

Privacy Policy Checklist

How to tell the public what they need to know

How to use this brief

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Read this paper. Highlight the parts you liked, and drop our name at cocktail parties and mixers.

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Need More Information

Not sure how all this applies to you? Have some other question about this paper? Give us a call, email us, or visit our website. We're generally good and helpful people, and we will try to help you out as best as we can.

Contact us

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Privacy Policy Checklist

How to tell the public what they need to know

Should My Website Have A Privacy Policy?

In 2003, the *California Online Privacy Protection Act* (OPPA) required operators of commercial web sites or online services that collect personal information on any California residents through a web site to conspicuously post a privacy policy on the site and to comply with its policy.

What is The Purpose of A Website Privacy Statement?

The purpose of your website privacy statement is to help website owners with these the disclosure requirements of data protection and data privacy laws, and inform website visitors.

Many if not most websites or website owners collect personal information, such as names, emails, physical addresses, zip codes, phone numbers, related websites, etc. Personal information may be collected by simple means such as an email, website form or through more sophisticated means such as cookies.

European Union data protection law and US data privacy law (and similar laws in other countries or jurisdictions) protect individuals from the misuses of this personal information. These laws regulate the collection of data, the storage of this data, the use of said data, the transference of this data across borders, and the proper disposal of data.



Assure your visitors that their privacy is secure with a clear document.

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Privacy Policy Checklist

How to tell the public what they need to know

Please note:

We are NOT internet lawyers.

We are not lawyers of any type, actually. If you conduct business electronically on your website, this checklist will be a fine starting point– but it is our heartfelt suggestion that you pass your privacy policy by a lawyer in order to ensure that you've covered all eventualities. There may be specific pieces of information which your banking provider, merchant account holder, Ecommerce provider, or franchisee may require you to post to the public.

If you are posting your website privacy policy to comply with the law, or simply as an informative measure, this policy checklist may be everything that your website needs.

Dockery Design does not take or carry any responsibility for privacy policies produced using this method. This paper is to be used as a reference only.

An Example Privacy Document and 1-Page Checklist Appear At The End of This Document.

Our Specific Suggestions For Your Privacy Policy Contents Are As Follows:

Privacy Statement Blurb

Your website is solidly committed to maintaining the privacy and protection of your visitor's personal information. Your privacy policy should tell them about the information you collect on our website and how you use that information. It is also important to note in the section, that by simply using your website or partaking in a phone call, the visitor is consenting to the information collection and use practices described in your privacy policy, which may be modified from time to time by you.

Age-Related Permission Statements

No doubt, you care about protecting the privacy of children, and would never knowingly allow anyone under the age of 13 to provide any personally identifying information. Minors should always get permission from their parents before sending any information about themselves (such as their names, email addresses, and phone numbers) over the Internet, to you or to anyone else. As an added safety measure, this would be a great place to note that if your visitor happens to be under the age of 13, they should not provide you with any personally identifying information.

Furthermore, you should note that if your website learns that any personal information is the information of a child under 13, your website will attempt to delete the information as soon as possible.

If your site happens to contain any "adult" content– either explicit images, movies, or audio tracks– or you allow the sale of tobacco or tobacco-related products, you should note that visitors will be required to acknowledge that they are 18 or over, as is required by law.

If your site happens to sell alcohol or alcohol-making products, you should note that visitors may be required to acknowledge that they are 21 or older to access certain pages or to complete certain transactions, as is required by the law.

Information Collection Statement

This short blurb describes what kind of information that you collect from your users, and the general places that this information is collected (direct emails, forms, account creation processes, gift card addresses, billing addresses, etc.)

Naturally, you will have a way that users can change or update their personal information. You should note or hyperlink that in this section.

The easiest way to approach this seems to be by outlining the major areas of information collection, and then addressing the specifics from there. Most types of information collection fall into three distinct categories:

1. Personally Identifying Information,
2. Tracking Information
3. Order Placement Information.

Personally Identifying Information

In operating or navigating through your website, the visitor's actions may include registration, account creation, comment forms, online surveys, and other online forms which ask users to provide their names, e-mail addresses, and other contact information. Make sure to blatantly state that you gather this information through these means.

Tracking Information

If you choose to break this section down by tracking type, you need not give any generalized information here if you choose not to. However, if you choose not to break this section down into specifics by tracking type, a generalized statement is a must. Let your customers know why you track their motions and clicking, and the extent to which your business productivity or services are increased because of this non-obtrusive methods.

