



Site Guidelines

Welcome to OVS Resource Connect, a concern-based online search engine connecting users with potential crime victim resources managed by the Office of Victim Services (OVS). By allowing users to search for resources by concern, category, keyword, and geographic location, OVS Resource Connect quickly locates crime victim services, resources and information provided by Victim Assistance Programs (VAPs) funded by OVS.

OVS (“us”, “we, or “our”) manages content on the OVS Resource Connect (<https://ovs.ny.concerncenter.com>) website (“Site”) based upon information provided by the VAPs and use of this site indicates an understanding and agreement with the following site rules, policies and terms as outlined on this page below.

Terms of Use:

Site users are responsible for their own actions upon access to resources displayed on the site at any given time. Site users also agree to waive all rights to hold OVS liable for any information and resources published on the OVS Resource Connect Site.

Privacy Policy:

OVS collects different types of information for various purposes in order to improve OVS Resource Connect.

Like many websites, OVS Resource Connect collects information that your browser sends whenever you visit our site. This data may include information such as your computer’s Internet Protocol address (e.g. IP address), browser type, browser version, the pages of the site that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data. In addition, we use cookies and similar tracking technologies to track the activity on our site and hold certain information. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of the Site’s service.

Use of Data:

OVS Resource Connect uses the collected data for various purposes:

- To provide and maintain the Site
- To allow you to participate in interactive features of OVS Resource Connect when you choose to do so
- To provide customer care and support
- To provide analysis or valuable information so that we can improve the Site
- To monitor the usage of the Site
- To detect, prevent and address technical issues

OVS Resource Connect will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with these policies.

Security of Data:

The security of your data is important to us, but no method of transmission over the Internet or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your personal data, we cannot guarantee its absolute security.

Google Analytics:

Google Analytics is a web analytics service offered by Google that tracks and reports website traffic. Google uses the data collected to track and monitor the use of our Site. This data is shared with other Google services. Google may use the collected data to contextualize and personalize the ads of its own advertising network.

You can opt-out of having made your activity on the Service available to Google Analytics by installing the Google Analytics opt-out browser add-on. The add-on prevents the Google Analytics JavaScript (ga.js, analytics.js, and dc.js) from sharing information with Google Analytics about visit activity.

For more information on the privacy practices of Google, please visit the Google Privacy & Terms web page at <https://policies.google.com/privacy?hl=en>.

Links to Other Sites:

Our Service may contain links to other sites that are not operated by us. If you click on a third-party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit.

We have no control over and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services.

Accessibility:

OVS Resource Connect is committed to providing information to the widest possible audience, regardless of circumstance and ability. We aim to adhere as closely as possible to the Web Content Accessibility Guidelines (WCAG 2.0, Level AA), published by the World Wide Web Consortium (W3C). These guidelines explain how to make Web content more accessible for people with disabilities. Conformance with these guidelines will help make the web more user friendly to everyone. While OVS Resource Connect strives to adhere to the guidelines and standards for accessibility, it is not always possible to do so in all areas of the website and we are currently working to achieve this. Be aware that due to the dynamic nature of the website, minor issues may occasionally occur as it is updated regularly. We are continually seeking out solutions that will bring all areas of the site up to the same level of overall web accessibility.

Changes to Site Guidelines:

We may update our site guidelines, including the rules, policies and terms listed above, from time to time. We will notify you of any changes by posting the new updates on this page.

You are advised to review these Site Guidelines periodically for any changes. Any and all changes are effective when they are posted on this page.

Contact Us:

If you have any questions about the Site Guidelines, please contact us at ovsresourceconnect@ovs.ny.gov. More information about OVS Resource Connect, including access to Standard Operating Procedures, is also available at ovs.ny.gov/help.