

HALDIMAND COUNTY

POLICY No. 02-04

Subject: CORPORATE WEB PRESENCE POLICY

Purpose: To describe the Corporation of Haldimand County web presence.
To describe the purpose, responsibility, and standards of the Corporation of Haldimand County web presence.
To establish guidelines as to the content of the information to be posted as part of the Corporation of Haldimand County web presence.
To establish guidelines for addressing concerns and complaints about the Corporation of Haldimand County web presence.
To detail the layout of the web pages contained within the Corporation of Haldimand County web presence.
To detail the security and protection of data collected by the Corporation of Haldimand County web presence.
To detail the Corporation of Haldimand County web site disclaimers that will be posted.

Policy: Attached 21 pages form Haldimand County Policy No. 02-04

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Definition of Terms

- The Corporation of Haldimand County will be known as the Corporation
- The geographical area of Haldimand County will be known as the County
- The web presence of the Corporation of Haldimand County including all sites and the pages contained within will be known as the Site

The Corporation of Haldimand County Web Presence

The official Corporation web presence can be found at the following URL ...

<http://www.haldimandcounty.on.ca>

Our registered domain name is haldimandcounty.on.ca. The Corporation also has the rights to other domain names that automatically link to the official domain name. These domain names were secured to prevent others from obtaining them and setting up web sites that may be confused or associated with the Corporation. The official URL should be used in all communication referring to the corporate web presence. The only exception will be when an Associate Site has been set up to provide a specific function of the Corporation.

There are web sites that are part of the Corporation's web presence but are not contained within the boundaries of the official URL, <http://www.haldimandcounty.on.ca>. These are associated sites. These sites will contain information on the operations and service of the County currently pertaining to the Public Library, Leisure Services, and Tourism.

The organization, coordination, and maintenance of all web sites that are part of the Corporation's web presence, including any of the corporation's subsidiaries, shall be performed by the Corporate Web Site Manager in consultation with the Web Steering Committee. Other county staff members may be designated to maintain specific areas of the web presence. The Corporate Web Site Manager will meet regularly with the Web Steering Committee to discuss enhancements, major changes, etc.

The official URL will be listed with various web search engines to allow the public to locate the main page of the corporate web site. Any links to the Site should use this URL.

See Appendix A - List of Haldimand County Web Sites

See Appendix B – Web Site Steering Committee

The Purpose of the Corporate Web Presence

The purpose of the Corporation's web presence is to provide an information source to County residents, visitors, and investors. The site is used to present information in a commerce-free environment to all users. The purpose of the web presence is not to generate revenue from visitors, although monies may be quoted and / or exchanged for services that have fees attached. On-line applications may require credit card payment for the processing of these services. The site is intended to complement existing methods for the public to gain information and services from the Corporation.

What Information should be Posted?

The information that is posted to the corporate site should be of use to the residents, visitors, and investors in the County. The site will be made up of information and services that Departments and their Divisions want the public to access. This content will be dynamic in order to remain relevant, accurate and complete to meet the needs of the visiting public.

It should be noted that the web is public domain so any information can and will be accessed by other persons who do not reside, work, or visit the County; therefore, information that is sensitive or privileged should not be posted to the Site.

Who can Submit Information to be Posted?

Currently, information for the Corporate site is to be submitted by any of the Departments / Divisions of the Corporation of Haldimand County to the Information Systems (IS) Division for formatting, coding, and posting. Eventually it is hoped to have key persons in departments / divisions keep the content in their area up to date.

External organizations or groups can submit content to the IS Division for posting to the site. Any external material submitted must meet the requirements for usability and suitability of content.

See Appendix C - External Links / Listing Guide

Currently, all material needs to be submitted a minimum of five (05) working days prior to the required posting date to allow for layout and coding. Submission of large or complex content may require more time. The Site Manager should be contacted to confirm / organize time lines. The only exception will be press releases for immediate release or information bulletins to cover unscheduled changes.

Correctness, Accuracy, and Acceptability of Information to be Posted

All information submitted must have correct spelling and grammar. It will be the responsibility of the submitting person / division / department to ensure the spelling and grammar is correct, as well as the accuracy and completeness of the information to be posted. Information to be posted may be required to go through an "editing group" to ensure compliancy. The informational content will be posted as it is submitted. The responsibility lies with the submitting entity to review the newly posted information and to submit any updates to the information based on a regular review of the site.