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If you use these or other methods of tracking, you should specifically outline:

Cookies

From time to time, many websites use the standard “cookies” feature of most browser applications which allows the website to store a small piece of data on your visitor’s computer about their visit to your Web site. If you set any personally identifiable information in these cookies, or employ any data capture mechanisms other than cookies, you should note that in this section. Cookies can help you learn which areas of our site are the most useful and which areas need improvement, and there is no shame in admitting that in this section.

Your visitors can choose whether to accept cookies or not by simply changing the settings on their browser. If you have a specific page set up to outline this process, hyperlink that page in this section with a brief description.

However, if your visitors do choose to disable this function, will their experience on your Web site be diminished in any way, or will features fail to work as they were intended? This is also the section to outline this in generalities or specifics.

Click Tracking

Almost all websites gather certain information automatically and stores it in log files. This can happen through control panels within the administrative section of the website or Ecommerce engine, through the hosting provider panels, or through third party products,

like google analytics, private software, or open source programs. This information often includes internet protocol (IP) addresses, browser type, internet service provider (ISP), monitor size, average access rates in kb/sec referring/exit pages, entrance pages, time on site, operating system, date/time stamp, and clickstream data.

This information is used to analyze trends, administer the site, track users’ movements around the site and gather demographic information about your user base as a whole. Come right out and say it.

Except as noted in the statements given so far, do you link any of this automatically-collected tracking data to personal information? Cover yourself by stating that you do, or you do not.

IP Addresses

Many websites or host providers capture IP addresses as a way to determine “Unique ID’s”. Each user’s IP address is logged with each visit and each action performed on your site, whether they are loading a graphic or completing a form. A general statement noting whether you provide this information to third parties, except as otherwise stated in this Privacy Policy should appear here.

You should also note that IP addresses are logged only for a temporary period of time. IP address information is often linked to personal information and may be used in an effort to block a “banned” user from accessing your website or your materials. It is appropriate to note this information.

Advertising

This section gets complicated quickly. Does your website have advertising? If there is advertising on your website, you will need to note that these ads may use cookies or other methods to track hits and click-throughs. It is important to note that you are not responsible for advertiser cookies or how the information gathered through their use might be used.

Clicking on active ads may transport your visitors to another website. It is very important to note that you are not responsible for the content, privacy policies, tracking /information gathering techniques of that website.

Participation On A Public Website

Your visitors should be made aware that any personal information which they submit to your website in the testimonials, forums, or comments sections (or other public areas) may be read, collected, or used by other users or visitors of that website, including anonymous visitors. This may lead to unsolicited messages. Your website is not responsible for the personally identifiable information a visitor chooses to submit in these forums, although it may collect the previously non-public information once it has been posted to a public location.

Although we have laid out the above individually, your website may not use or require all of these methods. You may have additional methods of tracking information, and if so, we suggest that you outline them in the section above.

Order Placement Information

Running an Ecommerce website almost always requires a great deal of record-keeping and records retention. Depending upon the agreements you have with your bank, franchisee, or shopping cart provider, you may have a great deal to say. Alternately, you may simply have a link to a prepared privacy policy page which is hosted on a national or international scale.

If you use these or other methods of order placement information, you should specifically outline:

Credit Card Information

Are there certain credit cards which are not allowed? What credit card information is needed to complete a transaction (will you need 3-digit security codes)? How will credit card information used for orders be retained? How long will this information be retained, and will it be retained in whole or in part?

BE AWARE OF THE LAWS IN THIS REGARD.

Secondary Information Sources

Is personal information gathered from other sources than account information? If so, this is the section where it should be noted. Will the billing address information be noted or retained if it does not match that of the original account? If materials are sent to a separate address under a different name, will that information be retained? Will information given under “gift card” or other such promotions be

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retained? If co-signers or references are required for any reasons, will their information be kept?

Refund Policy

Does your website offer exchanges, returns, or refunds on any products? If so, will personal information from the original order need to be verified? Will this verification require that personal information be kept on file? How long you accept refunds may be determined by the amount of time you are willing to keep this information on hand, or it may be determined by the amount of time that you are legally allowed to retain this information.

BE AWARE OF THE LAWS IN THIS REGARD.

Personal Information Retention

As part of your records-keeping process, you will no doubt be collecting data which is directly related to your products, and the sales and delivery methods which were employed. You should note that information here.

