

Effective Date: 12.15.2025

Last Updated: 12.15.2025

Accela, Inc. (“**Accela**,” “**we**,” “**us**,” or “**our**”) provides PublicStuff™, a civic engagement and service request platform available at <https://www.publicstuff.com> and through municipal and other government agency branded mobile apps (collectively, the “**Service**”).

This Privacy Policy describes how Accela collects, uses, discloses, and protects Personal Information in connection with the Service. It also explains the privacy rights available to individuals under applicable laws, including the California Consumer Privacy Act (CCPA/CPRA) and, where applicable to you, Canada’s Personal Information Protection and Electronic Documents Act (PIPEDA).

This Privacy Policy applies to all users of the Service, including visitors to the PublicStuff web portal and users of city-branded mobile applications.

1. Transparency by Design

PublicStuff is intentionally designed for radical transparency. The Service enables users to submit requests, comments, maps, pictures, Personal Information (as defined by CCPA/CPRA and PIPEDA) (“**Information**”) and other content for their municipalities or other government agencies. Public visibility is a core feature of the Service as it is intended to support community awareness, civic engagement, and efficient municipal response.

When you submit Information through the Service, that Information is displayed publicly and will be viewed, accessed, and reused by your municipality or other government agency, Accela, other users, third-party applications, and members of the public. The Service cannot restrict or filter what you choose to submit, and any Information you submit will appear publicly.

“Personal Information” means information that identifies, relates to, describes, or can reasonably be associated with an identifiable individual or household. This includes direct identifiers such as names and email addresses, and indirect identifiers, such as online identifiers (for example, IP addresses and cookies) and device-related information.

Accela may access your Information on a limited basis as necessary to operate, secure, and support the Service, however, Accela does not monitor, mine, or use your Information for our own independent purposes such as marketing, advertising, or unrelated analytics.

By using the Service, you acknowledge that the Information you submit through PublicStuff is intended to be public and will be visible, accessible, discoverable, and reusable by Accela, your city, other users, third-party applications, and the public.

2. Transparency Notice

PublicStuff operates under a model of radical transparency; any Information you submit, including request details, comments, photos, locations, and other content will be publicly visible. You are responsible for understanding the implications of publicly sharing your Information through the Service.

You must not upload restricted, confidential, or highly sensitive information into the Service. This includes, but is not limited to, government-issued identification numbers, financial account or payment card numbers, health or medical information, login credentials or passwords, or confidential employment or proprietary information.

The Service is not designed to protect or restrict access to this type of information. If you include Personal Information or sensitive details in your submissions, such information will be visible to anyone, including your municipality and government agencies, Accela, other users, and third-party applications that access or export publicly available data from the Service.

3. What Information May Be Collected or Exposed

The Service collects and processes Information that users submit when using the Service. This includes Information you enter, upload, or transmit through the Service. We use this Information only as needed to operate and support the Service, assist municipalities, and enable the transparency features of the Service.

Category	Examples	Collected	Publicly Visible
A. Identifiers	Name, username, email address	Yes	Name/username: Yes Email: Yes, if entered in description field
B. Customer Records / Contact Information	Phone number, address (if entered by user)	Yes (if submitted)	Yes, if entered in description field
C. Internet or Network Activity	Usage logs, page views, device type	Yes	No
D. Geolocation Data	Approximate location based on IP or issue address	Yes	Yes
E. Uploaded Content	Files, text, media you submit	Yes	Yes
F. Employment Information	Company name, title (if provided)	Yes (if submitted)	Yes, if entered in description field

Note: Information you submit in requests, comments, photos, or other content will be publicly visible unless it resides in non-public system fields (such as email addresses stored only for notifications). If you include Personal Information in the content you submit, that information will be visible to the public.

4. How the Service Uses Personal Information

Accela uses Personal Information only as needed to operate, maintain, and support the Service. Specifically, we use Personal Information for the following purposes:

- Operating the Service. We use your Information to deliver the features and functionality of the Service, including displaying requests, processing submissions, and supporting municipal workflows.
- Supporting transparency and civic engagement. Information you submit is made public so that cities, users, residents, and third-party applications can view, access, and use it to support community reporting, collaboration, and response activities.
- Maintaining system security and integrity. We use technical and operational data to secure the Service, detect and prevent fraud or misuse, diagnose issues, and ensure reliability and performance.
- Assisting your municipality and other government agencies. We use Information to help cities manage and respond to requests, communicate with residents, and administer their use of the Service.
- Comply with applicable legal obligations. We use or preserve Personal Information as required to comply with applicable laws, regulations, legal processes, or enforceable governmental requests.
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Accela may access your Information on a limited basis to operate and support the Service, but we do not mine, monitor, monetize, use, or directly interact with your Personal Information for any independent business purposes.

