

## SAN LUIS OBISPO COUNTY Y.M.C.A. PRIVACY POLICY

### Your California Privacy Rights.

California law requires us to ensure the privacy of the personal information of visitors to our Web site. California law also requires us to provide information to you regarding our privacy policy and the designated means by which you may inquire about our policy.

We at the San Luis Obispo County Y.M.C.A., a California nonprofit corporation (the "YMCA"), value our customers and take issues regarding privacy very seriously. Please read this Privacy Policy to learn more about the ways in which we use and protect your personal information. Except as otherwise provided in this Privacy Policy, we do not sell or rent the personal information you voluntarily share with us to third parties for marketing purposes without your explicit consent.

This Privacy Policy describes the personal information we collect about you, why we collect it, and how we use it. Our Privacy Policy also describes the choices you can make about how we collect and use your information. You may **opt out** of our information sharing by contacting us in accordance with Section 4 below. To do so, you may contact us by any of the following methods:

1. Call us at (805) 543-8235;
2. E-mail us at [sthayer@sloymca.org](mailto:sthayer@sloymca.org); or
3. Write us at: YMCA - Privacy Policy  
1020 Southwood Drive  
San Luis Obispo, CA 93401

If our information practices change in the future, we will post an updated Privacy Policy on our Web site. You can tell if the Privacy Policy has changed by checking the revision date that appears at the end of this policy. You may exercise your choices about how we collect and use your information at any time.

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#### 1. **Overview of our Privacy Policy.**

In accordance with California Civil Code Section 1798.83 (effective January 1, 2005), which may be amended from time to time, when you visit our Web site and request information from us, we collect personal information, such as your name, address(es), electronic mail address and telephone number. We collect this information when you submit your personal information to us or participate in any surveys or programs sponsored by us.

#### 2. **How is my personal information used?**

When you request information from us, we use your personal information to respond to you via phone, mail or e-mail in accordance with your request. We will also use your address and e-mail address to send you information about our programs and services. We may use your personal information to send you e-mails, mail, or telephone (including text messages) messages regarding our programs and services. From time to time, we may use this information to contact you via e-mail, mail, or telephone to learn more about your preferences. **You always have the choice not to receive mailings or calls; you just need to let us know.**

To serve you better, we may combine information you give us and information about your program interests from third parties, including demographic information and information that is publicly available. We use that combined information to enhance and personalize your online experience with us and to communicate with you in accordance with this Privacy Policy.

**3. Does YMCA share my information with third parties?**

YMCA will not share your information with any other third party for marketing purposes. However, we may contract with service providers to maintain and manage our members' information. We will not authorize any of these service providers to make any other use of your information.

YMCA reserves the right to disclose information about you as required by law, in response to legal process and law enforcement requests, and as necessary to protect the property, interests and rights of YMCA, its affiliates and others.

**4. How do I OPT OUT of receiving promotional communications?**

We want to communicate with you only if you want to hear from us. If you prefer not to receive promotional information from us, or if you do not want us to use your information to enhance your online experience, you may OPT OUT of receiving our promotional communications at no cost to you. You should be aware that you will need to OPT OUT each time you contact us electronically by means of our Web site.

To OPT OUT, please let us know by calling us at **(805) 543-8235**, e-mailing us at [sthayer@sloymca.org](mailto:sthayer@sloymca.org) or by mailing your written request to **YMCA, Customer Care – Privacy Policy Issues, 1020 Southwood Dr., San Luis Obispo, CA 93401**. Please be sure to include your full name and the addresses (mail and e-mail) you used when you contacted us. If you ask us to remove your name and address from promotional lists, we will maintain your name in our "do not contact" list to ensure that we can honor your request. Note that it may take up to eight (8) weeks to process your opt out request, during which time you may continue to receive communications from YMCA.

If you would like to request information about what we collect, please feel free to call or write us as well. In accordance with California law, we will respond in writing to your request within thirty (30) days.

