

PRIVACY POLICY

As the administrator of the INCPA Web Site, the American Cleaning Institute® (ACI) 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, the choices you have regarding our use of, and your ability to correct the information.

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.

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.

Our site may use the Google 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; and the date and time you access our 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 e-mail.

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.

Accuracy of User Information

Questions regarding our Privacy Policy, the accuracy of your personal information or the use of the information collected should be directed via e-mail to: INCPA@cleaninginstitute.org. 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 other information from our users, it is stored in an area where the general public does not have access to it.

This Privacy Policy was first effective as of October 30, 2011. We reserve the right to change this policy at any time and will post any changes to this policy as soon as they go into effect.