

LOS GATOS-SARATOGA DEPARTMENT OF COMMUNITY EDUCATION AND RECREATION ONLINE PRIVACY POLICY

We at Los Gatos-Saratoga Department of Community Education and Recreation, a Joint Powers Agency (“LGS Recreation”), respect your privacy. We are committed to protecting the personally identifiable information (“Personal Information”) that you share with us. This online privacy policy (“Online Privacy Policy”) is designed to help you understand the care with which we intend to treat your Personal Information.

The effective date of this Online Privacy Policy is December 8, 2015.

YOUR PERSONAL INFORMATION

Personal Information includes any information that may be used to identify an individual such as a first and last name, a home or other physical address, a telephone or facsimile number, an email address, or other contact information. Further, for the purposes of this Online Privacy Policy, Personal Information also includes any demographic information (e.g., your age, gender, etc.), which we obtain for the purposes of determining eligibility for age restricted classes and/or programs, internal marketing, demographic studies, and to enhance our advertising activities. We may need to obtain some or all of your Personal Information in order to register you for the classes and programs offered by LGS Recreation, and/or permit you to use the features of our Site and Services.

WHAT PERSONAL INFORMATION DO WE GATHER/TRACK?

We will gather your Personal Information when you register an account with us, request information about Services, request a Service, correspond with us or engage in certain other activities through our Site and Services. You make the decision whether to proceed with any activity that requests Personal Information. If you do not wish to provide the requested information, however, you may be unable to complete the matter.

When you register an account, you will provide us with Personal Information such as your name, physical address, email address, other contact information and demographic information in order to utilize our Site and Services.

You may also provide your payment information, including your credit or debit card number, card expiration date, CVV code, and billing address (collectively, “Payment Information”), along with your shipping address, to complete a commerce transaction on the Site. You may also

provide your credit or debit card number to register for card-linked services, such as offers. To facilitate future purchases on the Site, at your election, we may store your Payment Information, excluding CVV code, and shipping address, which you can remove from your account at any time using your account settings. We consider your Payment Information and shipping address private and do not make such information public. We collect and store information created by your purchases made on the Site (“Transaction Data”). If you register your credit or debit card with Site for card-linked services, we receive information about the card transactions from a third-party payment services provider (“Registered Card Data”). Transaction Data and Registered Card Data may include the merchant’s name and the date, time and amount of the transaction. LGS Recreations uses Registered Card Data to verify eligibility for card-linked services, and may also use Registered Card Data to keep track of the number of discounts or special offers made available to you in order to limit the number of discounts or special offers available to you.

We may establish user profiles for purposes of interacting with others through our web site, posting comments or for other purposes. Your name (but not your email address) and additional Personal Information that you choose to add to your user profile may be publicly available, for example, if you post comments on our site and include Personal Information in the comments and may be searched by search engines and republished. By using the Service, you may choose to disclose optional information to make the Service a richer community experience, for example by providing us with additional information (e.g., your photo, title, personal website, bio, location, gender, age and other demographic information). Certain optional account information you choose to provide may be publicly available and may be searched by search engines and republished.

You may choose to provide LGS Recreation with other optional information. You may provide us feedback or contact us via e-mail, in which case we will collect your name and e-mail address, as well as any other content included in the e-mail, in order to send you a reply. You may participate in one of our surveys, we may collect additional information. We may also collect Personal Information, such as at other points in the Service that state that Personal Information is being collected.

WHAT DO WE DO WITH THE INFORMATION WE GATHER/TRACK?

We often use your Personal Information to provide you with information about new Services, informative emails, and research on future Service ideas or improvements. Additionally, we use Personal Information to allow you to obtain access to Services, information about Services or otherwise engage in other activities you select.

We share your Payment Information with payment services providers to process payments; prevent, detect and investigate fraud or other prohibited activities; facilitate dispute resolution such as chargebacks or refunds; and for other purposes associated with the acceptance of credit or debit cards. We may share your credit or debit card number with payment services providers, or third parties authorized by them, to monitor card transactions at participating merchants and track redemption activity for the purposes of providing card-linked services.

WITH WHOM MAY WE SHARE THE INFORMATION WE GATHER/TRACK?

Except as disclosed in this Online Privacy Policy and/or with your consent, we will not intentionally disclose any personal information about you to any third party, or sell, trade, or give out e-mail addresses to companies or other organizations.

Occasionally, we may share Personal Information with our selected business partners and services providers for the purpose of providing you with improved services. If you prefer that we not provide your information to our business partners, you may let us know by using one of the methods described below in this Online Privacy Policy. We also reserve the right to retain the services of outside contractors to provide services for us. They may be used to provide training services, technical support, to develop improved services, to handle order processing or to perform other services. We require that these contractors keep the Personal Information of customers secure and confidential. We also require that these contractors use Personal Information only on behalf of LGS Recreation. Please be advised that in certain instances, it may be necessary for LGS Recreation to disclose Personal Information to government officials or otherwise as required by our legal obligations. Personal Information may be processed in the country in which it was collected and in other countries where laws regarding the processing of Personal Information may be more or less stringent than the laws of the United States.

