



# TERMS OF SERVICE

Town of Crossfield E-Gov Platform

Effective May 2025

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Welcome to the Town of Crossfield's E-Gov online services platform. By accessing or using this site and its services, you agree to comply with and be bound by the following Terms of Service ("Terms").

**Please read these Terms of Service carefully.**

## 1. Acceptance of Terms

By accessing or using the Town of Crossfield E-Gov platform ("Service"), you agree to these Terms of Service, including any future modifications. If you do not agree to these terms, please do not use the Service.

## 2. Eligibility

- You must be a resident of the Town of Crossfield or an individual otherwise authorized to use the Service.
- You must be at least 18 years old or have the consent of a parent or guardian.
- Have the necessary authority to enter into and comply with these Terms.
- Use the Platform in compliance with all applicable local, provincial, and federal laws.

## 3. Services Provided

The Town of Crossfield E-Gov platform allows residents to:

- Pay utility bills and property taxes
- Access public records (utility bills, property tax, tax certificates)
- Licenses renewals
- Other services as provided by the Town of Crossfield

The Town may modify or discontinue any aspect of the Service at any time, with or without notice.

## 4. User Responsibilities

As a User, you agree to:

- Provide accurate, current, and complete information during registration or service use
- Use the Service only for lawful purposes
- Maintain the confidentiality of your login credentials
- Notify the Town immediately of any unauthorized use of your account



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## 5. Prohibited Conduct

As a User, you may not:

- Attempt to gain unauthorized access to any part of the Service
- Use the Service for fraudulent, defamatory, abusive, or illegal activities
- Upload or transmit viruses or other harmful code
- Interfere with or disrupt the Service's functionality

## 6. Privacy

The Town of Crossfield respects your privacy. Personal information collected through the Service will be used in accordance with the Town's Internet Privacy Policy (A 102-25) and applicable Alberta privacy legislation, including the *Freedom of Information and Protection of Privacy Act (FOIP)*.

By using the Platform, you consent to our collection and use of your data as described therein.

## 7. Data Security

The Town employs commercially reasonable safeguards to protect user data against unauthorized access, disclosure, or misuse. Notwithstanding these efforts, no security system is infallible. By using the Service, you acknowledge and accept that you do so at your own risk.

## 8. Disclaimers Limitation of Liability

The Platform is provided "as is" and "as available" without any warranties, express or implied. Neither the Town of Crossfield nor its affiliates, including Catalis, guarantees that the Platform will be error-free or continuously available or that third-party content will be accurate or complete.

To the fullest extent permitted by law, the Town of Crossfield and Catalis disclaim all liability for any loss or damages arising from your use or inability to use the Service, including but not limited to unauthorized access to or alteration of your data, errors, or delays in transmission.

## 9. Third-Party Services

Some functions may link to or use third-party services. The Town is not responsible for the content, security, or practices of third-party websites.



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### 10. Termination

The Town reserves the right to suspend or terminate access to the Service for any violation of these Terms, or use of the Service in a manner that could harm the Town, other users, or the integrity of the system, without notice.

### 11. Amendments

These Terms may be updated periodically. Continued use of the Service constitutes acceptance of the revised Terms. Continued use of the Platform after such updates constitutes acceptance of the revised Terms.

### 12. Contact Information

For questions or concerns regarding the Terms or the Service, please contact:

**Town of Crossfield**

Legislative and Administrative Services

[town@crossfieldalberta.com](mailto:town@crossfieldalberta.com)

403-946-5565