

Contact ACE

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Privacy Policy

ACE Mentor Program of Cleveland (ACE) is committed to protecting the personal information that you provide and entrust to us when using ACE's website.

This online privacy statement (the "Privacy Statement") describes how we treat all user data collected by the ACE during your visit to the ACE Site, both technical data that is automatically collected and voluntarily submitted data.

For purposes of this Privacy Statement, the "ACE Site" is the website whose home page is www.acementor.org and includes all web pages whose domain name contains www.acementor.org where a link to this privacy statement exists.

Additionally, this is not the privacy statement for any blogs, forums or social networking sites where ACE has a presence that are on websites other than the ACE Site.

ACE may occasionally update this Statement. We will post any changes on this web page, so be sure to check back periodically. Any information that you submit after a change has been posted will be subject to the new provisions.

USER DATA WE COLLECT

We collect two types of user data: (1) technical data that is automatically collected from all visitors to the ACE Site ("Automatically Collected Data"); and (2) data that you voluntarily submit to us (described below under "Voluntarily Submitted Data").

Automatically Collected Data. We automatically collect Internet Protocol ("IP") addresses and domain names of the originating visitor's computer on our server and may know some information you have previously provided through cookies. (See the

section on “Cookies” below for more information.) We also track the number and frequency of hits per page as well as length of website visit, using IP addresses and/or session cookies, but we do not associate any individual IP address or session information with any other personally identifying information except to detect security intrusions or certain unlawful activity. We use this information to perform website traffic analysis so we can better improve the ACE Site experience.

In addition, if you come to the ACE Site from a website link, we may also identify the source of that link so that we can evaluate what content is persuading web users to become involved in ACE’s work.

Voluntarily Submitted Data. We may collect Voluntarily Submitted Data, including personal data, that you voluntarily provide, such as your name and postal address, company, phone number, e-mail address, and similar information, and transactional information, such as giving and action-taking history, when you participate in certain activities on the ACE Site, including (but not limited to) when you:

- Join or renew your membership to the ACE;
- Make an additional contribution to support the ACE PAC;
- Sign up for our ACE e-mail network;
- Register for a ACE event;
- Send correspondence, place a call, or inform us about a call to your government representative, or send correspondence to a friend (e.g., when you tell-a-friend or send an e-card) or to other targeted representatives through the ACE;
- Participate in one of our online surveys;
- Post a comment;
- Submit an inquiry to ACE
- Submit feedback to ACE; or

- Participate in any other activity that requires your Voluntarily Submitted Data.

When you send correspondence to a friend, your friend's email address is only captured by us temporarily in order to complete your send request.

COOKIES

We collect some data through the use of cookies. Cookies are alphanumeric identifiers that are transferred to your computer's hard drive and either stored permanently for future access by the transferor ("Long-term Cookies") or temporarily to facilitate the transferor's website analysis and functionality ("Short-term Cookies") or that are transferred temporarily to your computer's Random Access Memory ("Session Cookies").

We may transfer a Long-term Cookie only in circumstances in which you are notified prior to the cookie being stored, for example, when you select a "remember" option on the ACE Site. If you select one of these options, a Long-term Cookie will be stored on your computer's hard drive solely for the purpose of automatically filling in the information you have asked to be remembered, for example, automatically filling in your password when you log in to the ACE Site or your postal address when you register for an event. These "remember" options are offered only for your convenience and are completely voluntary. If you do not select a "remember" option, we will not transfer a Long-Term Cookie to your computer's hard drive.

We may use Session Cookies whenever you visit the ACE Site for our website traffic analytics application and the Site's interactive applications. Session Cookies last only as long as your session on the ACE Site. They expire when the session ends and are not written onto your computer's hard drive. We also use Session Cookies in e-mails containing the HTML-format. If you select "text-only" format preference, emails sent to you will not contain any Session Cookies.

We also may use Short-term Cookies to facilitate some of our website analysis and functionality, such as maps and videos.

Some elective, third-party media functionality on the ACE Site may also use Cookies. Please see the "Third Parties—Third-Party Functionality" section below.