Layout of Posted Information

All web pages that make up the corporate web presence will conform to the established guidelines, which may be reviewed and updated from time-to-time. This will ensure that the web presence is uniform thus creating a comfortable and easy-to-navigate site for visitors. Standards will be applied to colour, fonts, links, spacing, and other areas. Any documents posted with the intention to be downloaded will be posted as a Portable Document Format (PDF). The Adobe Acrobat Reader can be downloaded directly from Adobe System Incorporation (<http://www.adobe.com>) at no cost to the user.

The layout and page standards may differ for Haldimand County divisions / areas that are overseen by a separate governing body (i.e. Library). It is also recognized that the layout and standards may not be applied exactly to the corporate applications that may have a web interface due to the fact they are pre-designed by the vendors. Wherever possible, these web applications will be set up to follow the design standards.

The goal is to have all information reachable within three (03) links (or mouse clicks) once a visitor has entered the site.

All effort will be made to post the information in the layout submitted. In cases where the layout will not work or no layout is submitted, the Site Manager and/or designate will design the layout and code it in accordance with the design standards.

See Appendix D – Web Page Layout Guide

Addressing Concerns of Posted Information

If any person, within the corporation or external to the corporation, believes the content posted on any page or any link is not acceptable, due to the content being: sexual, hateful, racist, graphic, vulgar, or violent in nature, a message should be written, phoned, or e-mailed to the Corporate Web Site Manager. This message must contain the offending page(s) or link(s) and the reason(s) for its offence.

The Corporate Web Site Manger can be contacted by:

e-mail: smanager@haldimandcounty.on.ca
phone: 905 318 5932
mail: The Corporation of Haldimand County
Corporate Web Site Manger
45 Munsee Street North
PO Box 400
Cayuga, Ontario
Canada, N0A 1E0

Upon receiving a message, the Site Manager will act immediately by reviewing the concern and with his/her immediate supervisor determine if it is valid. If the concern is found to be offensive the Site Manger will move to correct the problem by editing the page / link, or if it cannot be edited to correct the offensive nature, the page / link is to be removed. The General Manager of Corporate Services and the Chief Administrative Officer will also be notified.

The Site Manager will strive to maintain the Corporate Site free of offensive material by regular review of the posted material and links.

Web Site Security

The Corporate Site can be viewed externally through a browser at the URL <http://www.haldimandcounty.on.ca>. The public can view all information presented on the site. It is the responsibility of the submitting person / division / department / organization to ensure that any information submitted for posting is of a public nature and not confidential material.

Files are loaded onto the site by use of a File Transfer Protocol (FTP) application. An ID and password will protect the site; only the Information Systems staff will have this information. The web server will be located in a firewall to prevent hacking of the site. Security patches for the software will be applied as they become available. The server hardware will be secured in a locked room accessible to and restricted to the Information Systems Division staff.

Files posted for purposes of being downloaded by the public will be Adobe Acrobat PDF files. These files will also be further secured to prevent the public from altering them once downloaded. Files will be allowed to print from the Site or once downloaded.

Information requested from most parts of the web site will not be secure and will be open for others to view. Any transaction that involves personal or financial information will be done through a Secure Socket Layer (SSL) to protect the information. Any e-mail sent from links on the site will not be secure. E-mail messages could possibly be intercepted by outside parties and read.

Web Presence Availability

The Corporation of Haldimand County web presence will be available twenty-four (24) hours a week, seven (07) days a week, three hundred and sixty-five (365) days a year to a global pool of visitors. As the site is to be dynamic, periodic updates may cause a page to be temporarily unavailable. This unavailability will be very short in duration. The pages that connect to various applications may not function due to regularly scheduled backups of the data. Visitors will be clearly notified during these scheduled outages.

See Appendix J – Web Presence Availability

Corporate Web Site Posted Disclaimers

The web site will have posted on the home page a link to the disclaimers on Content, External Link(s), Copyright and Trademarks, Use of Cookies, Information Collection and Privacy, and Web Presence Availability. These disclaimers will state the Corporation's position and responsibilities as they apply to the corporate web presence. The disclaimers will be reviewed from time to time and revised as needed. The notices are contained in the following appendices.

