**Refund & Privacy Policy**

**REFUND POLICY:**

Refunds are not given for membership dues once payment has been received. For events, refunds will be given with verbal or written notice up to 48 hours before the date of the event.

 **EMAIL POLICY:**

By applying for membership or registering for an event, you are granting the Central Chamber of Commerce, 12416 Hooper Road, Central LA 70818, www.cityofcentralchamber.com, permission to email you. You can revoke permission to mail to your email address at any time using the Unsubscribe link, found at the bottom of every email or by emailing chamber@cityofcentralchamber.com.

**PRIVACY POLICY:**

This Privacy Policy governs the manner in which the Central Chamber of Commerce collects, uses, maintains and discloses information collected from users (each, a "User") of the www.cityofcentralchamber.com website ("Site"). This privacy policy applies to the Site and all products and services offered by the Central Chamber of Commerce.

**Personal identification information**

We may collect personal identification information from Users in a variety of ways, including, but not limited to, when Users visit our site, register on the site, place an order, subscribe to the newsletter, respond to a survey, fill out a form, and in connection with other activities, services, features or resources we make available on our Site. Users may be asked for, as appropriate, name, email address, mailing address, phone number, and credit card information. Users may, however, visit our Site anonymously. We will collect personal identification information from Users only if they voluntarily submit such information to us. Users can always refuse to supply personal identification information, except that it may prevent them from engaging in certain Site related activities.

**Web browser cookies**

Our Site may use "cookies" to enhance User experience. User's web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. User may choose to set their web browser to refuse cookies, or to alert you when cookies are being sent. If they do so, note that some parts of the Site may not function properly.

**How we use collected information**

The Central Chamber of Commerce may collect and use Users personal information for the following purposes:

* To improve customer service

Information you provide helps us respond to your customer service requests and support needs more efficiently.

* To personalize user experience

We may use information in the aggregate to understand how our Users as a group use the services and resources provided on our Site.

* To process payments

We may use the information Users provide about themselves when placing an order only to provide service to that order. We do not share this information with outside parties except to the extent necessary to provide the service.

* To send periodic emails

We may use the email address to send User information and updates pertaining to their order. It may also be used to respond to their inquiries, questions, and/or other requests. If User decides to opt-in to our mailing list, they will receive emails that may include company news, updates, related product or service information, etc. If at any time the User would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email or User may contact us via our Site.

**How we protect your information**

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Site.

Last Updated 10/9/2014