

TRACS

Privacy Statement

The Government of Alberta respects the privacy of the visitors to our website. This page summarizes the privacy policy and practices relating to Tax and Revenue Administration Client Self-Service ([TRACS](#)).

Personal information management

The TRACS site does *not* automatically gather any personal information from you. Information such as name, e-mail address, organization and telephone number are only obtained when you provide them to us voluntarily by submitting the electronic form for initial enrolment or by updating your personal profile information on the site.

Any personal information that we ask you to provide us is collected in accordance with the *Freedom of Information and Protection of Privacy (FOIP) Act*. We collect only what is necessary for the operation of the website and to respond to your needs. Our use and disclosure of your personal information is limited by the privacy protection provisions of the *FOIP Act*.

Information collected via the internet

When you visit this website, the web server automatically collects a limited amount of information essential for the operation and security of the site and other sites that reside on the server. Some of this information (e.g., browser type) does *not* identify who you are. Other information, such as your Internet domain name or IP address, *may* identify you depending on the naming standards followed by your Internet service provider. You may wish to ask them about their policies and practices in this regard.

Cookies

The TRACS website uses cookies. Cookies are small amounts of information that are exchanged between web servers and web browsers. The cookie used here retains session information and some information about your application settings. All cookies used by the TRACS website are marked for removal immediately after closing the browser window. Alberta Treasury Board and Finance does not keep a database of information obtained from these cookies.

WARNING: If you change your browser settings to not accept cookies, you will not be able to access the TRACS website.

Security

General security information:

- For site security purposes and to ensure that this service remains available to all **eligible** users, the TRACS website uses software programs to monitor network traffic to identify unauthorized attempts to upload or change information, or otherwise cause damage.

Tax and Revenue Administration (tra.alberta.ca)

Email: TRA.Revenue@gov.ab.ca

Phone: 780-427-3044 (Toll-free in Alberta, call 310-0000, then enter the number)



- No attempts are made to identify individual users except for the following situations:
 - authorized law enforcement investigations,
 - tracking of last logon date/time for each user so that the information can be displayed back to the same user for verification to prevent unauthorized use of User ID, or
 - logging of any online updates applied by the user or any online data submitted by the user.
- **To ensure maximum security, clients are instructed to log out of the TRACS application and close their browser when the session is complete. This will disconnect you from the site and not allow someone else to access your TRACS information.**

Links to other sites

This site contains links to other websites. We are not responsible for the content and privacy practices of other sites you may visit after you enter this site.

Tips for protecting your information

There are additional steps you can take to protect your personal and business information that includes, but is not limited to the following:

- Don't save your password on your computer.
- Don't reuse your password.
- Install and keep up to date antivirus software on your computer.
- Install and keep up to date personal firewall software on your computer.
- Install and keep up to date a recognized anti-spyware program on your computer.
- Regularly apply updates from software manufacturers.
- Erase the cache memory of your browser (instructions found in your browser documentation).
- Don't remain connected to the Internet longer than necessary.
- Never send personal identification numbers or other personal confidential information such as your password, account number or login information over the Internet in response to unsolicited requests that you receive.

Tax and Revenue Administration will never ask you to provide this information via e-mail / e-mailed links. This is to protect you from "phishing" (also called "brand spoofing") e-mails that send you to websites pretending to be legitimate companies that ask for your personal and financial information.