CHOICE/OPT-OUT

LGS Recreation provides a number of ways for you to “opt-out” of receiving additional information from us or having us provide your Personal Information to our partners. We may offer you these choices at the time you give us your information. Users who no longer wish to receive our promotional communications may opt-out of receiving these communications by replying to an email communication and writing “unsubscribe” in the subject line in the email or by emailing us at privacy@lgsrecreation.org. Potential users who wish not to provide any Personal Information may choose to register for the classes and programs offered by LGS Recreation by enrolling, in person, at either LGS Recreation office located at:

123 East Main Street

Los Gatos, CA 95030

Or

208 East Main Street
Los Gatos, California 95030

COOKIES AND OTHER TRACKING TECHNOLOGIES

Our Site utilizes “cookies,” “web beacons,” and other tracking technologies. A “cookie” is a small text file that may be used, for example, to collect information about Site or Service activity. Some cookies and other technologies may serve to recall Personal Information previously indicated by a Site or Service user. Most browsers allow you to control cookies, including whether or not to accept them and how to remove them. You may set your browsers to notify you if you receive a cookie, or you may choose to block cookies with your browser.

Web beacons, also known as clear GIFs and tracking pixels, are markers on web pages, email messages, or other content that are linked to third-party tracking tools and technologies we use or license to provide features of the Services. They may be used with cookies, and may be either visible or invisible. Collected information includes, but is not limited to, data about which pages you access, how you interact with online content, how you use our search features, and what links you choose to click on. We may use third-party data collection, tracking, analytics, and ad serving tools to gather and analyze this data.

Tracking technologies may record information such as Internet domain and host names; Internet protocol (IP) addresses; browser software and operating system types; clickstream patterns; and dates and times that our site is accessed. Our use of cookies, beacons and other tracking technologies allows us to improve our Web site, our mobile applications and your experience. We may also analyze information that does not contain Personal Information for trends and statistics.

Please note that if you enable or send a “do not track” signal or similar mechanism relating to the tracking of browsing activities, we do not have practices or protocols to honor or respond to such a request. However, we only collect the types of information otherwise described in the Online Privacy Policy.

LINKS TO BUSINESS PARTNERS AND CO-BRANDED SITES

Our Site and Services may contain links to other sites or applications. We do not necessarily share Personal Information with those websites or applications and are not responsible for their privacy practices. We encourage you to learn about the privacy policies of those companies.

Our Site and Services may contain links to websites or mobile applications operated by other companies. Some of these third-party sites may be co-branded with a LGS Recreation logo, even though they are not operated or maintained by LGS Recreation. Although we choose our business partners carefully, LGS Recreation is not responsible for the privacy practices of web sites or mobile applications operated by third parties that are linked to our site. Once you have left our services, you should check the applicable privacy policy of the third party website or application to determine how they will handle any information they collect from you.

CHILDREN AND PRIVACY

Our Site and Services are not directed to persons under 13. If you become aware that your child has provided us with personal information without your consent, please contact us at privacy@lgsrecreation.org. We do not knowingly collect personal information from children under 13.

We may collect information from parents, guardians, and other adults identifying children under the age of 13 in connection with registration for and participation in classes and programs offered by LGS Recreation. We will not knowingly display personal information about children under the age of 13 on our website without seeking parental consent. If you are a parent or guardian and you discover that your child has obtained an account on the Services or has otherwise provided personal information to us, then you may alert us at privacy@lgsrecreation.org and request that we delete the child's personal information from our systems.

ACCESS/ACCURACY

To the extent that you do provide us with Personal Information, LGS Recreation wishes to maintain accurate Personal Information. Where we collect Personal Information from you, our goal is to provide a means of contacting LGS Recreation should you need to review, update or correct that Personal Information. If for any reason those means are unavailable or inaccessible, you may send updates and corrections about your Personal Information by email to privacy@lgsrecreation.org and we will make reasonable efforts to incorporate the changes in your Personal Information that we hold as soon as practicable.

YOUR CONSENT

By using the Site or Services, you consent to the terms of this Online Privacy Policy and to LGS Recreation's processing of Personal Information and Payment Information for the purposes given above or otherwise explained at the time LGS Recreation collects such information.

CHANGES TO THIS POLICY

We may revise this Online Privacy Policy from time to time. The most current version of the policy will govern our use of your information. If we make a change to this policy that, in our sole discretion, is material, we will notify you via a Site update or email to the email address associated with your account. By continuing to access or use the Services after those changes become effective, you agree to be bound by the revised Online Privacy Policy.

DELETION OF PERSONAL INFORMATION

You may, at any time, permanently delete your LGS Recreation account and the Personal Information contained thereunder. If you send a deletion request to privacy@lgsrecreation.org, your account information will be deleted.

CONTACT INFORMATION

If you have any questions or suggestions regarding our Online Privacy Policy, please contact us at:

Los Gatos-Saratoga Recreation Department of Community Education and Recreation
208 East Main Street
Los Gatos, California 95030
Phone: 408.354.8700
Facsimile: 408.395.7251
Email: privacy@lgsrecreation.org