

# Privacy Policy

Valley Assistance Services (VAS) is committed to protecting your privacy and developing technology that gives you the most powerful and safe online experience.

This Statement of Privacy applies to the VAS Web site and governs data collection and usage. By using the VAS Web site, you consent to the data practices described in this statement.

## **Collection of your Personal Information**

VAS collects personally identifiable information, such as your email address, name, home or work address, and telephone number. We may also collect anonymous demographic information, which is not unique to you, such as your ZIP code, age, gender, preferences, interests and favorites.

There is also information about your computer hardware and software that is automatically collected by VAS. This information can include your IP address, browser type, domain names, access times and referring Web site addresses. This information is used to maintain the quality of our service and to provide general statistics regarding the use of our Web site.

VAS encourages you to review the privacy statements of Web sites you choose to link to from our Web site so you can understand how those Web sites collect, use and share your information. VAS is not responsible for the privacy statements or content on sites outside of our site.

## **Use of your Personal Information**

VAS collects and uses your personal information to operate the VAS Web site and deliver the services you have requested. We may also use your personally identifiable information to inform you of additional services available from us. We may also contact you via surveys to conduct research on our current and potential services.

VAS does not sell, rent or lease its customer lists to third parties. In addition, VAS may share data with trusted partners to help us perform statistical analysis and provide exceptional customer support. All such third parties are prohibited from using your personal information except to provide these services to VAS. They are required to maintain the confidentiality of your information.

VAS does not use or disclose sensitive personal information such as race, religion or political affiliations, without your explicit consent.

VAS keeps track of the Web sites and the internal VAS Web pages that our visitors' link to within our Web site. This data is used to develop customized services to customers whose behavior indicates that they are interested in a

particular subject area. VAS will disclose your personal information, without notice, if required to do so by law, or believes in good faith that such action is necessary. VAS will protect and defend its rights and property. VAS will act under exigent circumstances to protect the personal safety of users of the VAS Web site.

### **Use of Cookies**

The VAS Web site uses cookies to help users personalize their online experience. A cookie is a text file that is placed on your hard disk by a Web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you and can only be read by a Web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide you with a convenience feature that saves you time. They will tell the Web server that you have returned to a specific page. For example, if you personalize pages or register with the VAS Web site, a cookie helps our Web site recall your information on subsequent visits. This simplifies the process of recording your personal information. When you return to our Web site, the information you previously provided can be retrieved, so you can easily use the features that you customized.

You have the ability to accept or decline cookies. Most Web browsers automatically accept cookies, but you can usually modify your browser settings to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of the VAS Web site.

### **Security of your Personal Information**

VAS secures your personal information from unauthorized access, use or disclosure. VAS secures the personally identifiable information you provide in a controlled, secure environment, protected from unauthorized access, use or disclosure. When personal information is transmitted to other Web sites, it is protected through the use of encryption – the Secure Socket Layer (SSL) protocol.

### **Changes to this Statement**

VAS will occasionally update this Statement of Privacy to reflect customer feedback. We encourage you to periodically review this statement to be informed of how we are protecting your information. VAS welcomes your comments regarding this Statement of Privacy. If you believe that we have not adhered to this statement, please contact us at (520) 625-5966.