

## **1. Disclosure of Customer Information**

West Suburban Humane Society will not disclose any nonpublic personal information, except as permitted by law (in order to comply with federal or state laws/regulations, and government or court orders).

## **2. Collection, Retention, and Use of Information**

West Suburban Humane Society collects nonpublic personal information about you from the forms we receive from you. West Suburban Humane Society will only collect information as we believe is reasonably useful in administering our business and to provide products, services and other opportunities to adopters/donors.

## **3. Maintenance of Accurate Information**

West Suburban Humane Society will correct known inaccurate information in a timely manner.

## **4. Employee Access to Information and Enforcement**

All West Suburban Humane Society employees are educated on the importance of confidentiality and customer privacy. They are thoroughly trained to learn and follow the West Suburban Humane Society Privacy Policy. Employees with access to adopter/donor information are required to adhere to the Privacy Policy.

1. Any employees that violates the Privacy Policy will be subject to disciplinary measures (warnings, reprimands, suspensions) and possible termination of employment.
2. Employees of West Suburban Humane Society will only have access to adopter/donor information on a need-to-know basis.

## **5. Internet Information**

West Suburban Humane Society recognizes the trust you have placed in us and the related responsibility we have regarding your privacy. It is West Suburban Humane Society's responsibility to keep your sensitive personal information confidential. West Suburban Humane Society always has had formal procedures to help protect your privacy.

With the surge in Internet use, it has become even more crucial that steps are taken to assure you that your private information remains private. West Suburban Humane Society Privacy Policy Principles include website privacy and control over your personal information.

### **Website Privacy**

When any person visits the public areas of the website, certain basic information is collected, such as how many people visited the site and what pages were visited. Also included in the West Suburban Humane Society website has the capability for you to correspond with West Suburban Humane Society employees. This correspondence via e-mail, may be for the purpose of asking general questions, requesting literature, or volunteering. These activities may include sharing some personal information about yourself with West Suburban Humane Society. E-mail addresses from those who correspond with West Suburban Humane Society are collected along with any other information you provide, for example site registration or survey information. Whether you are an adopter/donor of West Suburban Humane Society, personal information will be collected from you if, and only if, you voluntarily provide that information.

**Further information regarding the West Suburban Humane Society Privacy Policy .**

This statement addresses our policies on Internet information and internal customer information.

Additional inquiries and/or comments should be addressed to:

Customer Relations, West Suburban Humane Society, 1901 Ogden Ave, Downers Grove, IL  
60515