electronic Forms**

Any other information provided by a visitor at the request of an agency of West Virginia State Government, such as the completion and electronic filing of a form, will be considered to be voluntarily provided by the visitor and will be treated in the same manner as information provided in written form or in person during a visit to the agency. Information provided may be subject to public inspection and legal disclosure and may be saved for a period of time before it is destroyed. It may be shared with another state agency for appropriate action.

## Surveys

Surveys will be used for the purpose stated. If personally identifiable information is collected it may be subject to public inspection and legal disclosure and may be saved for a period of time before it is destroyed.

## Cookies

In order to better serve you, the user, we use cookies for certain types of online transactions. 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 needed. Cookies may be used to store a transaction identifier or other information a user may provide.

We use cookies in the following ways:

**Complex Transactions:** Cookies are used to store and retrieve unique transaction identifiers or other server-generated or user-provided information in complex, multi-page web applications. This allows us to distinguish between different users, and to use information provided at one stage of an application at a later time (for instance, items placed in a 'shopping cart' might need to be displayed on a later 'check-out' screen). When we use cookies in this way, the cookie is stored on your web browser only temporarily; the cookie is destroyed at the end of the transaction or at the end of the browser session.

**Customized Services:** Cookies may also be used to automatically identify a particular user to the system, in order to provide a customized service, such as a personalized web page. In this case, a cookie containing a unique user identifier will be permanently stored on your web browser. We do not store sensitive information in such cookies; only a unique user identifier or generic preference values are stored. Personal information you give us for processing a transaction or using one of our personalization features, may be stored on our secure web server.

We do not use cookies in order to track your visit to our website. The "help" portion of the toolbar on most browsers will tell you how to prevent your browser from accepting new cookies or how to disable cookies altogether. However, cookies allow you to take full advantage of many of West Virginia's eGovernment services, and we recommend that you set your web browser to accept cookies.

If you have further questions about cookies, the Computer Incident Advisory Capacity unit that monitors computer problems for the U.S. Department of Energy issued a study on March 12, 1998 of the risks of cookies to users, titled [Information Bulletin I-034: Internet Cookies](#). You can refuse the cookies or delete the cookie file from your computer by using any of the widely available methods.

## Contact Information

To offer comments or ask questions about West Virginia privacy policies please contact:

Amanda D. Cunningham, Executive Director 304-558-2924

## Security Policy

Wvbbc.com uses the Secure Sockets Layer (SSL) protocol to safeguard your sensitive personal information, including your credit card 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 encryption, your transaction is secured from your personal computer to the wvbbc.com computer processing your request.

The wvbbc.com servers are located behind a secure firewall. For added security, unless you have specified differently, your credit card information is not retained and only authorized individuals have access to your credit card number for card processing purposes.

Additionally, all wvbbc.com servers and client computers and the various online services are scanned regularly by internal security groups as well as a third party security assessor.

SSL is generally regarded to be a very safe encryption method, but we fully understand if you are not comfortable entering your credit card information online. In that event, please telephone the agency using the toll-free number and speak directly to an agency representative.

If you have trouble purchasing securely at our website, then you may be behind a firewall or using a proxy server that doesn't allow for secure transactions. If that is the case, then you may phone or fax your order.