Web Site Privacy Statement

The Access Community Action Agency respects the privacy of visitors to its Web site. The Access Community Action Agency strongly believes that if electronic commerce and online activities are to flourish, consumers must be assured that information provided online is used responsibly and appropriately. To protect online privacy, Access has implemented the following policy.

ABOUT THE INFORMATION WE COLLECT

Most of the data and information we collect through our Web site is used only to help Access achieve its mission to create the conditions that empower individuals and families in the communities we serve to overcome the barriers that impair their ability to be economically stable.

It is our policy to collect and store only personal information that our clients knowingly provide.

- **From Casual Web Site Visitors and General Users.** We do not collect any personal information from users browsing our Web site. When you use the public areas of our Web site you are doing so anonymously. We do collect aggregate use information, such as the number of hits (visits) per page. We use aggregate data for internal and marketing purposes, but we don't collect any personally identifying information.

- **From Our Clients, Donors and Other Customers.** If while visiting our Web site you order a product, register for a conference, submit a technical assistance question, or request other information, you will be asked to provide certain information. In all cases this information is submitted voluntarily. In most cases, Access asks clients to provide their name, title, organization name, address, telephone, and e-mail. If you're making a purchase, you may be asked for credit card information in order to complete your purchase. Similar information may be submitted to Access on a catalog order form or registration form.

CUSTOMER LISTS

Our customer list is not for sale. When you visit our Web site or become a customer of The Access Community Action Agency, your name and mailing information will not be sold to a commercial organization.

WEB LINKS

This website contains links to other websites. The Access Community Action Agency is not responsible for the privacy policies of these sites.

OUTSIDE CONTRACTORS

We may employ independent contractors, vendors and suppliers (collectively, "Outside Contractors") to provide specific services and products related to The Access Community Action Agency and the site, such as providing credit card processing and fraud screening, order fulfillment and shipment, mailing of Access publications and other materials, hosting and maintaining the site, and developing applications for the site. These Outside Contractors may sometimes have limited access to information collected from you, including your personally identifiable information, in the course of providing products or services to us. Access to your personally identifiable
information by these contractors is limited to the information reasonably necessary in order for these Outside Contractors to perform their limited function for us. We also require that these contractors (i) protect the privacy of your personally identifiable information consistent with this Privacy Policy, and (ii) not use or disclose your personally identifiable information for any purpose other than providing us with products or services for which we contracted.

**HOW WE USE COOKIES**

Cookies are small bits of code that are sent to your computer when you logon to a Web site that allows us to identify you when you return to the site. Access uses cookies only to support the operations of our shopping cart. We do not use cookies to track your usage or any other personal information about you.

**RESERVATION OF RIGHTS**

We reserve the right to disclose your personally identifiable and non-personally identifiable information to any third party if we believe that we are required to do so for any or all of the following reasons: (i) by law; (ii) to comply with legal processes or governmental requests; (iii) to prevent, investigate, detect or prosecute criminal offences or attacks on the technical integrity of the web site or our network; and/or (iv) to protect the rights, property, or safety of The Access Community Action Agency, the users of the web site, or the public.

**COMPLAINT PROCEDURE**

If you suspect that we have handled your personal information in a manner that doesn't comply with this privacy statement, please contact us by e-mailing an explanation to Kate Fortier or by calling (860) 450-7400, ext. 7458.