HOW WE USE THE DATA WE COLLECT

In addition to the uses described above, we use Automatically Collected Data to identify the source of user traffic (for example, umich.edu, or aol.com), but we do not tie this information to individual users in our database. We use data that indicates which sections of the ACE Site are most visited so that we can evaluate the popularity of our different web pages and continue to improve the ACE Site. We do not link any Automatically Collected Data with the Voluntarily Submitted Data you provide to us except to detect security intrusions or certain unlawful activity.

We use your Voluntarily Submitted Data for various purposes:

- To fulfill the request for which you specifically provided the data, including sharing the data with its intended recipient (e.g., delivering an inquiry you send to a ACE staff member or an event you registered for);
- To analyze actions taken through our website;
- To periodically communicate with you concerning ACE matters, such as delivering to you information and updates on our activities and action alerts, if you have not opted out of receiving such information and updates;
- To indicate you as the author of any comment you post, including on any ACE Site blog or forum, when you opt to identify yourself as the author or when posting such comment requires such identification, and to display any personally identifying or other information you voluntarily include in such comments;
- To personalize the content that you see based on the activities and products that you have selected on the ACE Site;
- To allow you to set and change user preferences;
- To allow you to renew your membership;
- To offer you other ways to support the ACE, including solicitations for additional contributions if you have not opted out of receiving such communications;
- To confirm your contribution to the ACE PAC;

- To confirm your registration in a ACE event or class;
- To confirm a purchase;
- To respond to an inquiry or feedback you have made to ACE; and
- To follow up with you with an email specific to an activity you have participated in or intend to participate in.

If your Voluntarily Submitted Data includes a U.S. zip code or state and you are a member, donor or subscriber to ACE information, unless you choose otherwise (see Your Ability to Choose below), we may use that information:

To periodically communicate with you concerning information and updates on ACE's activities, action alerts concerning local matters and invitations to local events, if you have not opted out of receiving that information;

- To confirm your registration to an event;
- To follow up with you with an email specific to an activity you have participated in or intend to participate in; and
- To offer you other ways to support ACE, if you have not opted out of receiving such communications.

THIRD PARTIES

Third Party Sharing. We share your Voluntarily Submitted Data with third-party service providers who fulfill your orders or transactions, contact you on our behalf, or facilitate some other aspect of ACE activities, services or products, including those third-party service providers who collect, process, store and transmit information we collect on this website and those third-party service providers we use to assist us in our communications efforts. These service providers have access to your Voluntarily Submitted Data solely for the purpose of providing these services to us on our behalf, and they are contractually prohibited from sharing your Voluntarily Submitted Data with third parties other than subcontractors assisting them in their providing these

services to us who also are contractually prohibited from sharing our Voluntarily Submitted Data with any other third parties.

Finally, we may disclose and use Voluntarily Submitted Data regardless of where you reside in special circumstances when it is necessary to enforce our User Agreement or this Privacy Statement, or when we, under what we hope to be extraordinary and infrequent circumstances, in good faith, truly believe that the law requires us to disclose your Voluntarily Submitted Data to third parties.

Except as described in this Privacy Statement, we will not share your Voluntarily Submitted Data with any third party unless we first notify you and offer you an appropriate choice to consent to such further use, for example, through an opt-out or opt-in request.

Third-Party Functionality

As discussed in the preceding section, to support certain functions carried out on the ACE Site, the ACE uses third-party service providers. In limited instances with respect to specific optional functions on the ACE Site, those third parties may have data collection, use or security procedures that differ from the practices outlined in this Privacy Statement and that may impact users of those optional functions. For example, a third-party service provider may support a specific web tool on the ACE Site, such as a web game that appears within the ACE Site, even though that tool is actually on the website of the third-party service provider. Any time a third-party service provider's data collection, use or security practices differs from the data collection/use practices described in this Statement in a manner that would impact users of the ACE Site, we will either describe on the page of the ACE Site where such optional functions appear the specific data collection, use or security practices of such third-party service provider that would apply if you elect to use that optional function or we will provide a link to that third-party service provider's privacy policy.

YOUR ABILITY TO CHOOSE

When you provide us with your Voluntarily Submitted Data on the ACE Site, you can let us know that you do not wish to receive our email communications by un-checking or not checking the subscription request box on the form you are completing, by un-checking or not checking the subscription request box on our User Preference

Page, by unsubscribing from further email communications of a specific type following receipt of an email of that type, or by contacting us via postal mail sent to

ACE 1100 Superior Avenue, Ste. 1500 Cleveland, OH 44114

CHILDREN

We do not knowingly collect information from children under the age of 13.