See Appendix E - Content Disclaimer
See Appendix F - External Link(s) Disclaimer
See Appendix G - Copyright and Trademarks
See Appendix H - Use of Cookies
See Appendix I - Information Collection and Privacy
See Appendix J - Web Presence Availability

Appendix A - List of Haldimand County Web Sites

Registered Domain Names

haldimandcounty.on.ca
haldimandcounty.ca
haldimandcounty.com

Official Web site (the main URL)

<http://www.haldimandcounty.on.ca>

Associated web sites

(URLs that are part of the corporation's web presence but not part of the main URL)

<http://leisure.haldimandcounty.on.ca> - the CentrServe (CLASS) application site
<http://library.haldimandcounty.on.ca> - the Horizon Sunrise application site
<http://tourism.haldimandcounty.on.ca> - the Haldimand County Tourism site

<http://www.tourismhaldimand.com> - the Haldimand Tourism site

Currently sites for each of the Library branches exist. (These sites will be part of the primary site in the future)

<http://www.granderiecap.com/hpl/caledonia.htm> - the Caledonia Public Library Branch site
<http://www.granderiecap.com/hpl/cayuga.htm> - the Cayuga Public Library Branch site
<http://www.granderiecap.com/dunnville> - the Dunnville Public Library Branch site
<http://www.granderiecap.com/hpl/hagersville.htm> - the Hagersville Public Library Branch site
<http://web.kwic.com/jarvislib> - the Jarvis Public Library Branch site
<http://web.kwic.com/selkirklib> - the Selkirk Public Library Branch site

Common Search engines on which the site is listed

www.altavista.ca
www.altavista.com
www.aol.ca
www.aol.com
www.lycos.ca
www.lycos.com
www.metacrawler.ca
www.metacrawler.com
www.sympatico.ca
www.sympatico.com
www.webcrawler.com
www.yahoo.com

NOTE: This appendix may be revised from time to time to reflect any changes that may be necessary or advisable at Haldimand's sole discretion.

Appendix B - Web Site Steering Committee

Purpose:

The purpose of the Web Site Steering Committee is to develop and review the operation, structure, and appearance of the corporate web presence.

Reason:

The reason for having a Web Site Steering Committee is to get input from all the shareholders in the Corporate Web Presence as it involves many areas of operation in the Corporation

Who:

The committee is to be co-chaired by the Site Manager and the Manager of Information Systems. Members will include staff from other areas of the Corporation. There will be member to represent the Community Services Department, the Corporate Services Department, the Planning and Economic Development Department, the Physical Services Department and, the offices of the Chief Administrative Officer (CAO) and Mayor. The associate web sites for the Leisure Services Division, the Library, and the Tourism Division will also have representation.

When:

The Committee chair will call meetings at least once every four (04) months for general review of the corporate presence. Meetings may be called as needed for specific reviews or when major changes are occurring.

Duration:

Members will sit on the Web Site Steering Committee for two (02) consecutive years. Terms will start and end in January. If a member is no longer able to sit on the committee, a replacement will be selected from the former members area of representation. Members may sit for consecutive terms.

Current Membership:

Co-chair	Conor Brennan
Co-chair	Wilma Koziello
Community Services Department	Cathy Case
Corporate Services Department	Wilma Koziello
Physical Services Department	Warren Wight
Planning and Economic Development Department	Karl Huyge
Office of the CAO	Beverly Daley
Office of the Mayor	Janice McLachlan
Leisure Site	Jennifer Ardiel
Library Site	Paul Diette
Tourism Site	Jeff Ballin

NOTE: This appendix may be revised from time to time to reflect any changes that may be necessary or advisable at Haldimand's sole discretion.

Appendix C – External Links / Listings Guidelines

The governing principal in determining if an external link will be included as part of the Corporation of Haldimand County web presence, <http://www.haldimandcounty.on.ca>, is whether it will be of benefit to visitors to the site and that it complies with the intentions of the Corporation of Haldimand County - Corporate Web Presence Policy. The linked site will be examined to ensure no offensive material is present, and reviewed regularly.

NOTE: This appendix may be revised from time to time to reflect any changes that may be necessary or advisable at Haldimand's sole discretion.

