



# Privacy Policy

*By using this site or/and our services, you consent to the Processing of your Personal Data as described in this Privacy Policy.*

## Our Commitment to Privacy

Vail Veterans Program (VVP) is committed to protecting the privacy of its donors, participants, volunteers, and visitors to its website. VVP asks that you provide various personal data when requesting information, applying to participate in a program or making a donation contribution to the organization. This information may include name, organization, postal address, email address, phone number, or credit card information only for online donations. We use this information for the purpose of fulfilling an information request or completing a donation transaction via our secure banking portal.

We treat this information as private and confidential and we will not disclose this information to other individuals or organizations unless required by law. We will not distribute customer information for use in third party mailing lists, surveys, or any other purpose other than what is required to respond to your request for information, or to complete an online donation to VVP.

## Data Collection

The following activities require that you provide personally identifiable information:

### [Registering and/or Participating in a Program](#)

We collect information about our participants when they register for or engage in one of our programs. We may share your personal information on a need-to-know basis with service contractors and some commercial vendors that are associated with program logistics including, but not limited to, transportation services, lodging, and activity vendors. These vendors are bound by strict confidentiality rules and are required to maintain the confidentiality and security of this information. They are only permitted to use the information to support Vail Veterans Program in providing services and activities.

### [Signing up for Our Newsletter](#)

We provide a periodic newsletter to voluntary subscribers. We collect your name and email address for this newsletter. We may ask you for additional information in order to tailor our communications to you, and we are always open for feedback regarding newsletter topics. Subscription to this newsletter is completely voluntary. You may unsubscribe at any time by contacting us or clicking the unsubscribe option within the newsletter.



### [Making a Donation](#)

We care about the safety and security of your transaction. We use high grade encryption and the https security protocol to communicate with your browser software. This method is the industry standard security protocol, which makes it extremely difficult for anyone else to intercept your credit card information. Companies we work with to process credit card transactions also use high grade encryption and security protocols.

### [Personal Billing Information](#)

In addition to personal contact information, we ask for billing information, such as your billing address and credit card number, when you donate or purchase a product. We use secure servers to gather and process your billing information. These secure servers are hosted by our agent, Network Merchants, LLC., which is bound by our site policies. Your billing information is not shared with any other organizations, and your credit card number is not retained once your transaction has been authorized and processed.

### [Financial Transactions](#)

All financial transactions on our website, specifically donations and purchases, are managed through our agent, Network Merchants, LLC. All transactions use an encrypted channel, take place on secure servers and occur in real time. No financial data, such as your credit card number, is transferred via a less-secure channel, such as encrypted e-mail, for processing. Moreover, once your transaction has been completed, your credit card number is not retained.

### [Response to Information Inquiries or Requests](#)

When you make a request for information or contact us through our webpage, we ask that you include your name and email address. This information is used to get in touch with you regarding your request and you are added to our secure database.

### [Periodic Communications](#)

If you provide your email or mailing address while participating in any of the above activities, we will automatically add you to our secure database to receive periodic communications. You may contact us at any time to request removal from this list or change your communication preferences.

### [Cookies](#)

We use cookies to enhance your user experience, such as retaining your personal settings. We also collect non-personal information about our online site visitors using cookies. This information includes IP addresses, browser types, and other tracking data. We use this information to help us make website improvements and understand which page of our website is most popular.



Advertisements may appear on our website and may set and access cookies on your computer. These companies usually use non-personally identifiable or anonymous codes to obtain information about your visits to our site.

You can disable cookies in your browser settings. However, disabling cookies may affect your ability to use some features of our website.

### Children Online Privacy Protection Act

We do not specifically market to children under 13. The website does not knowingly collect any personally identifiable information from children under the age of 13. If a parent or guardian believes that the website has personally identifiable information of a child under the age of 13 in its database, please contact us immediately at [info@vailveteransprogram.org](mailto:info@vailveteransprogram.org) and we will use our best efforts to promptly remove such information from our records.

### Other

We may enter your information into one of our secure databases so we can contact you to obtain your input, provide information about our programs and events, request donations, or provide a more personalized online experience. We never sell or trade personal data. We will not share information with third parties for promotional or marketing purposes. We also disclose information as required by law.

### How We Protect Data

We use physical, electronic and procedural safeguards to help prevent unauthorized access to and improper use of any personally identifiable information. We protect the security of credit card transactions using a reputable, secure third party which utilizes number of measures such as encryption, access controls, network firewalls, and physical security. No website or electronic data can ever be completely secure, but we are always working to maintain up-to-date and appropriate security mechanisms.

### Changes to Our Privacy Policy

We may make changes to this Policy from time to time. We will notify you of substantial changes to this Policy either by posting a prominent announcement on our site and/or by sending a message to the e-mail address you have provided to us that is contained within your user settings. By visiting the Vail Veterans Program website or participating in a program or event, you accept the practices described in this Policy. If you have any questions, contact us at [info@vailveteransprogram.org](mailto:info@vailveteransprogram.org).



## No Guarantees

While this Privacy Policy states our standards for maintenance of Data and we will make efforts to meet them, we are not in a position to guarantee these standards. There may be factors beyond our control that may result in disclosure of data. As a consequence, we disclaim any warranties or representations relating to maintenance or nondisclosure of Data.

## Disclaimer

You expressly understand and agree that: (a) this site and any of the services are provided on an “as is” and “as available” basis and that this site makes no warranties, representations or conditions (as used in this section “warranties”) of any kind, whether express or implied, including but not limited to implied warranties of merchantability, fitness for a particular purpose and non-infringement and that any such warranties are hereby expressly disclaimed, and (b) this site specifically makes no warranties that a it or any of its services, including any content, information, products or services obtained from or through the use of this site or any of the services, will be provided on an uninterrupted, timely, secure or error-free basis or that such services or the results derived therefrom will meet your requirements or expectations.

## Limitation of Liability

You expressly understand and agree that in no event shall this site, including its affiliates and licensors, be liable for any damages whatsoever, including any direct, indirect, incidental, consequential, special or exemplary damages, and any damages for loss of profits, savings, goodwill or other intangible losses, regardless of whether this site had been advised of or could have foreseen the possibility of such damages, arising out of or in connection with: (a) the use, inability to use or performance of any of the services of this site, or (b) any unauthorized access to or modification to any of your content or transmissions, or (c) any other matter relating to this site or any of the services.