SECURITY

The Voluntarily Submitted Data we collect about you is stored on a secure, password-protected server and only authorized personnel have access to your information. We use industry-standard encryption technologies with respect to the receipt and transfer of Voluntarily Submitted Data you submit to us on the ACE Site and only authorized personnel have access to your information. Nevertheless, despite our best efforts, no transmission over the Internet and no data storage method can be guaranteed to be 100% secure.

UPDATING YOUR DATA

To update your Voluntarily Submitted Data or to make corrections, you can do so by using our User Preference Page, or by sending us the update via postal mail sent to:

ACE 1100 Superior Avenue, Ste. 1500 Cleveland, OH 44114

COMMENTS AND QUESTIONS

If you have any questions, comments or concerns about this Privacy Statement or our data collection practices or to request that we delete your Voluntarily Submitted Data, you can email us or send us your questions or comments via postal mail at the address listed above.

ACE'S REFUND POLICY

- No refunds or credits will be issued when a participant fails to attend a class or event.
- Cancellations are accepted if made three or more business days prior to class/event date.
- If registration was paid by check, a refund check will be issued within 10 business days.
- If registration was paid by credit card, a credit will be issued to that same credit card within 5 business days.

Terms of Use

Welcome to the general website (“ACE Site”) for the ACE Mentor Program of Cleveland. The ACE Site is the website whose home page is located at www.acementor.org and includes all web pages whose domain name contains the following: www.acementor.org.

Additionally, this is not the user agreement for any blogs, forums or social networking sites where ACE has a presence that are on websites other than the ACE Site.

Please read this User Agreement carefully, including the ACE Online Privacy Statement. By using the ACE Site, you agree to follow the rules set forth on these web pages. From time to time we may revise this User Agreement including its Online Privacy Statement, so be sure to check these web pages occasionally. If we do make material changes, we will post a notice on our home page that the User Agreement has been modified and provide a link to the revised User Agreement. When you continue to use the ACE Site after we post a change, it means you agree to the new rules.

ONLINE PRIVACY STATEMENT & INFORMATION YOU VOLUNTARILY SUBMIT TO THE ACE SITE

Please review our Online Privacy Statement, which is part of this User Agreement and describes how we handle any personally identifying information about ACE Site users, including information you voluntarily submit to the ACE Site. By providing such information, you hereby acknowledge and agree to ACE’s treatment of such information as described in the Online Privacy Statement.

COPYRIGHT

The ACE owns or licenses the copyright in all the materials on the ACE Site, including text, graphics, logos, button icons, audio clips, videos, webinars, photographs, and software, and those rights are protected by United States and international copyright laws and other intellectual property laws (“ACE Site Content”). To the extent your use

of material on the ACE Site does not constitute “fair use” for which you do not need our permission, the following rules apply to use of the material:

Permitted Distribution. Unless the specific web page from which ACE text materials is available indicates you may not do so, you may copy or distribute any text materials that appear on the ACE Site in print or digital format only and only for the following non-commercial purposes: private study, sharing with colleagues.

You may also distribute ACE Content that is not ACE text materials if and only to the extent that the specific launching page from which that ACE Content is accessible, and/or the ACE Content itself, explicitly indicates that the ACE Content may be distributed in a specified manner. Unless explicitly stated otherwise, all distributed copies must display the following copyright notice:

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<http://www.acementor.org>

Distribution Requiring Advance Written Permission. You must obtain written permission in advance if you wish to reproduce ACE Content that is not text material (e.g., videos, drawings, photographs, podcasts, etc.) or if you wish to reproduce any ACE Content for any reason not listed in the previous paragraph. You can request this permission by sending us an email at that contains the information listed below:

- a complete description of the ACE Content requested, such as the URL of the web page that contains the ACE Content, a description of the sections or paragraphs that will be distributed, and, where applicable, the title and date of the ACE Content;
- a description of the intended audience;
- a description of the manner of distribution;
- the length, retail price, and approximate size of first printing or circulation that will include the ACE Content;
- a description of the geographic scope of the distribution and the length of time for which rights are being requested. (Please note that the ACE grants only nonexclusive rights);
- a reply fax number or email address and a phone number.

