

Privacy Policy

The City of Albemarle is highly sensitive to the privacy interests of our customers and understands that protection of these interests is of the utmost importance. As such, we have adopted the below privacy policy with respect to the information that we acquire about customers who utilize our site.

This policy applies only to the official City of Albemarle web site (albemarlenc.gov & ci.albemarle.nc.us). When you follow a link to another site, you are subject to the privacy policy of that site. You should check the privacy policy of these sites if you have any questions about how they handle personally identifiable information.

The City of Albemarle only acquires information that is specifically provided by the end user through our interactive forms, with the addition of credit card approval information that is supplied to us by our association with Paymentus who handles the on-line credit card authorization aspects of this site.

The information we retain from the credit card authorization procedure currently only consists of either an error return code instructing us why a credit card authorization was declined, or the approval code for a processed order. In the future we may keep additional information offered by Paymentus, which consists of various scores that help determine whether a credit card transaction may or may not be fraudulent. Again, at present we do not retain this information and if this changes we will update this policy.

This site does utilize "cookies" on a temporal basis which is a method by which your computer can recognize ongoing requests to our system. These "cookies" are not stored by us after your session with our system ends, even though these "cookies" may be retained on your computer. For our system, cookies are necessary so that we can, for example, keep login information on a particular user as he or she navigates from page to page in our site. Again, however, we do not store this "cookie" information in our database. "Cookies" would allow us to see how the general public navigates our site, but presently we do not store, aggregate or review this information and if this changes, we will update this policy.

We give access to the personal information you supply at this site with respect to your utility payment only to those persons who require the use of this information to process your account. We do not share any individually-identifiable information with any third parties. However, we will provide this information if we are compelled to do so by order of a duly-empowered governmental authority or we have the express permission of the consumer or if it is necessary to properly process transactions or collect payment and provide our services. North Carolina law specifically exempts

billing information from utility customers from the North Carolina Public Records law.

If you have any questions on what data we collect, how we collect it and what it is used for that is not answered above, please contact the City of Albemarle.

If you have any questions concerning your bill, please call (704) 984-9615 or contact us via email custserv@albemarlenc.gov.

Assent to Privacy Policy

By using this site, you agree to the terms of the City of Albemarle website Privacy Policy as set forth. If you do not understand or agree with this policy, please do not use this website. The City of Albemarle reserves the right to change any of its website Privacy Policies at any time.

Refund Policy

I understand that refunds are only issued if the account has a credit balance. Credit balances may also be left on the account and applied to the next bill. Refunds may take up to 10 days to process and will only be issued in the form of a check. I also understand that any refund request must be submitted to the City of Albemarle in writing.