Appendix D – Web Page Layout Guide

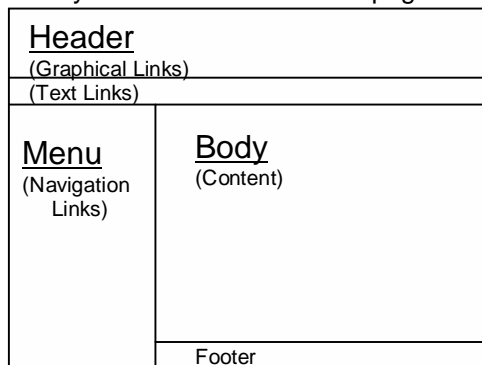
All web pages that comprise the Corporation of Haldimand County web presence will adhere to these guidelines to provide a comfortable visit to the web site. Within the web pages, information will be displayed in similar positions, colours and fonts for ease of navigation and readability. The Site Manager, with the Web Steering Committee, will formulate a standard for the layout of the site. The Site Manager will have discretion to adjust the application of these guidelines to better suit the information to be presented.

The Home Page: (main.asp)

This is the main page of the web site. All other areas can be reached from this point. It will conform to the page layout standard, laid out below, with the following exceptions. The menu on the left side will contain links that are frequently used by visitors to speed up and simplify navigation of the site. Each site will have a Home Page that highlights the site's purpose and features in the body.

The Standard Page:

The layout of the standard web page should be as follows.



Header: (all pages)

The Header will appear on the top of each page. It will contain the links to specific areas of the site. The header is broken into two groups, graphical links and text links.

This section will be identical on all pages within the site.

Header – Graphical Links: (all pages)

The Graphical Links will use images to link to departments and their divisions. This section will have the Corporation of Haldimand County logo on the left hand side; this logo will link back to the site's home page. To the right of the logo will be graphics that will link to the main areas of the site and any sub-areas. (For main site, <http://www.haldimandcounty.on.ca>, the main areas will be the departments of the corporation. Each department graphic will have a pull down menu, which will display, as the mouse moves over it, links to the various divisions that are part of that particular department.)

Header – Text Links: (all pages)

The Text Links uses words to create links to non-departmental or non-divisional information. There will be links connecting to the Home Page, the “About Haldimand County” page, the “Site Map” page, the “Site Policy” page, the “External Links” page, and the site “Search” function. The Text Links will be placed under the Graphical Links. The background will be “#ffcc99” in colour with text in “#993333”

Menu: (all pages)

The Menu will contain a listing of links to the other divisions within a department and to any material that may be under the division. The background will be green “#006600” with white “#ffffff” text for the links.

This section will list links that will be different for each department.

Body: (all pages)

The Body will contain the actual information to be presented. It will be on a white “#ffffff” background with the text in black “#000000”. The page titles will be maroon “#800000” and the sub-titles will be green “#006600”. At the end of each page will be the footer.

This section will contain different content depending on what link has been selected.

Body – Footer: (all pages)

The Footer will be placed at the bottom of the Body on every page. It will contain the navigation links listed on the left side navigation menu of the main page. This section will also contain the copyright notice and compliance statements.

This section will be identical on all pages within the site.

General Points For Page Construction:

