It is the policy of Crisis Services of North Alabama to respect the privacy and protect the personal information provided on CSNA’s website.

We are committed to respecting your privacy and protecting the personal information you share with us. This means any information by which you can be identified, such as your name, address, telephone number, etc., and any information you share in the course of using our services. The purpose of this privacy policy is to inform you of what personal information we may collect from you when you visit our web sites, how we use that information, and the choices you have regarding our use of, and your ability to review and correct, the information. This policy applies only to users accessing our web sites from the United States.

We may change this policy from time to time to reflect changes on our sites. We will post those changes here so you will be updated to know what information we gather, how we might use the information, and whether we will disclose that information to anyone. Please refer back to this policy regularly.

Scope of Privacy Policy
This policy applies only to your use of the sites and services owned or operated by Crisis Services of North Alabama, Inc. Unless we say otherwise, all references to the Sites in this policy are limited to those listed above. This policy does not apply to your use of unaffiliated or third party sites to which Crisis Services of North Alabama, Inc. may link. This policy covers only information collected on Crisis Services of North Alabama, Inc. and does not cover any information collected offline by us.

Collecting Information About You
In general, you can visit our web pages without telling us who you are or revealing any personal information about yourself. We may track the Internet domain address from which people visit us and analyze this data for trends and statistics, but individual users will remain anonymous, unless you voluntarily tell us who you are.

There may be times (such as when you register for trainings, speaking engagements and events, or to receive podcasts, newsletters, emails, or promotions), at which we will ask you to provide information about yourself, such as one or more of the following: your name, shipping/billing address, telephone number, email address, credit card information, birth date, gender, occupation, personal interests, etc. We also maintain a record of your online communication with us; however, CSNA does not share your information with third parties under any circumstances. Whether or not you decide to provide CSNA with such information is completely your own choice. But if you choose not to provide the information we request, you may be unable to purchase products, register for events, or access certain services or content on our web sites.
Using Information About You
We use personally identifiable information you provide for internal purposes, such as confirming and tracking your subscription or registration, analyzing trends and statistics, informing you of our news and services, and providing you with information from and about Crisis Services of North Alabama, Inc.

We may contract with companies or persons to provide certain services including credit card processing, data management, promotional services, etc. We provide those service providers with the information needed for them to perform these services.

Although unlikely, in certain instances we may disclose your personally identifiable information when we have reason to believe that it is necessary to identify, contact or bring legal action against persons or entities who may be causing injury to you, to Crisis Services of North Alabama, Inc. or to others. We may also disclose your personally identifiable information when we believe the law requires it. Please see Duty to Warn below.

DUTY TO WARN

4. The only other exceptions to client confidentiality are:

   a. Actual or suspected elder abuse, child abuse and/or child neglect; (Required to report suspected elder/child abuse and/or neglect to the local Department of Human Resources)

   b. Serious threats of suicide;

   c. Serious threats of homicide (Duty to warn is the ethical and moral obligation to warn the threatened party[ies] and to take other action as deemed appropriate to assure the safety of individuals threatened);

   d. The client or his/her representative is taking legal action against Crisis Services of North Alabama, Inc., its staff or volunteers;

Editing, Updating, Correcting and Deleting Information About You
We want to communicate with you only if you want to hear from us. If you prefer not to receive information from us, please let us know by emailing us at csna@csna.org. Please be sure to include your email address, full name, mailing address and specifically what information you do not want to receive. If you would like to update or correct your email address, street address or other personal information with us please contact us the same way.

Please note that sometimes these requests may take up to 6 weeks to be effective. In addition,
when you purchase, subscribe, or use other services from us online we may need to contact you by phone, email or mail to address questions or issues specific to your order, entry, etc., even if you have opted to not receive communications.

Please remember, if you delete certain information you may not be able to access or continue to access other portions of our web site without entering additional information.

Cookies
Our web sites may use "cookies." A cookie is a small amount of data that is sent to your browser from a web server and stored on your computer's hard drive. Generally, cookies are used to remind us of who you are, tailor our products and services to suit your personal interests, estimate our audience size, to process your requests, track your status in our events or promotions, and/or analyze your visiting patterns. You can choose to set your browser not to accept cookies or to notify you when you are sent a cookie, giving you the chance to decide whether or not to accept it.

Security
We are dedicated to protecting the privacy and security of the personal information you share with us. However, no data transmission over the Internet can be guaranteed to be 100% secure. While we are very committed to protecting confidentiality and your personal information, we cannot guarantee or warrant the security of any information you transmit to or from our web sites, and you do so at your own risk. Once we receive your transmission, we will do our best to protect its security on our systems.

Credit/Debit Card Payments:
When you use a credit or debit card to make a donation or register for an event, your credit card information is not collected or processed by CSNA, Inc. That information is processed securely by our third party merchant service. Please refer their privacy policies upon your transaction.

We urge you to keep any passwords in a safe place and not to divulge them to anyone. Also remember to sign off and close your browser window when you have finished your visit. This is to ensure that others cannot access your account, and/or information, especially if you are sharing a computer with someone else or are using a computer in a public place such as a library or Internet cafe.

Links to Third Party Sites
Our web sites may contain links to web sites operated and maintained by third parties, over which we have no control, and to which our privacy policies do not apply. These sites and internet services may have privacy policies different from our privacy policy, may have different policies, or no policies at all. You should always review the privacy policy of a linked site before disclosing any personal information on such site. You access such linked sites at your own risk.
**Your Feedback**
To help us improve our privacy policy and practice, please give us your feedback. You may email csna@csna.org.

**Your Acceptance of Privacy Policy**
By using the website of Crisis Services of North Alabama, Inc., you signify your acceptance of our Privacy Policy. If you do not agree to this policy, please do not use our sites. Your continued use of our website following the posting of changes to these terms will mean that you accept those changes.

*(Posted August 2012)*