



The Chamber of Commerce serving  
Johnson City • Jonesborough • Washington County

## **Data Protection & Privacy Policy**

The Chamber of Commerce serving Johnson City-Jonesborough-Washington County (“Chamber”) is committed to protecting the privacy of our customers’ personal information. This statement applies with respect to the information that we collect from visitors to our websites, [www.johnsoncitytnchamber.com](http://www.johnsoncitytnchamber.com), [www.visitjohnsoncitytn.com](http://www.visitjohnsoncitytn.com), [www.southerndozen.com](http://www.southerndozen.com) and [www.johnsoncityasanationals.com](http://www.johnsoncityasanationals.com) . This statement also applies to information we collect in order to process transactions initiated by customers on our website, including the purchasing or renewing of memberships online.

By your use of our website you signify your assent to this privacy policy. If you do not assent to this privacy policy, you are not permitted to use this website. By your use of this website following posted changes to this privacy policy, you signify your assent to those changes.

## **INFORMATION COLLECTED**

We collect non-personally identifiable information about you in a number of ways. The information we collect depends upon what you do when visiting our site.

If you visit our website to read or download information, we collect and store only the following information about you: the name of the domain from which you access the internet, the date and time you access our site, and the internet address of the website from which you linked directly to our site. We use the information we collect to measure the number of visitors to the different sections of our website, and to help us make our website more useful to visitors.

On your own initiative, you may decide to send us personally-identifying information. For example, you may choose to include such information in an electronic mail message or you may subscribe to our email list. Additionally, there may be times when we request that you provide us with personally-identifying information about yourself, such as your name, email address, telephone number, address, organization name, products/services sold, and/or credit card information. We also maintain a record of your online purchases. However, if you provide us with your credit card information, we will retain only the last four digits of your credit card number and the transaction ID associated with your online purchase.

Whether or not you provide such information is completely your own choice. But if you choose not to provide the information that we request, you may be unable to purchase products or access certain services, offers, and contact on the Chamber’s website. We want to be very clear: We will not obtain personally-identifying information about you when you visit our site, unless you choose to provide such information.

## **USE OF INFORMATION**

In general, we will only use the information you provide to us for the purpose for which such information was provided. We may also use this information to contact you when necessary; deliver to you information about our company and/or promotional material from some of our partners; and/or perform trend analysis, pattern detection, and website administration.

Non-personal demographic and profile data is used to tailor your experience at our website, showing you content in which we think you might be interested. This information may also be shared with advertisers on an aggregate non-personal basis.

We may use personally-identifying information from you to respond to your inquiries or for other internal business purposes, but we do not sell or rent that information to third parties. However, you should be aware that although we have security measures in place (see Security Section below), the possibility exists that others will illegally access such information and use it – though any such use would be without our consent.

The Chamber shall have the right to distribute your personally-identifying information to outside processors (banking service providers). Both the Chamber and its outside processors may (1) use the information you provide as necessary to process your online purchases; (2) maintain the information as long as necessary or as required by law and used internally for record-keeping, internal reporting, and support purposes; and (3) provide the information as required by law or court order, or to defend our rights in a legal dispute.

### **USE OF IP ADDRESSES**

We may use your IP address to help diagnose problems with our server, and to administer our website.

### **USE OF COOKIES**

When you view our website, we might store some information on your computer. This information will be in the form of a “cookie” or similar file. A “cookie” is a persistent, client-side text file. Cookies are pieces of information that a website can transfer to a visitor’s hard drive for record-keeping purposes. The use of cookies is a widespread-industry practice and many major websites use cookies.

We may use cookies to deliver content specific to your interests and to prevent you from reentering all of your registration data at each connection. Cookies facilitate web surfing by saving visitor preferences and other information. Using a cookie allows record-keeping while you are visiting a website and saves you the extra effort of entering certain information multiple times in one website.

Most browsers are configured initially to accept and process cookies. You can configure your browser to refuse cookies. We reserve the right to use cookies in connection with your use of the website. The website may write one or more cookies to your computer while you are browsing the website.

Our website may display advertisements. Although we do not have access to the information that would confirm whether or not our advertisers use cookies, you should be aware that these advertisements may contain cookies.

### **SECURITY**

Our website has industry standard security measures in place to protect the loss, misuse and alteration of the information under our control. While there is no such thing as “perfect security” on the internet, we will take all reasonable steps to insure the safety of your personal information.

### **OTHER WEBSITE LINKS**

Our website may contain links to other websites. The Chamber is not responsible for the privacy practices or the content of such websites.

### **CORRECTIONS / UPDATES**

The Chamber allows its users the option to change or modify information previously provided. This may be done by (1) mailing a change of address/info to the Chamber office, (2) calling in a change of address/info to

the Chamber office, (3) emailing the corrected or updated information to [hill@johnsoncitytnchamber.com](mailto:hill@johnsoncitytnchamber.com) or (4) by accessing the “member login” section and changing your own information. Any changes you make to your own member listing are emailed and verified by a Chamber member prior to being published on the website.

Unfortunately, to the extent that such information is also stored in other databases, we cannot always ensure that such corrections or deletions will reach the other databases. We will use all reasonable efforts to ensure that your information is removed from or corrected in our records.

### **CHOICE / OPT OUT**

You may opt-out of receiving email communications from us by sending a letter to the Chamber office, calling the Chamber office, emailing [hill@johnsoncitytnchamber.com](mailto:hill@johnsoncitytnchamber.com), or by unsubscribing at the bottom of the emails sent out by the Chamber on a regular basis.

### **PUBLIC FORUMS**

Our website may make chat rooms, forums, message boards, and/or news groups available to its users. Please remember that any information that is disclosed in these areas becomes public information and you should exercise caution when deciding to disclose your personal information.

### **CONTACTING US**

If you have any questions about this privacy statement, the practices of our site, or your dealings with this website, you can contact us at (423) 461-8000, or by mail at P.O. Box 180, Johnson City, TN, 37605.

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P.O. Box 180, Johnson City, TN, 37605

(423) 461-8000, Fax (423) 461-8047

Director of Membership – Heather Hill, (423) 461-8004, [hill@johnsoncitytnchamber.com](mailto:hill@johnsoncitytnchamber.com)

Director of Operations – Barbara Mentgen, (423) 461-8011, [mentgen@johnsoncitytnchamber.com](mailto:mentgen@johnsoncitytnchamber.com)