5. Disclosure and Visibility of Personal Information

PublicStuff is designed for radical transparency, and Information you submit through the Service is intended to be public. When you enter request details, comments, photos, locations, or other content, that Information is displayed through the Service and will be viewed, accessed, used, or exported by your municipality or government agencies, Accela, other users, third-party applications, and members of the public.

We may disclose or make Information visible in the following ways:

- **Public Display Through the Service:** Information you submit in your requests, comments, photos, and other uploaded content is displayed publicly. This includes any Personal Information you choose to include in those submissions.
- **Your Municipality and Other Governmental Agencies, and Third-Party Applications:** Your Municipality and Other Governmental Agencies may enable integrations that allow third-party applications to access publicly available Information from the Service. These applications may view, access, or export Information displayed publicly. Accela does not permit third parties to use Personal Information for independent purposes unrelated to the Service.
- **Operational Access:** Accela may access Personal Information on a limited basis as needed to operate, secure, and support the Service. Accela does not monitor, mine, or use Personal Information for independent marketing, advertising, or unrelated analytics.

Accela does not sell your Personal Information, nor do we disclose Personal Information to third parties for Accela's own independent or unrelated purposes.

6. Your Privacy Rights

Depending on your location, you may have certain privacy rights with respect to your Personal Information collected through the Service. These rights may include:

- **Right to Know:** You may request information about the categories and specific pieces of Personal Information we have collected, used, and disclosed about you.
- **Right to Access:** You may request access to the Personal Information we maintain about you.

- **Right to Delete:** You may request that we delete Personal Information we hold about you, subject to legal and operational requirements. Information that has already been displayed publicly through the Service as part of a request, comment, or uploaded content will continue to be publicly accessible.
- **Right to Correct:** Where required by law, you may request that we correct inaccurate Personal Information that we maintain about you.
- **Right to Opt-out** of any Sale or Sharing: Accela does not sell or share Personal Information for its own independent purposes.
- **Right to Non-discrimination:** You will not be discriminated against for exercising your privacy rights.

7. How to Exercise Your Privacy Rights

You can exercise your privacy rights or submit privacy-related requests about this Privacy Policy by contacting us using one of the methods below:

- **Email:** privacy@accela.com
- **Mail:** 9110 Alcosta Blvd, Suite H #3030, San Ramon, CA 94583
- **Web Form for Requests (an email login may be required):** <https://accelaeng.atlassian.net/servicedesk/customer/portal/11>

Note: The Service is designed for radical transparency, Information that has already been displayed publicly as part of a request, comment, or uploaded content will remain publicly accessible, even if we delete or de-identify certain Personal Information from our systems in response to your request. We will, however, honor your rights with respect to the Personal Information we control, as required by applicable law.

8. Data Retention

We retain Personal Information only as long as it is necessary to operate the Service, fulfill the purposes described in this Privacy Policy, or comply with applicable legal requirements. Because the Service is designed for radical transparency, requests, comments, photos, and other content submitted through the Service will remain part of your city's public records and will continue to be publicly accessible, even if:

- you close or delete your account, or
- you request deletion of certain Personal Information we maintain about you.

Information you make public will already have been viewed, copied, or stored by others (such as the city, other users, or third parties), and we cannot control or delete those copies. Where applicable law requires us to delete or anonymize Personal Information within retained records, we will do so manually.

9. Cross-Border Processing

Personal Information may be stored or processed in the United States or other jurisdictions. When Personal Information is transferred across borders, we apply appropriate safeguards and protections consistent with applicable laws. By using the Service, you understand that your Personal Information may be processed in the United States and other jurisdictions where Accela or its service providers operate.

10. Children's Privacy

The Service is not intended for individuals under 16 years of age. We do not knowingly collect, use, or sell Personal Information from children under the age of 16. If you are under 16, do not submit requests, create an account, or provide any Personal Information through the Service.

If we become aware that a child under 16 has provided Personal Information through the Service, we will delete it unless we are legally required to keep it. If you believe a child has submitted Personal Information, please contact us using the information in the "Contact Us" section.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in applicable legal requirements or the functionality of the Service. When updates are made, the "Last Updated" date at the top of this Privacy Policy will be revised. We encourage you to review this Privacy Policy periodically. Continued use of the Service after any updates constitutes your acceptance of the revised Privacy Policy.

12. Contact Us

For questions about this Privacy Policy or your data rights, contact:

Accela, Inc.

9110 Alcosta Blvd, Suite H #3030

San Ramon, CA 94583

Email: privacy@accela.com

Phone: (925) 659-3200 or 1-888-722-2352

If you are a user in Canada, you may also contact the Office of the Privacy Commissioner of Canada at www.priv.gc.ca for additional information about your privacy rights.