

Legislative Counsel Book Policies

Book Shipping Policy

Your credit card will be charged as soon as the transaction is verified.

Defective Book Policy

If you receive a defective book, please call the Legislative Counsel's office at (503) 986-1243 to receive a replacement book.

Book Return Policy

You may return a book that is in new condition within one week after you receive the book. There will be a 10 percent restocking charge on returns. A letter explaining the reason for the return or a copy of the packing list must accompany the return. Books must be shipped to the following address:

Legislative Counsel Committee

c/o DAS Property Distribution Center

1655 Salem Industrial Dr. NE

Salem OR 97303-4238

Delivery Methods and Delivery Time Frame Policy

Orders are generally filled within 10 business days but during heavy distribution fulfillment may take up to four weeks. If an item is out of stock, we will notify you and give you the opportunity to cancel your order.

If you ordered multiple publications, you may receive the publications in separate shipments. All shipments are by UPS or FedEx Ground. We ship to street addresses only. We do not deliver to P.O. Boxes.

Privacy Policy

This site has links to other websites as a convenience to our customers. When you link to another website, you are subject to the privacy policy of that site, not this site.

Legislative Counsel does not warrant the accuracy, reliability or timeliness of any information published by these external sites and does not endorse any content, viewpoints, products or services linked from these systems. Legislative Counsel cannot be held liable for any losses caused by reliance on the accuracy, reliability or timeliness of the information on these external sites. Information may be incorrect or not current. You rely on any information obtained from these systems at your own risk.

Information Collected When You Browse This Site

If you do nothing during your visit to this website but browse or download information, we automatically collect and store the standard data collected by all web server software. That information is as follows:

1. The Internet Protocol (IP) address and domain name used (but not the e-mail address). The IP address is a numerical identifier assigned either to your Internet service provider or directly to your computer. We use the IP address to respond to your browser request. *Example:* 122.125.36.42;
2. The domain name (DNS) assigned on the Internet to your IP address (if there is one). *Example:* somename.com;
3. The type of browser and operating system you used. *Example:* Mozilla/4.0 (compatible; MSIE 4.01; Windows NT; IE4WDUS-1998101501);
4. The date and time you visited this site;
5. The web pages or services you accessed at this site; and
6. The website you visited prior to coming to this website. (Note: this is included so that summary analysis can be done on how visitors get to the site, i.e., from a search engine, from a link on another site, etc.)

This site does not track individual user navigation choices. It does, however, summarize the information listed above to determine:

1. What organizations are the most frequent users (item 2 above) to better target content for the audience.
2. What browsers are being used on the site to determine what techniques to use to develop pages that will work with different browsers (item 3 above).
3. How often the pages are being used (item 5 above).
4. By the traffic from organization names, such things as the search engines that are good at directing people to the site (item 6 above).

For site security purposes and to ensure that this service remains available to all users, this site may monitor network traffic to identify unauthorized attempts to upload or change information or otherwise cause damage. If security monitoring reveals evidence of possible abuse or criminal activity, system personnel may provide the results of such monitoring to appropriate officials. Except for authorized law enforcement investigations, no attempts are made to identify individual users or their usage habits. Unauthorized attempts to upload information or change information on this service are strictly prohibited and may be punishable under state and federal laws, including the Computer Fraud and Abuse Act of 1986 and the National Information Infrastructure Protection Act of 1996.

Public Disclosure

All information collected at this site becomes a public record unless an exemption in law exists. [ORS chapter 192](#) contains the Oregon public records law.

In the State of Oregon, laws exist to ensure that government is open and that the public has a right to access appropriate records and information possessed by state government. At the same time, there are exceptions to the public's right to access public records that serve various needs, including the privacy of individuals. Both state and federal laws provide exceptions. We may request personally identifiable information from you in order to provide requested services, but that information is handled as it would be on an in-person visit to a government office.

Personal Information and Nondisclosure

"Personal information" is information about a natural person that is readily identifiable to that individual, such as an individual's name, address and telephone number. Such personal information may be exempt

from disclosure if disclosure would constitute an unreasonable invasion of privacy under the circumstances. A domain name or IP address is not considered personal information. Most information collected by state government is assumed to be open to the public unless specifically exempted. [ORS chapter 192](#) contains the Oregon public records law. Under this law, individuals are permitted to request that public officials not disclose a public record that contains their home address and telephone number under certain circumstances. ORS 192.368 and [OAR 137-004-0800](#) specify how to request nondisclosure.

E-mail

If you send us an electronic mail message with a question or comment that contains personal information or fill out a form that e-mails us this information, we will only use the information needed to respond to your request. We may redirect your message to another government agency that is in a better position to answer your question.

The information collected is subject to the access and confidentiality provisions of state and federal law.

Forms

Each electronic form that collects personal information on this site will have a specific privacy statement or a link to the privacy statement that explains the conditions (if any) under which information may be shared with other parties.

Requesting Personal Information Inspection

You have the right to review information collected about you by this site. Contact [Legislative Counsel](#).

Secure Transmission

For secured-data transmission, this site uses industry-standard encryption software, Secure Socket Layer (SSL). The URL in your browser will change to "HTTPS" instead of "HTTP" when this security feature is invoked. Your browser may also display a lock or key symbol on its task bar to indicate invoked secured-data transmission. If these indicators are not present, any information is susceptible to interception by other parties. Most Internet e-mail communication will not be secure. If you are communicating sensitive information, you might want to consider sending it by postal mail.

Cookies

A cookie file is a small text file created by a website on your computer hard drive that contains unique information the site can use to track such things as passwords, lists of pages you've visited or the date when you last looked at a specific page or to identify your session at a particular website. A cookie is often used in commercial sites to identify the items selected for a specific shopping cart application. If cookies are used on the website, their use will be clearly marked. While most browsers have an option that allows you to control the use of cookies, their use might provide some features that cannot be used if cookies are turned off. Each application start page where cookies are used will have a specific statement that explains the use of the cookies, what information is being stored and whether the information is deleted or retained for future use when you complete your session.

Public Records Statement

Information reported to the Legislative Counsel is subject to the Oregon public records law contained in [ORS chapter 192](#), and may be made available on our website and to other parties upon request.

System Availability Policy

In order to provide you with the most up-to-date information possible, some of our services may be unavailable between the hours of 11:30 PM and 3:00 AM Pacific Time. We apologize in advance for any inconvenience and ask that you check back with us at a later time.

Asking questions about these policies

If you have any questions about these policies, please contact the Legislative Counsel at lc.estore@oregonlegislature.gov.

Customer Service Contact Information

Legislative Counsel Committee
900 Court St. NE S-101
Salem, OR 97301-4065
Phone: 503-986-1243
Fax: 503-373-1043
E-mail: lc.estore@oregonlegislature.gov