**5. How do I change or delete my information?**

You may ask us to update your personal information by calling or writing us with your new information.

**6. How does YMCA protect children's privacy online?**

YMCA is concerned about the safety of children when they use the Internet and our site. Children (persons under the age of 18) are not eligible to use our site unsupervised, and we ask that children do not submit any personal information to us. If you are under the age of 18, you may only use our site in conjunction and under the supervision of your parents or guardians. We will never knowingly request personally identifiable information from anyone under the age of 18.

**7. What are cookies? How does YMCA use cookies on its Web site?**

A "cookie" is a small data file that Web sites often store on your computer's hard drive when you visit their sites. A cookie may contain information, such as a unique user ID that Web sites use to track the pages of the Web sites you visit. We use cookies but do not store personally identifiable information in the cookie.

We use cookies in order to improve your online experience. Through our use of cookies, we also track and maintain the identity of the Web site you visited immediately prior to visiting our Web site. We do not otherwise track any information about your use of other Web sites.

You can refuse cookies by turning them off in your browser. If you turn off cookies, though, some Web sites may not work properly. With your browser's cookies turned off, you should be aware that some other technologies may still detect visits to these pages, but the notices they generate should not be associated with other non-identifiable cookie information and be disregarded.

## **8. How does YMCA protect and use my customer information?**

We are committed to protecting the security and integrity of your personal information, and we use procedures and technology designed for this purpose. For example:

- a. We limit employee access to customer information to those who have a business reason to know this information.
- b. We maintain policies and procedures covering the physical security of workplaces and records.
- c. We use technological means (such as backup files, virus detection software, firewalls and other computer software and hardware) to protect against unauthorized access or alterations to customer data.

## **9. Is my information secure?**

We believe your data must be protected against loss and unauthorized access. We use procedural and technical safeguards such as firewalls to protect your personal information against loss or theft as well as unauthorized access and disclosure to protect your privacy. While we employ many different security techniques to protect such data from unauthorized access by users inside and outside the company, perfect security does not exist on the Internet, and YMCA does not ensure or warrant the security of any information you transmit to us on our Web site.

## **10. What about frames and links to other Web sites and services?**

YMCA's Web site may contain frames and links to other sites beyond YMCA's control. YMCA is not responsible for the content or practices of any linked Web sites, and we provide these links solely for the convenience and information of our Web site's visitors. YMCA does not control the privacy policies or practices of these Web sites. This Privacy Policy does not cover the collection of information by those other companies and Web sites. Although we encourage third parties to provide their own privacy policies, is not responsible and shall not be liable for their activities, such as how they handle the information they collect online. You should review those policies before providing any personal information.

## **11. Updates to the Privacy Policy.**

We may amend this Privacy Policy at any time by posting the amended terms on our Web site at [www.sloymca.org](http://www.sloymca.org). All amended terms shall automatically be effective thirty (30) days after they are initially posted on the site.

## **12. Governing law; Limitation of damages.**

This Privacy Policy is governed by the laws of the State of California. By your use of our site, you agree to be bound by the terms and conditions contained in this Privacy Policy. To the extent you may maintain any claims for liability against YMCA arising from a potential violation of this Privacy Policy or to the misuse of your personal information, you agree that your recovery for damages is expressly limited to those provided in California Civil Code Section 1798.84.

## **13. Use of materials from our Web site.**

Please remember that the trademarks, service marks, graphics and text, and other properties appearing within our Web site are the property of either the YMCA or YMCA of the USA ("Y-USA"). Information provided for downloading on our Web site may be used for personal or noncommercial use only. Otherwise, such downloadable information may not be copied, reproduced, republished, uploaded, posted, transmitted or distributed without the prior written consent of YMCA and/or Y-USA. Except as expressly provided above, nothing herein shall be construed as conferring any license or right under any copyright or other intellectual property right.

Effective Date: March 20, 2006