Will personal information related to delivery locations or purchasing locations, the amount spent in a certain transaction or the average amount spent within a given time (say per year or per month), category of item purchased, etc. be kept? Will this information be sold or shared with 3rd parties?

Promotions

Promotions are often used to bolster sales and track where your

customer base may be coming from. Will information regarding which promotions or coupons were used by individual visitors be retained, and for what purposes will this data be compiled?

Although we have laid out the above individually, your website may not use all of these methods. You may have additional ways of gathering order placement information, and if so, we suggest that you outline them in the section above

How Your Information Will Be Used:

The visitors information has been retained for a specific purpose— usually to help create a better, faster, more helpful website offering the information, products, and services which are most helpful. Streamlining a website and planning for the future requires both data and trend awareness. You can explain this to your customers quickly and easily with a generalized blurb, or you can choose to break the information down individually.

If you use these or other methods for use of visitor information, you should specifically outline:

Personal Information

In this world of identity theft, people are rightfully cautious about giving out their personal information, and they will often have questions. In this important section, you should come right out and tell them your intentions.

Will you share their personal information with any third parties without their consent? Does this include personal information which is necessary to provide the services offered by your website? Will you release your visitor's personal information to comply with the law? Will you use your visitor's personal information to verify their identity, to check qualifications, or to follow up with transactions initiated on the site? Will you use their contact information to inform them of any changes to your website, or to send them additional information about your website?.

Anonymous Information

Does your website allow users to enter the forums, comment areas, etc. as a guest or other "anonymous" designation? If so, you should outline how this anonymous information is tracked or used.

Do you use anonymous information to analyze your website traffic? Do you examine this information for individually identifying information? Do you use anonymous IP addresses to help diagnose problems with your server, to administer your site, or to display the content according to generalized preferences? Is guest or "anonymous" Traffic and transaction information shared with business partners or advertisers on an aggregate and anonymous basis? Is this information shared with potential business partners/potential advertisers?

Use of Cookies

Cookies can provide personalized solutions to otherwise impersonal websites. Do you use cookies to deliver content specific to your visitors interests? If so, you should note that materials are individually tailored in some sections of your site. While the user may receive a different experience than another user, you have, are now, and always will be striving to make each visit a unique and personally-enjoyable one.

Promotions or other advertisements displayed on your site may contain cookies. It is important to note in this section that you do not have access to or control over information collected by outside advertisers on our site.

Disclosure of Personal Information

Although you probably stated it earlier in the personal information section, this is another great place to note that you may disclose personal information if required to do so by law or litigation, in the good-faith belief that such action is necessary to (1) conform to the edicts of the law or comply with any legal process which may be served on your website, (2) protect and defend the rights or property of your website or the users of this site, or (3) act under circumstances to protect the safety of the public or users of this site. Your website may also disclose information about your visitors if it is determined that for national security, law enforcement, or other issues of public importance, the act of disclosure becomes necessary.

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Promotion

Will information kept on file for any reason be used to provide future special offers? If so, will the delivery method for these promotions come via phone, mail, or email– or a combination thereof? Will you share promotional lists or information sources with 3rd parties?

Security

Does your website have security measures in place to prevent the loss, misuse, and alteration of the information that you obtain from your visitors? Do you make any guarantees or assurances about your ability to prevent any such loss, misuse, to your visitors or to any third party arising out of any such loss, misuse, or alteration? Do you use specialized server technologies like SSL or specific encoding/decoding structures? You can be very general or ultra-specific in this section.

If your site uses passwords, a quick word in here about password changing and a quick caution about password disclosure wouldn't hurt.

International Users

Personal data has different implications and different requirements across international borders. Does your site abide by the Safe Harbor Agreement set forth by the U.S. Department of Commerce? Does your website have offices in different countries or is it hosted by persons who speak different languages in case questions arise?

Information regarding the Safe Harbor Agreement can be found at the wikipedia page for the Safe Harbor Agreement.

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Comments

Your website is a public place in almost all instances. Your website may include interactive forms such as comments, forum areas for community discussions, bulleting boards, testimonials, etc. Please remember to clearly note that any information that is disclosed in these areas becomes public information and you cannot be held liable. Your visitors should exercise caution when deciding to disclose their personal information in these or any other public places.

Third Party Websites

In an effort to bring the most accurate, up-to-date, and helpful information to your visitors, your website probably links to other websites. You should note that if your visitors choose to leave your website and visit other websites, your website is not responsible for the privacy practices or contents of those other websites, and it is your visitor's responsibility to review the privacy policies at those websites to confirm that they understand and agree with said policies.

