

Privacy Policy

Introduction

The Indian Hill Club (“Club,” “we,” “us,” or “our”) is committed to maintaining your online privacy. This Privacy Policy (“Policy”) applies to personal information that you submit or we otherwise collect through our website located at www.ihclub.com, our social media pages, and our text-all feature. Never share your username and password with anyone to protect against unauthorized access to your accounts. Never share more personal information than what is required to complete a transaction. For more information about being safe online, visit the U.S. Department of Homeland Security’s Stop. Think. Connect.

Please read this Policy carefully to understand our policies and practices regarding your personal information. When you visit our website or provide us with personal information, you consent to our use of the personal information we collect or receive as described in this Policy. We may update this Policy from time to time without prior notice to reflect changes in our personal information practices.

Information Gathering and Cookies

If you visit the Club’s website or social media pages we may collect personal information from you that you voluntarily provide to us, such as by submitting online forms, messaging us, or creating an account.

We may also use cookies and other technologies that automatically collect information about you and your device when you visit our website. A cookie is a small file containing a string of characters that may be sent to your web browser when you visit a website. We may use cookies to enable website functions, provide analytics, store your preferences, or otherwise enhance your experience. These cookies may automatically collect information about you and/or your device, such as your IP address, referring website, pages viewed, and length of visit. You may reset your browser to refuse cookies or to indicate when a cookie is being sent. If you disable cookies, certain features of our website or the entire website may be unavailable. You may learn more about cookies and how to opt out of them by visiting the following third-party website: www.allaboutcookies.org.

Online Transactions

For online transactions conducted on the Club’s website, you will be asked to enter certain information about yourself and/or your family, guests, or childcare partners. The specifics of this information will vary as required by the type of transaction (e.g., membership questions, enrollment, applications, paying dues and monthly expenses, etc.).

Personal information collected in the course of the transaction is used in order to conduct the online transactions with the appropriate Club departments, to communicate with you about your transaction, and/or provide information that may be useful to you. Our goal is to collect only

enough personal information as is reasonable to perform our services and to let you know when providing personal information is optional.

If you sign up for a user account with the Club to support a transaction or regular communications, you may receive an email asking you to confirm that sign up. If you forget your password to an account, we may send you an email in response to your solicited request. You may also receive a request to allow the Club to send or push to you certain text messages via your mobile device, alerts, or emails relevant to Club information, activities, events, etc. You may opt-out of these communications at any time through your account on the Club website or by contacting us via email at info@ihclub.com. The Club does **not** share your opt-in preferences or consent to receive messages from the Club with any third party for their own marketing purposes.

Please be aware that fraudulent email scams called “phishing” have been increasing in frequency. “Phishing” involves a victim receiving an e-mail appearing to be from a legitimate business. The “from” line is often forged and the e-mail usually contains authentic looking graphics making it appear to be legitimate. The email may also contain what appears to be a legitimate link to that organization (e.g., ihclub.com, ihclub.com, etc.). When the victim clicks on this link, they are then taken to what appears to be a legitimate looking website. Criminals can even make your browser’s address bar contain the address of the legitimate organization despite the fact that the website is a forgery. Victims are then encouraged to enter personal information including credit card numbers and expiration dates.

The Club **will not** request confidential personal or financial information from our customers via an **unsolicited** email. The Club will also never send you an **unsolicited** e-mail containing a link to a Club website where confidential personal or financial information is requested. If you receive such an email, purportedly from the Club, you are encouraged to immediately contact manager@ihclub.com. For more general information about “phishing” visit the Federal Trade Commission web site.

Using Club Services

If you send the Club an email, or provide your email to the Club via an application or any other online service, to request information or data, submit questions or comments about our programs or services, or to access or obtain such programs or services, we do collect your email address and any other personal information that you optionally provide, such as address and phone number. We do this to respond to your communications, improve our online services, process and maintain your application and membership information, and occasionally, to customize content for the individual user.

Telephone calls

Individuals may contact the Club via phone for certain services or Club information. The phone system may automatically log the phone number and other characteristics of calls to and from Club numbers, such as call duration and the extension in the Club that received or made a call. It is not possible to opt-out of this collection. During the course of your call to the Club, we may

ask for additional information. This information will be used to help provide the requested service as is the case with requests submitted via the website or in-person. The call taker will inform you about what information may be optionally provided. We may also request personal information when we call you or notify you of an event via phone or text message, should you opt-in.

Data Sharing

The Club understands the value of personal information and works to protect the personal information we collect from the public or members. The Club does not sell or rent data, including personally identifiable information. We occasionally will share this information with our vendors or partners in order to support the transaction or service provided.

Links to other Web Sites

This site contains links to other sites. The Club is not responsible for the privacy practices or the content of such sites, which include social media pages, maps, and local government sites. You should check the privacy policy of each of these sites if you have concerns about how they handle personally identifiable information.