

PRIVACY POLICY

As the administrator of the INCPA Web Site, the American Cleaning Institute® (ACI or sometimes us or we or our) is committed to protecting users' privacy on-line. We believe that greater protection of personal privacy on the web will not only protect users, but also increase their confidence and ultimately their participation in on-line activities. We intend to give you as much control as possible over your personal information.

The purpose of our policy is to inform you about the types of information we gather about you when you visit our site, how we may use that information, whether we disclose it to anyone, how policy changes will be communicated, and the choices you have regarding our use of, and your ability to correct the information.

Links

Our site may contain links to other web sites. We have no control over the privacy practices or the content of any of the sites to which we provide links from our site. You should check the applicable privacy policy of the web site sponsor when linking to other web sites.

Cookies

We use "cookies" on this site. A cookie is a piece of data stored on a site visitor's hard drive to help us improve access to our site and identify repeat visitors to the site. For instance, when we use a cookie to identify you, you would not have to provide personal information to us, more than once, thereby saving time while on our site. Cookies can also enable us to

track and target the interests of our users to enhance their experience on our site. Usage of cookies is in no way linked to any personally identifiable information on our site.

Information We Collect

We may request that you voluntarily supply us with personal information, including your e-mail address, postal address, and home or work telephone number for fulfilling your requests. We only have access to/collect information that you voluntarily give us via email or other direct contact from you. We will not sell or rent this information to anyone.

Our site may use the Google Analytics tool or similar analytics tool to collect information about how our site is used. We may track, in aggregate form and without regard to specific users, information regarding overall numbers of visitors to our site. We may also automatically collect the following non-personal information: the type of Internet browser and computer operating system you are using; the domain name of the site from which you linked to our site; the Internet address of the web site from which you linked directly to our site; the date and time you access our site; the length of time of you visit our site; your views of a specific page on our site and whether you download particular files from the site.

Use of User Information

Any information we collect is used for internal purposes to improve the content of the web site, to enhance the user's experiences when visiting our site, to customize the content and/or layout of our pages and to provide the services required by an individual user. We do not use personal identifying information for any reason that is not disclosed either in this

Privacy Policy or at the time the information is requested. We never send e-mail to you unless you request a particular service or consent to being contacted by email.

Disclosure to Third Parties

We do not share personal identifying information with any third party without your permission. We disclose only in aggregate form our statistical analyses of web site usage or demographics of web site users to INCPA members or our web site contractors. This is not linked to any personal information that can identify any individual person.

Accuracy of User Information

You can do the following at any time by contacting us via the email address INCPA@cleaninginstitute.org:

- Ask questions regarding our Privacy Policy, the accuracy of your personal information or the use of the information collected.
- See what data we have about you, if any.
- Change/correct any data we have about you.
- Have us delete any data we have about you.
- Express any concern you have about our use of your data.

You can also write, phone or e-mail us at:

American Cleaning Institute
1331 L Street, NW
Suite 650
Washington, DC 20005
Tel: 202-347-2900
E-mail: INCPA@cleaninginstitute.org

Security of Information

We use our best efforts to ensure the security of personal information submitted by users. When we collect personal or other information from our users in connection with this website, it is collected only via email from users and stored in an area where the general public does not have access to it.

If you feel that we are not abiding by this Privacy Policy, you should contact us immediately via telephone at 202-347-2900 or via email at INCPA@cleaninginstitute.org.

This Privacy Policy was first effective as of October 30, 2011 and last revised on August 30, 2019. We reserve the right to change this policy at any time and will post