1. Cascading Style Sheets, CSS, will be used to standardize the page layouts
2. include statements will be used to insert reusable code
3. in general the font for the all pages will be Arial { font-family: arial; }
4. in general the font size for all pages will be ten (10) point { font-size: 10pt; }
5. in general the font weight for all pages will be normal { font-weight: 400; }
6. the background colour for the body will be white { background-color: #ffffff; }
7. the text colour for the body will be black { color: #000000 }
8. the font for the body will be Arial { font-family: arial; }
9. the font size for the body will be ten (10) point { font-size: 10pt; }
10. the font weight for the body will be normal { font-weight: 400; }
11. the link colour (link, active, visited) for the body will be a dark green a:link { color: #006600; }, a:alink { color: #006600; }, a:vlink { color: #006600; }
12. the text color for page titles will be maroon { color: #800000; }
13. the font size for page titles will be fifteen (15) point { font-size: 15pt; }
14. the font weight for the page titles will be bold { font-weight: 700; }
15. the text color for section titles will be dark green { color: #006600; }
16. the font size for section titles will be fifteen (15) point { font-size: 15pt; }
17. the font weight for the section titles will be bold { font-weight: 700; }
18. the background colour for the menu will be dark green { background-color: #006600; }
19. the text color for the menu will be white { color: #ffffff; }
20. the link colour (link, active, visited) for the menu will be white a:link { color: #ffffff; }, a:alink { color: #ffffff; }, a:vlink { color: #ffffff; }
21. the background colour for the graphical links will be green { background-color: #006600; }
22. the text colour for the graphical links will be white { color: #ffffff; }
23. the background colour for the text links will be gold { background-color: #ffcc99; }
24. the text color for the text links will be black { color: #993333; }
25. the link colour (link, active, visited) for the footer will be green a:link { color: #006600; }, a:alink { color: #006600; }, a:vlink { color: #006600; }
26. in the head section of each page will be a title or description of the page that will start with Haldimand County - <title>Haldimand County – page title or description of page</title>
27. in the head section of each page will be a meta tag containing the description of the web page <meta name="description" content="description of what the page is about">
28. in the head section of each page will be a meta tag containing the document keywords for searching the page <meta name="dockeywords" content="list of search keywords for document"> the word list will be the same as used for keywords.
29. in the head section of each page will be a meta tag containing the document keywords for searching the page <meta name="keywords" content="list of search keywords for document"> the word list will be the same as used for dockeywords.
30. All pages will be at least HTML 4.01 Transitional and CSS2 compliant as determined by the World Wide Web Consortium (W3C) <http://www.w3.org>.
31. all references using date will use the format YYYY MM DD (with leading zeros)
32. all references using time will use the format HHMM (with leading zeros on the twenty-four (24) hour clock) and stated for the local time zone
33. documents to be posted will be in Portable Document Format, PDF and have their size listed
34. the goal is to have information kept within three links of the home page

Standard Page Coding (Template):

To generate a page that will become part of the site, the following standard coding will be used on the page. Text in bold letters denotes areas where customization is required. Non-bolded text should not be changed for any reason. The page must be saved with “.asp” file extension.

This particular example is for www.haldimandcounty.on.ca. Similar templates will be developed for the other sites that comprise the web presence.

Coding For A Typical Page:

```
<!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN">
<html>
  <head>
    <title>Haldimand County - Page Title or Page Description</title>
    <link rel="stylesheet" type="text/css" title="Haldimand Style 02"
href="/styles/haldimand02.css">
    <meta http-equiv="Content-Type" content="text/html; charset=Windows-1252">
    <meta name="author" content="author">
    <meta name="copyright" content="©; Copyright 2002, The Corporation of Haldimand
County">
    <meta name="generator" content="generator">
    <meta name="description" content="description">
    <meta name="DocKeywords" content="keywords">
    <meta name="keywords" content=" keywords ">
    <script language="JavaScript1.2" type="text/javascript"
src="/scripts/no_right_click.js"></script>
    <script language="JavaScript1.2" type="text/javascript" src="/scripts/setup.js"></script>
    <script language="JavaScript1.2" type="text/javascript" src="/scripts/HM_Loader.js"></script>
  </head>

  <body>
    <!-- #include virtual="/includes/border_top.asp" -->
    <!-- #include virtual="/corporate/border_left.asp" -->
    <div class="body">
      <!-- Updated Date by Editor. -->
      <!-- ***** Start of page content ***** -->

      <div class="titlepage">Page Title</div>
      <br /><br />

      <div class="titlesub">Section Title</div>
      Page content

      <!-- ***** End of page content ***** -->
      <!-- #include virtual="/includes/footer.asp" -->
    </div>
  </body>
</html>
```

NOTE: This appendix may be revised from time to time to reflect any changes that may be necessary or advisable at Haldimand's sole discretion.

Appendix E - Content Disclaimer

The information on this web site (www.haldimandcounty.on.ca) and the pages it contains has been posted as a convenient source of information for visitors. All effort is taken by The Corporation of Haldimand County ("Haldimand") to ensure that the information presented is accurate and updated in a timely manner. Haldimand makes and offers no assurances or warranties that any of the information contained in this web site is accurate, correct or up to date. Any reliance on or use of the information contained in this web site is at the sole risk of the user and Haldimand assumes no responsibility or liability for any loss or damage which occurs as a result of such reliance or use. Contact Haldimand staff to discuss any questions you may have about the information posted on the web site.

Any complaints, comments, or suggestions about the site can be directed to the Corporate Web Site Manager by:

e-mail: smanager@haldimandcounty.on.ca
phone: 905 318 5932
mail: The Corporation of Haldimand County
Corporate Web Site Manger
45 Munsee Street North
PO Box 400
Cayuga, Ontario
Canada, N0A 1E0

NOTE: This appendix may be revised from time to time to reflect any changes that may be necessary or advisable at Haldimand's sole discretion.

