



Data Protection and Privacy Policy



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MISSION STATEMENT

To facilitate economic success for our community through advocacy, education and collaboration.

VISION STATEMENT

A Chamber of Excellence committed to economic development, education, healthcare and public safety.

DATA PROTECTION

Introduction

The Georgetown Chamber contracts with third-party providers to maintain regular updates and data backup of our software and data. The types of personal data that the Georgetown Chamber of Commerce may be required to handle include: information about current, past, and prospective members and others that we communicate with for the purposes of carrying out business. This policy sets out the basis on which we will process any personal data we collect from the foregoing persons or entities, as well as information that is provided to us by other sources relating to the foregoing persons or entities.

Why this policy exists

This data protection policy seeks to ensure the Georgetown Chamber of Commerce:

- Follows industry standard data protection practices
- Protects the rights of staff, members, and partners
- Is open about how it stores and processes individuals' data
- Protects itself from the risks of a data breach

Responsibilities

Everyone who works for or with the Georgetown Chamber of Commerce has some responsibility for ensuring data is collected, stored, and handled appropriately.

Everyone that handles personal data must ensure that it is handled and processed in accordance with this policy, industry standard data protection principles, and any other Chamber policies.

General Staff Guidelines

- The Georgetown Chamber of Commerce will provide training to all employees to help them understand their responsibilities when handling data.
- Employees should keep all data secure- by taking sensible precautions and following the guidelines below.
- In particular- **Strong passwords must be used** (see Password Policy), and passwords should never be shared.
- Personal data should not be disclosed to unauthorized people
- Data should be regularly reviewed and updated if it is found to be out of date. If no longer required, it should be deleted and disposed of in accordance with this policy.
- Employees should request help from the Business Manager or IT contracted services if they are unsure about any aspect of data protection.

DATA

Collection of Data

The Georgetown Chamber of Commerce maintains a database of all members through Chamber Master. Various information (e.g. address, phone number, financial information) is collected. Data is collected from the members for the following reasons:

- Provide a collective list of businesses to the public through online and print directories
- Engage various job industries with relatable information beneficial to their industry
- Track member engagement among Chamber Programs
- Deliver timely information to members to facilitate economic success
- Promote businesses through various programs

Data Storage

These rules describe how and where data should be safely stored. Questions about storing data safely can be directed to the Business Manager or IT contracted services.

When data is stored on paper, it should be kept in a secure place where unauthorized people cannot access it.

- When not required, the paper or files should be kept in a secure drawer or cabinet.
- Data printouts should be shredded and disposed of securely when no longer required.

When data is stored electronically, it must be protected from unauthorized access, accidental deletion, and malicious hacking attempts:

- Data should be protected by strong passwords
- Data should only be stored on designated drives and servers and should only be uploaded to an approved cloud computing services.

- If data is stored on approved removable media, these media should be kept locked away securely when not being used.
 - See Finance Backup Policy for monthly back up information.
- Servers containing personal data should be stored in a secure location, away from general office space.
- Data should be backed up frequently. Those backups should be tested regularly, in line with the company's standard backup procedures.
- Sensitive data should never be saved directly to laptops or other mobile devices like tablets or smart phones.
- All servers and computers containing data should be protected by approved security software and a firewall.

Data Disclosed

The Georgetown Chamber of Commerce may, from time to time, contact you on behalf of external business partners about a particular offering that may be of interest to you. In addition, the Georgetown Chamber of Commerce may share data with trusted partners to help us perform statistical analysis, send you email or postal mail, provide customer support or arrange for deliveries. Your information may be provided to third party contractors, however, all such third parties are prohibited from using your personal information except to provide these services to the Georgetown Chamber of Commerce, and they are required to maintain the confidentiality of your information.

The email address you provide for order processing, may be used to send you information and updates pertaining to your membership and/or order, in addition to receiving occasional company news, updates, related product or service information, etc.

The Georgetown Chamber of Commerce does not use or disclose sensitive personal information, such as race, religion, or political affiliations, without your explicit consent.

The Georgetown Chamber of Commerce websites will disclose your personal information, without notice, only if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on the Georgetown Chamber of Commerce or the site; (b) protect and defend the rights or property of the Georgetown Chamber of Commerce of Commerce; and, (c) act under exigent circumstances to protect the personal safety of users of the Georgetown Chamber of Commerce or the public.

Data Accuracy

It is the responsibilities of all employees who work with data to take reasonable steps to ensure it is kept as accurate and up to date as possible

- Data will be held in as few places as necessary. Staff should not create any unnecessary additional data sets.
- Staff should take every opportunity to ensure data is updated. For instance, by confirming a members' details when in contact.
- The Georgetown Chamber of Commerce will make it easy for members to update the information the organization holds about them. For instance, via the company website.

- Data should be updated as inaccuracies are discovered. For instance, if a customer can no longer be reached on their stored telephone number or email, it should be removed from the database.

Photos and Video

The Georgetown Chamber of Commerce may take photos or videos at events and programs. By attending a program or event, you waive all rights of privacy or compensation, now or in the future, which may have in connection with the use of your photograph or video. Storage of photos and videos will comply with our Data Storage guidelines.

Data Archiving/ Removal

To ensure that personal data is kept for no longer than necessary, the Georgetown Chamber of Commerce has a document retention policy which addresses specific areas of data and length of storage. Please see Financial Policy for more details.

