

# BLUE ASH PRIVACY AND REFUND POLICY

## PRIVACY POLICY - COMMITMENT TO YOUR PRIVACY

The Effective Date of this Privacy Policy is September 1, 2017. This version of the policy replaces and supersedes any prior privacy policies applicable to this website.

## SUMMARY AND CONTACT INFORMATION

We at Blue Ash Recreation Center (referred to as "**Blue Ash**") recognize the importance of protecting the privacy of individual-specific information ("**Information**") collected about our customers, visitors, and prospective customers or visitors (referred to as "**Customers**," "**Visitors**," "**you**" or "**your**"). At Blue Ash, it is our intention to give you as much control as possible over your privacy in regard to your Information and the use we make of it in the course of your use of our website(s) located at <http://www.blueash.com> (referred to as "**Website**" or "**our Site**") and the Blue Ash services offered through our Site. This Privacy Policy describes how we handle information we learn about you from our Website. It describes the types of information we collect and explains what we do with that information. If you have questions about this policy or wish to contact us, we can be reached via any of the following:

Phone: 513-745-8500

Email: [administration@blueash.com](mailto:administration@blueash.com)

## COLLECTION AND USE OF INFORMATION

Blue Ash is the sole owner of the information collected on this Website. We collect information from our visitors in a number of different ways, as detailed below. The information we collect depends on what you do when you visit our Site. Please note that we do not collect personally-identifying information about you, including your name, email address, telephone number or postal address, when you visit our Site, ***unless you choose to provide such information to us by subscribing to any alert, newsletter or related services (that we may offer from time to time), and/or contacting us regarding the Site or our services.*** If at any time you *do* provide us with such information, we will collect it.

### ***Voluntary Submissions***

You may provide information through optional and voluntary submissions. These are voluntary submissions to access and use the Blue Ash subscription services. You can also provide information on our Site to contact Blue Ash employees to get further information relating to Blue Ash programs or services.

### ***Log Files and Analytical Information***

For each visitor to our Website, we may automatically gather certain information and store it in log files. This information includes internet protocol (IP) addresses, browser type, internet service provider (ISP), referring/exit pages, operating system, date/time stamp, and/or clickstream data. We may collect and store this information on an individual basis and in aggregate, or combined, form. We may also collect both user-specific and aggregate information on what pages visitors access or visit. We use this information to analyze trends, to administer the site, to track users' movements around the site, and to gather demographic information about our user base as a whole. We also use this information to improve the content of our web pages, and to customize the content and layout of our pages. All of this is done with the intention of making our Site more useful to visitors. We do not correlate this information with data about individual users.

We may use one or more third-party tracking services to track non-personally identifiable information about visitors to our Site in the aggregate. These third-party services may use JavaScript, pixels, transparent GIF files, and other means to enable us to learn which advertisements bring users to our Website. Any information we track in this manner is anonymous, limited to usage and volume statistics, and is used to provide insight into the effectiveness of our online marketing initiatives and strategies.

We do not divulge any information about an individual user to a third party unless it is in connection with Blue Ash programs or services.

### **Cookies**

We may use both session cookies and persistent cookies on this site. A cookie is a small text file that is stored on a user's computer for record-keeping purposes. We may link the information we store in cookies to your personal information in order to provide a faster and more pleasant online experience. You can refuse cookies by turning them off in your browser. If you've set your browser to warn you before accepting cookies, you will receive the warning message with each cookie. You do not need to have cookies turned on to use this site. If you reject cookies, you may still use our site, but your ability to use some areas of our site will be limited.

We may use session cookies to make it easier for you to navigate our site. We use session cookies to record session information, such as which web pages a user has visited, and to track user activity on the site. Session cookies expire when you close your browser.

We also may use persistent cookies to track and target the interests of our users to enhance the experience on our site. Persistent cookies remain on your hard drive for an extended period of time. You can remove persistent cookies by following directions provided in your browser's "help" file.

### **DATA ACCESS**

Users can review, update, correct, or delete their information or select to opt out of receiving any future Blue Ash Recreation Center communications by logging into their account and editing their profile.

### **PRIVACY OF CHILDREN**

We do not intentionally collect personally identifiable information from users of this site who are under the age of thirteen without parental consent. If we become aware that a user of the site is under the age of 13 we will remove that child's personal information from our files, in accordance with the federal Children's Online Privacy Protection Act of 1998.

### **THIRD PARTY SITES**

This Privacy Policy applies only to information collected by this Website.

From time to time, this Website may link you to other sites ("**Linked Sites**") that are not owned by Blue Ash. We do not control the collection or use of any information, including personally-identifying information, which occurs during your visit to the Linked Sites. Further, we make no representations about the privacy policies or practices of the Linked Sites, and Blue Ash is not responsible for the privacy practices of these Linked Sites.

Be careful of disclosing any of your personally identifiable information when leaving our Site. We encourage you to be aware when you leave our Site and to read the privacy statements of each and every website that collects personally identifiable information.

### **CHANGES TO THIS POLICY**

From time to time, we may use customer information for new, unanticipated uses not previously disclosed in our privacy notice. If our information practices change materially at some time in the future, we will post the policy changes to our Website. If we have collected personally-identifying information from you, we will notify you about the changes prior to making use of your information in new ways and will provide you with a reasonable opportunity to opt out of the new procedures before they are implemented. We will also honor opt out requests made following implementation of the new procedures, as discussed above.

**QUESTIONS/CONCERNS**

If you believe that this Site is not following its stated information policy, you may contact us at the above address, or state or local chapters of the Better Business Bureau.

**CONSENT**

By using this site, you consent to the collection and use of this information by Blue Ash. If we decide to change our Privacy Policy, we will post those changes on this page so that you are always aware of what information we collect, how we use it, and under what circumstances we disclose it.

**REFUND POLICY**

The Recreation Department reserves the right to cancel any class, event, or activity. Decisions to offer advertised activities are based upon registration totals. Please register for programs early so minimum class participation can be met. In the event of department cancellation, a full refund is issued. Refunds will only be issued if the class is cancelled by the Recreation Department or if an entire session of classes that meets continually cannot offer make-up classes. Registration of a class acknowledges that the participant accepts these terms. Please allow approximately three weeks for receipt of your refund by City check.