Appendix F - External Link(s) Disclaimer

This web site (www.haldimandcounty.on.ca) and the pages it contains may contain links to external sites and may be the subject of a link from another external site. Although every effort is made by Haldimand to provide links in its web site to external sites that are of benefit or convenience to the users of Haldimand's web site, and due to the dynamic nature of the World Wide Web, The Corporation of Haldimand County ("Haldimand") has no control over and makes no assurances or warranties respecting the accuracy of the content that any of these external sites may post and assumes no responsibility or liability in relation to same or the use or reliance on information contained in or gathered from such external sites.

Please notify Haldimand's Web Site Manager of any links that may be inappropriate. Any complaints or comments about the content of an external web site should be addressed to the caretaker of that site. Any comments, complaints, suggestion need to include the address of the web page being commented on.

The Corporate Web Site Manger can be contacted by:

e-mail: smanager@haldimandcounty.on.ca
phone: 905 318 5932
mail: The Corporation of Haldimand County
Corporate Web Site Manger
45 Munsee Street North
PO Box 400
Cayuga, Ontario
Canada, N0A 1E0

NOTE: This appendix may be revised from time to time to reflect any changes that may be necessary or advisable at Haldimand's sole discretion.

Appendix G – Copyright and Trademarks Disclaimer

This web site (www.haldimandcounty.on.ca) and the pages it contains are Copyright © 2002 of The Corporation of Haldimand County (“Haldimand”) with all rights reserved, including any and all updates that are made. All material posted, including but not limited to text, graphics, charts, images, documents, and photographs are the sole property of Haldimand. Any third party material presented on the site is the property of that third party. This includes all material which is currently posted, which has been posted in the past, and which may be posted in the future. Any unauthorized use of any material contained in this web site is strictly prohibited. In particular we wish to recognize the following:

- ? The Adobe Corporation, Adobe Acrobat Reader, the Adobe Acrobat PDF Logo, and the Adobe Get Acrobat Reader logo and link are the property of the Adobe System Incorporated (www.adobe.com).
- ? W3C, the “W3C HTML 4.01” validation logo, the “W3C CCS” validation logo and links are the property of the World Wide Web Consortium (www.w3.org).

NOTE: This appendix may be revised from time to time to reflect any changes that may be necessary or advisable at Haldimand’s sole discretion.

Appendix H - Use of Cookies Disclaimer

This web site (www.haldimandcounty.on.ca) and the pages it contains does not make use of the cookie technology found in web browsers; therefore, these pages will not place cookies on the computer of visitors to the site for the purpose of storing data for retrieval at a later time.

NOTE: This appendix may be revised from time to time to reflect any changes that may be necessary or advisable at Haldimand's sole discretion.

Appendix I - Information Collection and Privacy Disclaimer

Information such as IP address, current page, forwarding page, date, time, and similar data may be collected by The Corporation of Haldimand County ("Haldimand") from visitors to this web site. The collection of such information is for statistical analysis of the site, to determine how the site is used and what pages are being accessed in order to better develop the site and serve its visitors. The records collected will be accumulated in an anonymous database with no personal identities attached. Only the Information Systems staff working on the Haldimand web site will have access to the information collected as part of their duties. The records will be held indefinitely as part of an anonymous database to be used to maintain the functionality of the web site and to increase its effectiveness.

For visitors using the on-line application of the Haldimand web site leisure.haldimandcounty.on.ca, the user's personal, credit card, and application information will also be collected. Any personal or credit card information submitted will be collected through the use of a Secure Socket Layer (SSL). In many cases the personal information will already exist as part of the application database for you to gain entry. The information collected will be used to process your on-line transaction. Information collected as part of an on-line application is used to process the transaction and create an audit trail. Haldimand staff may use the information collected as part of their daily routine. In the case of credit card information, it is encrypted during transmission, therefore it is not viewable. The records will be held indefinitely as part of the application database to be used to maintain an audit trail. Haldimand makes and offers no assurances or warranties that any information so submitted by a user will remain confidential and protected.

If you are not comfortable with submitting the above information through this web site, all services can be completed in person at our main office or one of our satellite offices or over the phone.