PRIVACY POLICY

General Statement of Privacy

The Georgetown Chamber of Commerce respects the privacy of its members and of those who visit this site. Subject to the provisions of applicable laws, any information you submit to the Georgetown Chamber will not be used in any manner to which you have not consented. While the Georgetown Chamber does analyze its web site logs to monitor the flow of traffic and make improvements to the site's content, its web site logs are not personally identifiable, and no attempt to link them to individual visitors to the site is made.

Personal Identifiable Information

We do not collect Personal Identifiable Information about you on the Georgetown Chamber web site without your knowledge or action. Your information is collected through webforms concerning membership, products and services, e-news registration and/or event registration forms. This information includes, but is not limited to, your name (first and last), company name, company address, phone number, fax number, e-mail address, and credit card information.

Third Party Use of Personal Information

The Georgetown Chamber web site contains links to other Internet web sites. Unless otherwise explicitly stated, we are not responsible for the privacy practices or the content of such web sites, including such sites' use of any information.

Security

You understand and agree that "perfect" security does not exist anywhere, including on the Internet. When you send credit card information, we encrypt this information via a third-party merchant service. Other information you send to this site, including email messages, will not be encrypted unless we advise you otherwise. Our web site is protected by a firewall and monitored for security.

Breach

In the event of a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to, personal data, the Georgetown Chamber of Commerce shall promptly assess the risk to people's rights and freedoms.

Merchant Services

You may be able to access certain information related to third parties at this site, or via links, banner ads or click throughs from this site, regarding the goods or services of third parties. You understand and agree that your access to or use of those services is a matter entirely between you and the associated third parties, and the Georgetown Chamber of Commerce shall have no liability whatsoever for any such access or use.

Legal Disclaimer

This provides information designed to help users cope with their own legal, business, financial, and other needs. This information is not the same as retaining experts in those fields for advice. Although we go to great lengths to ensure the information is accurate, we strongly recommend you consult an expert, including but not limited to a lawyer, accountant, financial services consultant, or other professional as appropriate. Nothing contained in this web site is to be considered as the rendering of legal, financial, professional or other advice for specific cases, and users are responsible for obtaining such advice from their own legal, financial or other counsel. The information contained on this site is intended for educational, background and informational purposes only.

Automatic Information

We receive and store certain types of information whenever you interact with us. For example, like many Web sites, we employ "session variables" when you use our bulletin boards. A Session Variable acts to temporarily store a unique identifier [on your hard drive] when a user logs onto a Georgetown Chamber of Commerce bulletin board or forum and ends when the user leaves the bulletin board and the time set expires. Also, if you choose to have a Georgetown Chamber of Commerce password remembered when you visit a Georgetown Chamber of Commerce website, then Cookies are utilized for this password related functionality. Cookies are pieces of data your web browser stores on your hard drive to enable our systems to recognize you and your browser. Most web browsers automatically accept these cookies and will also allow you to instruct your browser to prevent the use of cookies. However, if you disable this feature, the described password related functionality and certain other aspects of our website may not function properly.

Information from Other Sources

For reasons such as improving the personalization of our service, we might receive/collect information about you from other sources and use it to supplement account information.

Does Georgetown Chamber Share the Information It Receives/Collects?

The Georgetown Chamber of Commerce may share your personal information with its affiliates and/or subsidiaries, if any. Georgetown Chamber may also share the information we collect with Georgetown Chamber's advertisers and business partners. Georgetown Chamber is not responsible for the privacy policies or practices of our advertisers or business partners and

encourages you to read the posted privacy statement and user terms and conditions whenever interacting with, and prior to providing any personal information to, any other website.

Georgetown Chamber may use reputable third parties to manage activities available on our websites such as web hosting, database management and order processing, and authentication. These parties may have access to personally identifiable information submitted by Members who participate in those activities. Georgetown Chamber instructs these third parties to use personally identifiable information only for the specific purpose for which it is collected, and not to sell, market or transfer such information to other entities except as needed to provide the designated services.

Georgetown Chamber posts and displays certain personally identifiable information about its Members on our websites and in the Georgetown Chamber Membership directory.

Georgetown Chamber may use personally identifiable information in aggregate form to make our websites better and more responsive to the needs of our users and Members. This statistical compilation and analysis of information may also be used by Georgetown Chamber or be provided to others, in aggregate, for marketing, advertising or research purposes.

If at any time after submitting your personal information to our website you decide that you do not want to receive additional promotional or marketing information from us, simply follow the "Opt-Out" procedures detailed below.

Message Boards/Forums

Please remember that any information you may disclose in our Member directory, forums, message boards, chats or other public areas of our website(s) or the Internet, becomes public information. You should exercise caution when deciding to disclose personal information in these public areas.

Opt Out/Modify

Georgetown Chamber provides you with several options, to be used at any time, for altering or removing your information from the Georgetown Chamber contact databases, removing your company information from printed and web directories, removing your company from excel list provided to other members, or requesting your photo not be used by the Chamber . To opt out, simply contact us in any of these following ways:

- Send us an e-mail through info@georgetownchamber.org
- Call a staff member at the Georgetown Chamber of Commerce office at (512) 930-3536
- Write to us at: 1 Chamber Way, Georgetown, TX 78626