

WEBSITE PRIVACY STATEMENT

Access Community Action Agency (“*Access*”) respects the privacy of visitors to its Website, and 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 Website is used only to help *Access* achieve its mission to build equitable access to opportunities that empower under-resourced individuals, families and communities to achieve and sustain economic stability.

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

- From Casual Website Visitors and General Users: We do not collect any personal information from users browsing our Website. When you use the public areas of our Website 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 Website 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 Website or become a customer of *Access*, your name and mailing information will not be sold to a commercial organization.

WEB LINKS

This website contains links to other websites. *Access* 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 *Access* 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 website 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 *Access*, 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 [Kathleen Krider](#) or by calling (860) 450-7400, ext. 7455.

SAFEGUARDING PERSONAL INFORMATION

Access Community Action Agency ("**Access**") makes every reasonable effort to protect the confidentiality of personal information we collect in the course of business by maintaining physical, electronic and procedural safeguards to protect their confidentiality.

Personal information includes, but is not limited to, Social Security numbers, driver's license numbers, state identification card numbers, account numbers, passport numbers, alien resident numbers, and/or health insurance numbers.

Access to all **Access** customers' personally identifiable information as defined above in paragraph two (2) is restricted and limited to those **Access staff** whose job function necessitates access to such personally identifiable information. **Access staff** is trained on the proper handling of personal information including Social Security number. **Access** safeguards the data, computer files and documents containing its customers' personal information from misuse by third parties, and will destroy, erase or make unreadable all such data, computer files and documents prior to disposal.

Additionally, **Access** will not unlawfully disclose your personally identifiable information as defined in paragraph two (2) to any third party. Release of personal information by authorized **Access staff** will only be made after receipt of a completed and signed Authorization for Release of Information (ROI) from our customer.

This privacy policy is disseminated and publicly displayed pursuant to Connecticut Public Act No. 08-167. *Access* reserves the right to revise this policy and notify its staff and customers of such updates accordingly as regulations are enacted and other developments that define the scope and requirements of this law take place.