None of the information collected by this site will be shared, rented, or sold to any external parties. The information is for the sole use of the staff managing the web site and / or used for on-line services. Records may be preserved as part of our backup routine. As the records will be contained in an electronic format, either on the system or as part of our archives, there will be no disposal of the information.

Any complaints, comments, or suggestions about the site can be directed to the Corporate Web Site Manager by:

e-mail: smanager@haldimandcounty.on.ca
phone: 905 318 5932
mail: The Corporation of Haldimand County
Corporate Web Site Manger
45 Munsee Street North
PO Box 400
Cayuga, Ontario
Canada, N0A 1E0

NOTE: This appendix may be revised from time to time to reflect any changes that may be necessary or advisable at Haldimand's sole discretion.

Appendix J - Web Presence Availability

This web site is updated frequently. These updates may cause portions of this web site to be temporarily unavailable. Furthermore, some portions of this web site that connect to various applications may not function due to regularly scheduled backups of the data. The Corporation of Haldimand County ("Haldimand") will make every effort to notify visitors during these scheduled outages. Haldimand makes and offers no assurances or warranties respecting the availability of this web site or information through this web site, and Haldimand assumes no responsibility or liability for any loss or damage which occurs as a result of such lack of availability.

NOTE: This appendix may be revised from time to time to reflect any changes that may be necessary or advisable at Haldimand's sole discretion.

Appendix K - Glossary of Terms

Browser – see web browser

Client – a local program / computer system which receives data from a remote program / computer / system

Content – any information presented on a web page, including but not limited to text, graphics, pictures, and documents

Domain Name – name used to access computers on the Internet, see URL

Download – the process of copying or moving a file 'down' from a remote computer

Dynamic – changing; not fixed or static

Encoding – the use of HTML, JavaScript, and ASP Script to present data in a web browser

Encryption – the process of coding a file or data so it is only readable by an intended recipient

FTP - File Transfer Protocol - the standard used to transfer files between computers

Firewall – a hardware or software method of separating an internal network from an external network

Hacking – trying to access a web site or computer system or parts of a web site or computer system where entry is prohibited or restricted

Home page – the main page from which the rest of the site can be accessed

Host – a computer / system that holds information that is accessible by a client computer

HTML – Hyper Text Mark-up Language - a set of standard tags that encloses information to be viewed by a browser

HTTP - Hyper Text Transfer Protocol - the standard used by browsers to access the documents on the web

Internet – a series of computers / systems connected to share information globally / externally

Intranet – a series of computers / systems connected to share information locally / internally

IP - Internet Protocol - is the system used to identify and address computers in order to pass information back and forth

IP Address – the numeric representation of the address used by IP to locate computers. Presented as four (04) groups of three (03) numbers

Links – the mechanism of a web page that allows movement to other pages or to places on the same page, can be text or a graphic

Posting – the process of putting information onto a web server for users to access

Server – a computer system set up to perform specific network function, (i.e. DNS, DHCP, Web). May have improved hardware and fault tolerance capabilities

Site Manager – the staff member(s) of the Corporation of Haldimand County who is responsible for the day-to-day operation of the Corporation of Haldimand County web presence

Splash page - an introductory page to a web site that contains a presentation of visual and audio effects

SSL – Secure Socket Layer - the means by which a web site or part of a site is secured in order to submit or retrieve encrypted information

Surfing - the practice of moving from one web page / site to another using the computer's browser

TCP – Transmission Control Protocol - used to access Internet in conjunction with IP

URL – Universal Resource Locator - the address of a web site or page using words instead of the IP address for improved ease of memory and use. IE.

www.haldimandcounty.on.ca

Upload – the process of copying or moving a file 'up' to a remote computer

Web browser – an application that runs on a computer to access documents posted on the Internet or Intranet

Web page – a document that has been designed for viewing through a browser by use of HTML tags or a similar technology

Web presence – a collection of web pages / sites designed to put a combined presence on the World Wide Web to further the interests of an individual or organization

Web server – a server set up to hold the information needed to host a web site and provide requested documents / pages to client computer / systems

Web site – a collection of web pages that are connected by a common theme or interest throughout

Web Site Steering Committee – a committee comprised of members from each department and the Site Manager to develop and maintain the structure of the Corporation of Haldimand County web presence

Topical Index	Administration
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