

## **MARYLAND 511 Privacy Policy**

Thank you for visiting the MARYLAND 511 website and reviewing our policy on privacy. At MARYLAND 511, your privacy is very important. No personal information is collected at this site unless it is provided voluntarily by an individual who participates in an activity that requests the information. We take data security and the privacy of your personal information very seriously. Maryland law mandates that State agencies refrain from creating personal records unless the need for the information is clearly established. The personal records must also be relevant, accurate, and current. They cannot, of course, be collected in any fraudulent manner.

State officials who request personal data from citizens must reveal:

- The purpose for which the information is being collected.
- Any consequences for refusing to provide the personal information.
- The citizen's right to inspect and correct personal records.
- Whether the information is generally available for public inspection.
- Whether the information is made available to other entities.

MARYLAND 511 collects only the personal information that is necessary to serve you. We do collect statistical information that is not associated with any specific individual. The statistical information helps us understand how the website is being used so we can continually improve our services. No attempts are made to profile individuals who browse the MARYLAND 511 website. For some of the online transactions, however, we do use "cookies" to complete your transaction. Once you finish the application, the cookie is removed. We do not use cookies to track visitors to our website.

MARYLAND 511 is committed to the security of this website. Many steps have been taken to safeguard the integrity of MARYLAND 511's telecommunications and computing infrastructure.

For your convenience, MARYLAND 511 provides links to other sites, but is not responsible for the content or privacy practices of the websites to which MARYLAND 511 offers links.

If you have any questions, please contact [MD511master@state.md](mailto:MD511master@state.md)