

Data Collection, Management and Privacy Policy

At the Cleveland/Bradley Chamber of Commerce, your privacy and information are of utmost importance. The Chamber staff is committed to maintaining the trust and confidence of our members and visitors to our websites. We take privacy concerns seriously. The following policy is designed to explain the way information is collected and used so that everyone will feel secure in visiting and utilizing our site and being included in the Chamber database.

Website Statistics

The Chamber reviews the number of “hits,” “unique visitors,” “page views” and “advertisement” clicks for statistical information purposes only. We make no attempt to link hits with the individuals who actually browse the sites. Advertisers who request the amount of clicks/hits or other website statistics will be given this information for them to evaluate their return on investment on website advertising. No personal information is available regarding those who have visited the sites.

Visitors Access

You can access our web pages—*www.clevelandchamber.com*, *www.visitclevelandtn.com* and *www.buyitbradley.com*—and browse our sites without disclosing personal information. Our website does not enable visitors to communicate with other visitors or to post information to be accessed by others.

Personal Information

This policy applies to all information collected or submitted on this website. We do not collect personal identifying information on visitors to our website except

- To the extent that your web browser provides information to our web server (for example, your IP address or the site you link from)
- To the extent that you provide information to us in an email message or other Chamber correspondence.

We do not collect information about our visitors from other sources such as private records, other websites or other means of “email ranking.” The Cleveland/Bradley Chamber of Commerce utilizes “cookies” strictly to track the user for the duration of their visit to our website for the sole purpose as mentioned above—for Chamber analytical use only. No personally identifiable information is stored in the cookie, and it is not used for any subsequent tracking once the user leaves the site.

Database

The Cleveland/Bradley Chamber of Commerce maintains an up-to-date Chamber membership database on a secure server. The information collected in this database is for Chamber use only. Membership in the Chamber of Commerce is an implied effort by the member to be known within the membership and the community as a member in good standing who wishes to be contacted for services and/or products. This being said, on the *Chamber website*, members' contact names, addresses, websites and a hot link to their email address (email address not visible) are available online in the accessible membership directory. For *printed publications* such as the annual Chamber membership directory, member businesses are listed with websites when available. The Chamber does provide the printed membership directory to members free of charge and to non-members for a fee.

Emails

We only use return email addresses to answer the email requests we receive. Inquiries for visitor information are added to a mailing list for promotional emails, and recipients may opt out of these emails upon request. These emails are not sold or given to any other parties. Only physical addresses provided by visitors requesting relocation or visitor information may be shared with subscribing Chamber-member businesses for the purposes of marketing their products/services. Only Chamber members who provide their email addresses for use in the Chamber online database, contact for business or service solicitation from public, or other implied consent for use will be contacted via email. Please see our Email Protection and Privacy Policy for any clarification.

Links

The Cleveland/Bradley Chamber of Commerce links to other member sites or official sites for business-related matters. The Cleveland/Bradley Chamber of Commerce is not responsible for the privacy practices or the content of such websites.

Event Registration or Online Membership Renewal or New Application

If you choose to register for events or join/renew your membership by using your credit card on our website, you will be required to give personal contact information as well as credit card information. Credit card information is kept secure on a separate *secure* server. In addition to providing the abovementioned information, if you choose to correspond further through email, we may retain the content of your email messages together with your email address as proof of registration.

How to Correct Your Information

Any requests for modifying, correcting, updating or deleting your personal record must be provided to the Cleveland/Bradley Chamber of Commerce. Mail corrections to PO Box 2275, Cleveland TN 37320-2275; email to *info@clevelandchamber.com*; or call 423-472-6587.

Changes in Privacy Policy

We reserve the right to change this policy at any time by posting a new privacy policy on our website.

Email Protection and Privacy Policy

The Cleveland/Bradley Chamber of Commerce has created this email privacy policy to demonstrate our firm commitment to our members' privacy and the protection of their electronic information.

If you have received an email from the Chamber, it will be from *name@clevelandchamber.com*.

- Your email address is either listed with us as a contact who has expressly shared this email address for the purpose of receiving information in the future (opt in) OR
- You have an existing membership with us, in which you provided the Cleveland/Bradley Chamber of Commerce with your email address for communication purposes. This includes your email availability to interested parties on the Chamber websites *www.clevelandchamber.com*, *www.visitclevelandtn.com* or *www.buyitbradley.com*.

We will NEVER sell or rent individual email information with anyone unless ordered by a court of law. Information submitted to us is only available to employees of the Chamber managing this information for Chamber purposes, *e.g.*, contact for information, updates of events, referrals from interested parties, and so on.

Each of our broadcast emails (HTML) via Constant Contact or other means contains an easy, automated way for you to cease receipt of Chamber emails from us. If you wish to do this, simply click on the OPT OUT option on the bottom of the email or reply with REMOVE in the subject line of an email to us.

Please send any suspicious, unsolicited or other electronic correspondence that is purported to be sent from our database with an unknown sender or non-Chamber-related email address. Send those emails to *info@clevelandchamber.com* for our review and action. If you have any questions, please do not hesitate to contact us at 423-472-6587.

Cleveland/Bradley Chamber of Commerce Terms of Use

Welcome to *www.clevelandchamber.com* (the “Site”), the website of the Cleveland/Bradley Chamber of Commerce (“CBCC”). The CBCC provides these services to you subject to the following conditions. By accessing any areas of the Site, you agree to be legally bound and to abide by the terms set forth below. In addition, when you visit or purchase from any business affiliated with the CBCC, whether or not included within the CBCC’s website, you also will be subject to the guidelines and conditions applicable to such service or business.

