



Arlington Neighborhood Villages *Making Arlington your home for a lifetime*

ARLINGTON NEIGHBORHOOD VILLAGES PRIVACY POLICY

Welcome to Arlington Neighborhood Villages (ANV). We understand how important privacy and data security are to you. We invite you to read our policy and contact ANV if you have any questions or concerns. The effective date of this revised policy is June 11, 2015.

In this policy, ANV generally describes what information is collected and why it is collected. This policy is part of the ANV Member and Volunteer Agreements, but if there are any conflicts with those agreements, this privacy policy is controlling.

Information You Provide Us

Baseline Profiles: ANV collects information from potential members, members, potential volunteers and volunteers (“you”) through electronic and paper forms, phone calls, emails, and other resources. Your family member or a person giving ANV membership as a gift may also provide information to ANV. Your name, postal and email address, phone number(s), and member number that ANV may provide or other information that can be used to identify you is collected. In addition, ANV collects demographic and classification data about its members and volunteers such as age, gender, years living at your address, ethnicity, income, and health related information.

Data for Service and Management Purposes: ANV asks you to agree to provide data for evaluation purposes such as service delivery feedback and satisfaction with ANV programs and fees. Demographic and other information, possibly including your personal information, will be requested periodically to assist ANV in evaluating its programs, management, services, fees, and effectiveness. By becoming an ANV member, you agree that ANV may use your responses for evaluation and other program-related purposes.

What We Do With the Information

ANV will store your information in electronic or paper form using appropriate security measures. To the extent we can, ANV will separate your personally identifiable information from your demographic and classification baseline profile information. When we ask you to respond to surveys, we will let you know if ANV needs your personal information or if the responses can be anonymous.

ANV does not rent, sell, or share your personal information to companies or other organizations unless we have your consent. ANV is made up of a number of neighborhood-based villages, which are affiliated through a shared central management organization. ANV may collect and share your information between and among the central office and local villages to manage various programs, community activities, and evaluation tasks. No financial information will be shared outside the central office.

What We Do With the Information (continued)

ANV will use your information to create and improve service offerings. When you join and periodically thereafter, ANV may solicit member feedback to help assess how well the program meets your needs and is being implemented. In addition, ANV will use your

information and feedback to measure progress towards meeting ANV goals. These measures may be used by ANV as support for grant applications, with potential strategic partners and other sources of funding, and to assist county and other policy organizations.

Information We Collect Automatically

Server Logs. ANV automatically collects information about your visits to our website and your interaction with our email, including the browser you are using, the URLs you came from and go to, your computer's operating systems, your IP address, and usage and browsing habits. We use this information to diagnose and resolve server problems, analyze trends, track user movement, and gather broad demographic information.

Cookies. Like most websites, our ANV website uses "cookies," small data files stored on your computer which include a unique identifier. Most web browsers automatically accept cookies. You can configure your browser to reject cookies but doing so may limit your ability to use the ANV website.

Information We Get About You From Third Parties

ANV requires volunteers have a background check before working in the office or providing services directly to members. ANV uses a commercial vendor for the required background check.

Vendors and Third Parties

ANV may share your personal information, at ANV's discretion, with ANV volunteers and vendors that the organization may use to help ANV provide services to you and manage the organization.

About Us

ANV is a nonprofit corporation organized in Virginia. This privacy policy is part of the ANV Member and Volunteer Agreements and may be modified by ANV at any time. ANV will work to respect your privacy, but it is always possible that your information may inadvertently be disclosed or used in ways inconsistent with this policy. If this happens, ANV will take steps to correct the anomaly as soon as possible.

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