INFORMATION YOU POST TO THE ACE SITE

To the extent you voluntarily post material to the ACE Site for display on the ACE Site itself (e.g., postings and comments to ACE articles and events), you automatically grant to ACE an irrevocable, perpetual worldwide license for the ACE to display such material on the ACE Site, except to the extent we have indicated otherwise on the portion of the ACE Site that permits you to post such information (e.g., if a particular article or event posts any specific terms of use that applies to that particular blog or forum). Additionally, unless otherwise explicitly agreed upon in writing by you and ACE, by posting any material to the ACE Site for display on the ACE Site, you are representing, warranting and covenanting to ACE that those materials are original to you or you have obtained permissions, releases, rights or licenses, if any are required (including where use of that material does not constitute “fair use”), that you assume full responsibility for the posting of such material vis-à-vis third parties, including but not limited to make any payments to third parties with respect to displaying such third party material. By posting material for display on a portion of the ACE Site that contains specific terms of use applicable to that portion of the ACE Site, you agree you have read, understand, agree to and accept such specific terms of use.

TRADEMARK

All ACE-related trademarks on the ACE Site (collectively “ACE Trademarks”) are registered trademarks in the United States and other countries. To the extent your use of ACE Trademarks does not constitute “fair use” for which you do not need our permission, the following rules apply to use of the material:

You may not use the ACE Trademarks for any product or service that does not belong to the ACE, nor in any manner that is likely to cause confusion about whether we are the source, affiliated with, sponsor of or endorser of any product or service. In addition, you may not use the ACE Trademarks in any manner that illegally disparages or discredits us.

At times, the trademark of a third party (such as a sponsor or member) will appear on the ACE Site (“Third-Party Trademarks”). Your ability to use a Third-Party Trademark that appears on the ACE Site is limited to the manner, if any, in which the ACE Site explicitly states on the page on which such Third-Party Trademark appears that such use in such manner is authorized by the third-party owner of that Third-Party Trademark (unless your use is permissible under the law (e.g., it is “fair use”) or the

owner of such Third-Party Trademark has specifically granted you the right to such use in such manner).

FRAMES AND METATAGS

You may not frame the content of the ACE Site. You may not use metatags or any other "hidden text" that incorporates ACE or the ACE Trademarks or our members' or sponsors' or ACE's name without our express written consent.

LINKS TO OTHER WEBSITES

The ACE Site contains links to other websites that we think may be of interest to you. We are not responsible for and have no control over these other sites or their content. Remember that when you link to another site, that other site is governed by its own user agreement and privacy statement, which you should be sure to read.

DISCLAIMERS AND LIMITATION OF LIABILITY

ALTHOUGH WE TAKE REASONABLE STEPS TO PREVENT THE INTRODUCTION OF VIRUSES, WORMS, "TROJAN HORSES" OR OTHER DESTRUCTIVE MATERIALS TO THE ACE SITE, WE DO NOT GUARANTEE OR WARRANT THAT THE ACE SITE OR MATERIALS THAT MAY BE DOWNLOADED FROM THE ACE SITE ARE FREE FROM SUCH DESTRUCTIVE FEATURES. WE ARE NOT LIABLE FOR ANY DAMAGES OR HARM ATTRIBUTABLE TO SUCH FEATURES.

WE ARE NOT LIABLE FOR ANY CLAIM, LOSS OR INJURY BASED ON ERRORS, OMISSIONS, INTERRUPTIONS OR OTHER INACCURACIES IN THE ACE SITE, NOR FOR ANY CLAIM, LOSS OR INJURY THAT RESULTS FROM YOUR USE OF THE ACE SITE OR YOUR BREACH OF ANY PROVISION OF THIS USER AGREEMENT.

TERMINATION

We reserve the right to terminate the ACE Site and this User Agreement at any time without notice for any reason, including, in the case of the User Agreement, for your

violation of any of its provisions. The Limitation of Liability and Governing Law Sections of this User Agreement survive any such termination.

GOVERNING LAW

This User Agreement is governed by the laws of the State of Ohio applicable to contracts made and performed there without regard to its conflicts of law principles. You agree to submit to the exclusive jurisdiction of the state and federal courts in the State of Ohio and Cuyahoga County and waive any jurisdictional, venue or inconvenient forum objections to such courts.