Privacy Policy

The CBCC recognizes the importance of respecting your privacy and has an established privacy policy as a result. We encourage you to carefully read the CBCC’s Privacy Policy.

Copyright

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Use of This Site

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Site Security

Users are prohibited from violating or attempting to violate the security of the Site, including, without limitation, (a) accessing data not intended for such user or logging onto a server or an account that the user is not authorized to access; (b) attempting to probe, scan or test the vulnerability of a system or network or to breach security or authentication measures without proper authorization; (c) attempting to interfere with service to any user, host or network, including, without limitation, via means of submitting a virus to the Site, overloading, "flooding," "spamming," "mail bombing" or "crashing"; (d) sending unsolicited email, including promotions and/or advertising of products or services; or (e) forging any TCP/IP packet header or any part of the header information in any email posting. Violations of system or network security may result in civil or criminal liability. The CBCC will investigate occurrences that such violations and may involve, and cooperate with, law enforcement authorities in prosecuting users who are involved in such violations. You agree not to use any device, software or routine to interfere or attempt to interfere with the proper working of this Site or any activity being conducted on this site. You agree further not to use or attempt to use any engine, software, tool, agent or other device or mechanism (including without limitation browsers, spiders, robots, avatars or intelligent agents) to navigate or search this Site other than the search engine and search agents available from the CBCC on this Site and other than generally available third-party web browsers (*e.g.*, Netscape Navigator, Microsoft Internet Explorer).

Export

The U.S. export control laws regulate the export and re-export of technology originating in the United States. This includes the electronic transmission of information and software to foreign countries and to certain foreign nationals. You agree to abide by these laws and their regulations, including but not limited to the Export Administration Act and the Arms Export Control Act and not to transfer, by electronic transmission or otherwise, any content derived from the Site to either a foreign national or a foreign destination in violation of such laws.

Links to CBCC Member Websites

This Site is provided for the convenience of consumers who want to learn more about the CBCC and members of the CBCC. Websites of CBCC members are linked to this Site where available. These member sites are maintained by individual CBCC members or by a contracted third party. We are not responsible for examining or evaluating, and we do not warrant the offerings of any of these businesses or individuals or the content of their websites. The CBCC does not assume any responsibility or liability for the actions, product and content of all these and any other third parties.

User Comments, Feedback, Postcards and Other Submissions

Comments, feedback, notes, messages, ideas, suggestions or other communications (collectively, “Comments”) submitted by you shall be and remain the exclusive property of the CBCC. Your submission of any such Comments shall constitute an assignment to the CBCC of all worldwide rights, titles and interests in all copyrights and other intellectual property rights in the Comments. The CBCC will be entitled to use, reproduce, disclose, publish and distribute any material you submit for any purpose whatsoever, without restriction and without compensating you in any way. For this reason, we ask that you not send us any comments that you do not intend to assign to us, including any confidential information or any original creative materials such as stories, product ideas, computer code or original artwork.

Indemnification

You agree to defend, indemnify and hold the CBCC harmless from and against any and all claims, damages, costs and expenses, including attorneys’ fees, arising from or related to your use of the Site.

Disclaimer

You expressly agree that use of the Site is at your sole risk. The Site is provided on an “as is,” “as available” basis, and the CBCC specifically disclaims warranties of any kind, either expressed or implied, including but not limited to warranties of title or implied warranties of merchantability or fitness for a particular purpose. Neither the CBCC, nor its affiliates, nor any of its officers, directors or employees, agents, third-party content providers (“Providers”), merchants (“Merchants”), sponsors (“Sponsors”), licensors (“Licensors”) or the like (collectively, “Associates”) warrant that the Site will be uninterrupted or error-free; nor do they make any warranty as to the results that may be obtained from the use of the Site or as to the accuracy, reliability or currency of any information content, service or merchandise provided through the Site except as otherwise expressly stated on the Site.

Under no circumstances shall the CBCC or any other party involved in creating, producing or distributing the Site be liable for any direct, indirect, incidental, special or consequential damages that result from the use of or inability to use the Site, including but not limited to reliance by you on any information obtained from the Site or that result from mistakes,

omissions, interruptions, deletion of files or email, errors, defects, viruses, delays in operation or transmission, or any failure of performance, whether or not resulting from acts of God, communications failure, theft, destruction or unauthorized access to the CBCC's records, programs or services. You hereby acknowledge that this paragraph shall apply to all content, merchandise and services available through the Site. Because some states do not allow the exclusion or limitation of liability for consequential or incidental damages, in such states liability is limited to the fullest extent permitted by law.

Termination of Usage

The CBCC may terminate or suspend your access to all or part of the Site, without notice, for any conduct that the CBCC, in its sole discretion, believes is in violation of any applicable law or is harmful to the interests of another user, a third-party Provider, Merchant, Sponsor, Licensor, service provider or the CBCC.

General

This Agreement represents the complete agreement between the parties and supersedes all prior agreements and representations between them. If any provision of this Agreement is held to be unenforceable for any reason, such provision shall be reformed only to the extent necessary to make it enforceable and the other terms of this Agreement shall remain in full force and effect. The failure of the CBCC to act with respect to a breach of this Agreement by you or others does not constitute a waiver and shall not limit the CBCC's rights with respect to such breach or any subsequent breaches. This Agreement shall be governed by and construed under Tennessee law as such law applies to agreements between Tennessee residents entered into and to be performed within Tennessee. Any action or proceeding arising out of or related to this Agreement or your use of this Site must be brought in the state or federal courts of Tennessee. The CBCC further reserves the right to change the Terms of Use at any time. If the CBCC makes any change to the Terms of Use, the CBCC shall post the changes on this page of the Site and they shall become effective upon posting.