Contacting Us

Questions about your policies may arise, no matter how clearly you state them. We highly recommend a short blanket statement noting that any questions regarding your privacy policy or practices related to the site should be addressed to... followed by an email address at the least, and email, phone, fax, and physical address if looking to cover your bases.

Updates and Changes

Given enough time, things change. Do you reserve the right, at any time, to add to, change, update, or modify this privacy policy? Will the update take effect simply by posting such a change, update, or modification to your website, or is more involved? Will the change be considered immediately upon posting, or will there be a "grace period" before the change takes place? Will there be any notice of change, and if so, how will the change notice be delivered?.

Is it your visitor's responsibility to review this privacy policy from time to time to ensure that they continue to agree with all of its terms? You should inform them that it is.

When was this policy last updated?

Simply state when the privacy policy was updated last. This will let people know how often they should re-check your privacy policy, and whether you're changing with the times.

About the author.

Tyler Dockery is a designer, consultant, and educator with specialties in print production and web mechanics. Tyler is a member of MENSAs and Arts Commissioner for Orange County, North Carolina, and the principal at Dockery Design. He has worked in the field of Design with such prestigious firms as Environmental Design in Georgia, as well as Generate Design, and Knotts and Associates in North Carolina.

Visit the Dockery Design team at www.dockerydesign.com

Privacy Policy Checklist

Privacy Statement Blurp

- Privacy Statement

Age Related Permission Statement

- Child-Protection Policy
- Adult-Only Members Statement

Information Collect Statement

- Collection Category Statement

Personally Identifying Information

- Personal Information Statement

Tracking Information

- Cookies Statement
- Click Tracking Statement
- IP Address Statement
- Advertising policy
- Public Website Statement

Order Placement Information

- Credit Card Information Policy
- Secondary Information Policy
- Refund Policy
- Personal Information Retention
- Order Promotion information

How Your Information Will Be Used:

- Personal Information Storage
- Anonymous Information Policy
- Use of Cookies
- Disclosure of Personal Information
- Promotion information

Security

- Security Measures and Guarantees

International Users

- International User Policy

Comments

- Comment Statement

Third Party Websites

- Third Party Website Policy

Contact

- Contact Information

Updates and Changes

- Reserved Rights Statement
- Change notification Statement
- Immediacy of Change Statement
- Last update Statement

Privacy Statement Blurp

- Short Blurp Regarding the privacy policy as a whole.

Age Related Permission Statement

- What is your web site policy as it relates to underage children, teenagers, or young adults under 21.

Information Collect Statement

- What kind of information do you gather and what categories will they fall into. Usually this falls into at least into 2-3 categories, such as: Personally Identifying Information, Tracking Information, and Order Placement Information.

Personally Identifying Information

- Short blurp regarding places where your site collects information, and that visitors may be asked to provide personal information. This may include accounts created in the website, or telephone conversations through orders or support.

Tracking Information

- Cookies.** Does your site utilize cookies? Do you employ data capture through other means? Why do you employ these methods (cookies or data capture)? If a visitor chooses to disable cookies with their browsers, will this affect the user experience

- Click Tracking.** Does your website gather click tracking information automatically through your hosting provider, google analytics, or another 3rd party solution? What information do these services gather other than click tracking specifically (monitor size, browser type, etc). Do you link to this information in any way?

- IP Addresses.** Are IP addresses logged or stored? How long? How are these IP addresses used?

- Advertising.** Do advertisements on your website use cookies, hit-, or click-through tracking? Are you responsible for these, or the websites which may be linked by these advertisements?

- Participation on a Public Website.** Short blurp to make sure people are aware that information submitted or posted may or may not be accessed by other visitors.

Order Placement Information

- Credit Card Information.** Are certain credit cards not allowed? What card information will be needed to complete a transaction, and how will credit card information used for orders be retained? **BE AWARE OF THE LAWS IN THIS REGARD.**

- Secondary Information Sources.** Will information on billing addresses be kept on file? Will addresses to order recipients or gift card recipients be kept on file?

- Refund Policy.** Will refunds require that personal information be verified? Will this verification require that portions of credit card information be kept on file? **BE AWARE OF THE LAWS IN THIS REGARD.**

- Personal Information.** Retention. Will personal information related to delivery location, amount spent, category of item purchased, etc. be kept? Will this information be sold or shared with 3rd parties?

