

Privacy Policy

Polk County, Iowa (“Polk County”) the Q-Flow queuing system software for the Polk County Treasurer’s Office (“Treasurer’s Office”) in order for the Treasurer’s Office to schedule and track its services, conduct its services, improve workflow, and expedite customer experiences. This page is intended to inform you regarding Polk County’s collection, use, and disclosure of personal information obtained through use of the Q-Flow queuing system.

Information Collected

The Q-Flow queuing system will collect your first and last name, email address, and telephone number. Additionally, the Q-Flow system will collect the reason for your visit to the Polk County Treasurer’s Office and a time stamp. All of this information is collectively referred to as “personal information” throughout this Privacy Policy.

By accessing the Treasurer’s Office, you agree to the collection and use of the personal information in compliance with this Privacy Policy. Polk County will not use or share your information with anyone except as described in this Privacy Policy.

Information Use

Polk County will use your personal information to: (1) schedule and facilitate the services offered by the Treasurer’s Office; (2) track the business of the Treasurer’s Office; (3) improve internal workflows; (4) assess other internal issues and provide internal training to Treasurer’s Office employees; and (5) contact you regarding the services provided by the Treasurer’s Office, including customer satisfaction surveys.

Information Disclosure

Polk County will not sell or rent the personal information to any third party. Polk County will only disclose the personal information to: (1) Third Party Service providers as set forth in the “Service Providers” section below; or (2) as required by State or Federal law, including Iowa Code Chapter 22, or pursuant to a lawful subpoena or search warrant.

Service Providers

Polk County may employ third-party companies to: (1) facilitate the services provided by the Treasurer’s Office; (2) perform services related to the Treasurer’s Office’s services; and (3) assist the Treasurer’s Office in analyzing how the services are used.

Your personal information may be disclosed to these third-party service providers. However, they are obligated not to disclose or use the information for any other purpose.

Security

Polk County strives to use commercially acceptable means of protecting your personal information. However, no method of transmission over the internet, or other methods of electronic storage is 100% secure and reliable, and Polk County cannot guarantee its absolute security. Polk County has certain governmental immunities pursuant to Iowa Code Chapter 670.4 as it now exists and may be amended from time to time. By enacting this Privacy Policy, Polk County does not waive any of its immunities pursuant to Iowa Code Chapter 670.4.

Links to Other Sites

The Q-Flow queuing system may contain links to other sites. If you click on a third-party link, you will be directed to that site. Note that these external sites are not operated by Polk County. Therefore, you are strongly advised to review the Privacy Policy of these websites. Polk County has no control over, and assumes no responsibility for the content, privacy policies, or practices of any third-party sites or services.

Changes to This Privacy Policy

Polk County may update this Privacy Policy from time to time. Please review this page periodically for any changes. These changes are effective immediately, after they are posted on this page.

Contact Us

If you have any questions or suggestions about our Privacy Policy, do not hesitate to contact us at 515-286-2299.