



P.O. Box 6/48 Brick Church Road  
Spring Valley, NY 10977  
Tel. 845-354-0618 • FAX 845-354-3284

**ONLINE SERVICES TERMS AND POLICIES  
EFFECTIVE DATE OF THIS NOTICE: JUNE 24, 2010**

**Some general information about our policy wording**

In regard to this document, "Spring Hill", "us", "we", and "our" refer to Spring Hill Community Ambulance Corps, Inc. "You" and "your" refer to you as our customer, sponsor, and/or as a visitor to our website.

**Privacy**

**What we do with personal contact information**

When you are making a donation or performing other online transactions with us, we ask you for personal contact information such as your name, mailing address, phone number and e-mail address. We may use this contact information to provide you with a receipt or financial report; to contact you to clarify or obtain information about an order you placed, or a donation you made; or to send you additional information about Spring Hill.

If you make a donation, we may contact you from time to time (in writing only, never by telephone) to offer you an opportunity to make another gift.

Personal contact information may also be shared with our agents. These are reputable companies we use for services such as shipping products or sending mail. We routinely assess the reputability of these agents in order to ensure the confidentiality of your information, and if we find that this confidentiality is not maintained, we will no longer use the services of that agent, and we will pursue any legal options available to us in that instance.

**What we do with 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 make a donation or purchase a product. We use secure servers to gather and process your billing information. These secure servers are hosted by our agent, TransFirst, LLC, which is bound by our site policies. Your billing information is not shared with any other organizations.

**What we do with other contact information**

In some instances, we ask for contact information for people other than yourself including, for example, the mailing address of someone you wish us to notify of a donation you have made. The information we collect is used to send the donation notification or information you requested and/or to inform the recipient of updates and opportunities to get involved. Such contact information is not shared with any other organizations.

**How to view or change your information**

If you wish to modify the frequency of future communications from Spring Hill, please write to us at our address above. With the exception of credit card numbers, you can view and request changes to all the information you have given us, including any mailing lists you may be on, by contacting us in one of two ways: You can either e-mail us at [shvac@springhillems.org](mailto:shvac@springhillems.org), or you can send a letter to the address above.

**Your IP address, cookies and plug-ins**

For each visitor to our Web site, our Web server automatically recognizes the visitor's IP address, although no personally identifiable information (such as e-mail addresses) is recognized by the server. We use your IP address to help diagnose problems with our server and to administer our Web site. Your IP address may also be used to gather broad demographic information. Occasionally, we may use session cookies to improve content, provide easier access and understand how visitors use our Web site. Session cookies are also used to support our e-commerce pages. Our Web site does not



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include stand-alone or plug-in applications that report individually identifiable information back to us or to any other organization.

#### **Links to other sites**

This Web site contains links to other sites, including ones that may gather personal contact information. Spring Hill is not responsible for the privacy practices or content of such Web sites. However, any personal information obtained by us through other sites is treated as if it was gathered on our site and our privacy policy applies.

#### **Changes to this policy**

Our privacy policy is subject to change from time to time. Any changes to this privacy policy will be posted on this Web page, and we will mark the link to our privacy policy from our Internet home page to note the date of any changes so that you will always know what information we collect, how we use it and what choices you have.

#### **Security**

All financial transactions on our Web site, specifically online donations and online purchases, are managed through our agent, TransFirst, 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.

#### **Refunds/Cancellations**

Spring Hill collects unrestricted and restricted donations on our website to support our mission. If you believe that an error has been made in connection with your online donation, contact us at [shvac@springhillems.org](mailto:shvac@springhillems.org), or write to us at the address above. We will work with you to correct any such error, and if necessary, make any refund or correction that we feel to be appropriate.

If you change your mind about donating online to Spring Hill, we will be happy to honor your decision as long as you request a refund (return of donation) within 14 (fourteen) calendar days of the date on which you made the contribution. To request a refund, send an e-mail to [shvac@springhillems.org](mailto:shvac@springhillems.org), or write us at the address above. Refunds will be issued as a credit to the credit card used for the original donation.

#### **User Agreement**

By viewing and/or using this Web site, you are agreeing to all of the terms and conditions explained below.

This World Wide Web site with its home page in the domain "springhillems.org" (the "Web site") is a complimentary information service offered by Spring Hill Community Ambulance Corps, Inc. at no charge to you as a user of the World Wide Web, with the express condition that you agree to be bound by the terms and conditions set forth in this User Agreement. Spring Hill reserves the right to change these terms and conditions any time, and you must consult the most recent version of this User Agreement (not an older cached version) each time you view the Web site. Do not use the Web site if you do not agree to all of the following terms and conditions.

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The images



and the marks

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### **Hyperlinks**

You may provide a hypertext link to this Web site on another Web site, provided that:

- (a) the link must be an active, text-only link (you may NOT use our logo without prior written approval) clearly marked "Spring Hill Community Ambulance Corps";
- (b) the link must "point" to the URL "<http://www.springhillems.org>" and not to other pages within the Web site;
- (c) the link, when activated by a user, must display this Web site full-screen and not within a "frame" on the linked Web site;
- (d) the appearance, position and other aspects of the link may not be such as to disparage Spring Hill or its services, damage or dilute the goodwill associated with Spring Hill's name and service marks, or to create the false appearance that an entity other than Spring Hill is associated with or sponsored by Spring Hill;
- (e) the link may not be associated with the sale of any products or services, or the promotion of any lottery, raffle, sweepstakes or other games of chance benefiting Spring Hill; and
- (f) the link will not appear on pages including content which Spring Hill finds in its sole discretion to be objectionable or which includes obscene, pornographic, violent, intolerant, tasteless, denigrating or sexually-oriented content or materials; and
- (g) Spring Hill reserves the right to revoke its consent to the link at any time in its sole discretion by amending this Site Notice. You acknowledge and agree that you are responsible for keeping up with any such changes.

All other hypertext links to this Web site must be approved in writing by Spring Hill. Inquiries may be directed to [shvac@springhillems.org](mailto:shvac@springhillems.org).

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