- Promotions.** Will information regarding promotions or coupons be retained, and for what purposes?

How Your Information Will Be Used:

- Personal Information.** Do you share this information with any third parties? What do you use the personal information for?

- Anonymous Information.** Do you use Anonymous user information? What do you do with this information? Do you share this information with any third parties?

- Use of Cookies.** How is cookie information used? Do you have access or control over 3rd party or advertising cookies?

- Disclosure of Personal Information.** Do you disclose personal information, and under what conditions?

- Promotion.** Will information be used to provide future special offers via phone, mail, or email?

- Security**
 - Does your site employ security measures? What guarantee (if any) do you give visitors about their information.

International Users

- Does your site abide by the Safe Harbor Agreement set forth by the U.S. Department of Commerce?

Comments

- Do you allow areas for comments to be supplied? Will these areas be viewable by the public, and what cautions should you give to visitors about placing comments in these areas.

Third Party Websites

- Does your website link to other websites? Are you responsible for those websites content, privacy policies, etc.

Contacting Us

- If there are questions about this policy or practices, how can visitors contact you.

Updates and Changes

- Do you reserve the right to change or modify this policy? how immediate is the change, and with whom does the responsibility rely to recognize this change. How will you notify your visitors of this change?
- When was this policy last updated?

Appendix: An Example Privacy Policy

A Real-World Example From A Website With A Forum and Design Services

Critical Mass Privacy Policy

Critical Mass' Customer Privacy Policy covers the collection, use, and disclosure of personal information that may be collected by Critical Mass anytime you interact with us, such as when you visit our website, when you purchase Critical Mass services, or when you call us. Please take a few minutes to read the following to learn more about our information practices, including what type of information we gather, how your information is used and for what purposes, to whom we disclose the information, and how we safeguard your personal information. Your privacy is a priority at Critical Mass.

Why we collect personal information

We collect your personal information because it our team to help deliver a superior level of service. It enables Critical Mass to give you convenient access to our products and services. It also allows us to focus our efforts on the categories of greatest interest to you. In addition, your personal information helps us keep you up to date on the latest client announcements, newest completed projects, special offers, and events that you might like to hear about.

If you do not want Critical Mass to keep you up to date with our latest

news, updates and information on services, email to: sixfoot5@hotmail.com

What information we collect and how we may use it

There are a number of situations in which your personal information may help us give you better services. For example:

We may ask for your personal information when you're discussing a design issue or future project on the phone with an associate, downloading a hint or tip, registering for a seminar, participating in an online survey, or purchasing a product.

When you interact with Critical Mass, we may collect personal information relevant to the situation, such as your name, mailing address, phone number, email address, and contact preferences; your credit card information and information about the Critical Mass services you have used in the past; and information relating to a support or design issue.

We also collect information for market research purposes — such as your occupation and which services you anticipate — to gain a better understanding of our customers and thus provide more valuable service.

Contact us

We collect information regarding customer activities on our website. This helps us to determine how best to provide useful information to you and to understand which parts of our website, and services are of most interest to you.

We may use personal information to provide products that you have requested as well as for auditing, research, and analysis to improve Critical Mass' products.

Your Critical Mass account and related information

The Critical Mass website allows you to create an "Critical Mass Account" based on your personal information. This convenient service allows for easier use of our web site and forum section, saving you time and allowing for fast access to restricted sections. Here's how it works: You create an account profile — providing personal information, such as your name, phone number, email address, and in some cases your mailing address — and choose a password. The system saves your information and assigns you a personal Critical Mass Account — in many cases simply your email address, because it's unique and easy to remember. If you update the information associated with your Critical Mass account, your previous information may also remain on file.

Publicly displayed information is public

If you use the forum on Critical Mass' website you should be aware that any information you share or post is clearly visible to other users. Personally identifiable information you submit to one of these forums can be read, collected, or used by other individuals to send you unsolicited messages. Critical Mass is not responsible for any personally identifiable information you might choose to submit. For example, if you choose to make information, which was previously non-public, available, Critical Mass will collect that information.

When we disclose your information

Critical Mass takes your privacy very seriously. Critical Mass does not sell or rent your contact information to other marketers.

