

**Privacy, Security, Copyright, Public Information, Accessibility and Disclaimer Policies for the Texas Department of Licensing and Regulation**

- Copyright Statement**
- Disclaimer**
- Privacy Policy**
- Security Policy**
- Public Information Act Policy**
- Accessibility Policy**
- Link Policy**
- Social Media Policy**
- Reporting Suspected Fraud, Waste and Abuse**



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**Security and Intrusion Detection**

Many agency sites use information collected on a site to detect potentially harmful intrusions and to take action once an intrusion is detected. In some situations, the policy of the agency may be not to collect personal information such as from IP logs. In the event of authorized law enforcement investigations, however, and pursuant to any required legal process, information from those logs and other sources may be used to help identify an individual.

We use a secure socket layer (SSL) connection to enhance the security of any information you choose to submit to us on our web site. In other areas of our web site, we provide only the security necessary to maintain our web site and information we provide to you.

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).

**Privacy Policy Notice**

The Texas Department of Licensing and Regulation maintains this web site as a public service. The following is the privacy policy for this site (all pages starting with [www.license.state.tx.us](http://www.license.state.tx.us)):

1. Our site uses cookies to save passwords so that visitors do not have to re-enter passwords upon revisiting our site. 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.
2. Our site's registration forms and/or surveys may require users to give us contact information (e.g. name, email address) and unique identifiers (e.g. social security numbers). The customer's contact information is used to contact the visitor when necessary. Unique identifiers are collected for use as account numbers in our record system.
3. This site has security measures in place to protect against the loss, misuse, or alteration of the information under our control. The maximum encryption available (128 bit) is utilized on our secure server. No system, however, can be guaranteed to be completely safe.
4. If you send us an electronic mail message with a question or comment that contains personally identifying information, or fill out a form that e-mails us this information, we will use the personally-identifiable information only 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.
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7. Our site uses visitors' IP addresses to help diagnose problems with our server and to administer our web site. The IP address also helps identify visitors and gather broad demographic information.