With our service providers, vendors, and strategic partners

There are times when it may be advantageous for Critical Mass to make certain personal information about you available to the companies that we have strategic relationships with or who provide services to you on our behalf. These companies may help us process information, extend credit, fulfill

customer orders, deliver products to you, manage and enhance customer data, provide customer service, assess your interest in our products and services, or conduct customer research or satisfaction surveys. These companies are also obligated to protect your personal information in accordance with Critical Mass' policies as they stand at the time of the transfer. For example, when you purchase printing services, you authorize Critical Mass to exchange the information that you provide during the creation process to carry out this service. Without such information being made available, it would be difficult for you to have products delivered to you, receive customer service, and provide us feedback to improve our products and services.

At times we may be required by law or litigation to disclose your personal information. We may also disclose information about you if we determine that for national security, law enforcement, or other issues of public importance, disclosure is necessary. Critical Mass will always work, comply, and fully cooperate with law enforcement or national security agencies in this regard.

How to help protect your personal information

You can help us by also taking precautions to protect your personal data when you are on the Internet. Change your passwords often using a combination of letters and numbers.

Integrity of your personal information

Critical Mass has safeguards in place to keep your personal information accurate, complete, and up to date. You will always have the right to access and correct the personal information you have provided, although your previous information may remain on file. You can help us ensure that your contact information and preferences are accurate, complete, and up to date by checking regularly.

Minors and Children

Critical Mass does not knowingly collect personal information from minors or children under 13 for marketing purposes, but because some information we gather is collected electronically, it can appear to be the personal information of an adult, and will be treated as such by this privacy policy. If a child under 13 submits personal information to Critical Mass and we learn that that personal information is the

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information of a child under 13, we will delete the information as soon as possible.

Cookies and other technologies

Critical Mass' website uses "cookies" and other technologies to help us understand which parts of our forums and website are the most popular to visitors, where our visitors are going, and how much time they spend there. We use cookies and other technologies to study traffic patterns on our website, to make it even more rewarding as well as to study the effectiveness of our customer communications. And we use cookies to customize your experience and provide greater convenience each time you interact with us.

For example, knowing your first name lets us welcome you with a greeting the next time you visit the forum.

If, however, you prefer not to enable cookies, please use your preferences to disable them. If this function is not available in your preferences, go to the homepage for your browser, and search for the solution to this issue. Please note that certain features of the Critical Mass website will not be available once cookies are disabled.

As is true of most websites, our hosting provider gathers certain information automatically and stores it in log files. This information includes clickstream data, Internet Protocol (IP) addresses, browser type, Internet Service Provider (ISP), referring/exit pages, operating system used, and time stamp.

We use this information, which does not identify individual users, to analyze trends, to administer the site, to track users' movements around the site and to gather demographic information about our user base as a whole. Critical Mass does not use the information collected to market directly to that person.

We use a "click-through URL" links to connect our pages as well as to connect the Critical Mass website to others. When customers click one of these URLs, they pass through our web server before arriving at the destination web page. We track this click-through data to help us determine interest in particular topics and measure the effectiveness of our customer communications. If you prefer not to be tracked simply avoid clicking text or graphic links in the email.

Our companywide commitment to your privacy

As we said, Critical Mass takes protecting your privacy very seriously. To make sure your personal information is secure, we communicate these guidelines to all Critical Mass employees and strictly enforce privacy safeguards within the company.

International users

Critical Mass abides by the safe harbor framework set forth by the U.S. Department of Commerce regarding the collection, use, and retention of personal information collected from the European Union. The following link provides more information about the U.S. Department of Commerce Safe Harbor Program.

<http://www.export.gov/safeharbor/>

Although at this time Critical Mass is Headquartered and does all business in the United States of America to American Clients, our website has links to the sites of other companies. Critical Mass is NOT responsible for their privacy practices. We encourage you to learn more about the privacy policies of those companies any time you visit.

Privacy questions

If you have questions or concerns about our Privacy Policy or data processing, please contact us. A Critical Mass data management employee will respond to your inquiry within 30 days.

If for some reason, you feel that you do not want Critical Mass to keep you up to date with news, client updates and the latest information on our services, update your personal contact information and preferences. Naturally, if you notify us that you do not want us to use your information for a particular purpose, we will not do so.

Critical Mass may update its privacy policy from time to time. When we change this policy, it will take effect immediately. It is the responsibility of the visitor or user to check this privacy policy for updates or changes. Dues to the number of visitors to our website and forums, there will be no notice- public or private- to designate that a change has taken place.

Critical Mass
5704 Holly Ridge Rd
Rougemont, NC 27572

Last updated september 25, 2001

Contact us