

NYSDRA Privacy Policy

Privacy Notice and Disclaimer

The New York State Dispute Resolution Association, Inc (NYSDRA) respects the privacy of its members and other visitors to its Web site. We strongly believe that consumers must be assured that information provided online is used responsibly and appropriately. NYSDRA reserves the right to change this policy at any time without prior notice.

What Information Does NYSDRA Collect?

Most data that NYSDRA collects is used to help us better serve our members and customers. It is our general policy to collect and store only personal information that our members and visitors knowingly provide.

General Users: NYSDRA does not collect any personal information from users browsing its Web site. Only aggregate data such as the number of hits per page are collected. Aggregate data are only used for internal and marketing purposes and do not contain any personally identifying information.

Members, Event Registrants, Enews Subscribers and Other Customers

To gain access to members-only resources, subscribe to E-News, register for events or use our shopping cart service on nysdra.org, members and other users are asked to register and provide some limited information. This information is submitted voluntarily. Additionally, for some e-mails sent in HTML format by NYSDRA to its members and subscribers through its listservs and electronic newsletters, we will collect specific information regarding what the recipient does with that email. For those emails, we will monitor whether a recipient subsequently clicks through to links provided in the message. Other information collected through this tracking feature includes: email address of a user, the date and time of the user's "click," a message number, name of the list from which the message was sent, tracking URL number and destination page. NYSDRA only uses this information to enhance its products and distribution of those products to its members and subscribers. This information is not sold to any third parties.

How Does NYSDRA Use Data Collected?

NYSDRA uses information voluntarily submitted by members and other customers in the following ways:

- **NYSDRA Services and Products:** Generally, NYSDRA uses data collected to improve its own web content; to respond to visitors' interests, needs and preferences; and to develop new products and services.
- **Disclosures to Third Parties:** NYSDRA makes member contact information available through its Membership Directory to other members and its Provider Directory to the general public using its Web site. NYSDRA will not release, sell or give away any information provided (including email and postal addresses) without the members express permission.

Disclaimer

While every reasonable effort is made to ensure the accuracy of the NYSDRA website and its directories, NYSDRA assumes no liability or responsibility for the completeness, accuracy or usefulness of any of the resource information. Information (including any revisions and updates) to the Directory is provided solely for general public information purposes and is provided strictly "as is". NYSDRA, without limitation, makes no representation or warranty, express or implied, with respect to the information and Directory on this website nor shall any such information be considered to be advice given by NYSDRA.

NYSDRA does not endorse, warrant or guarantee any products or services offered or listed on our website including the Directory. The information provided in the Directory is provided by the service providers themselves. NYSDRA does not prescreen the service providers, and takes no responsibility for the qualification, quality of work, or accuracy of representations made by the service providers who are listed herein, and bear no responsibility for any disputes that may arise between the service providers and their clients. It is the responsibility of the users of this Directory to investigate and to verify the credentials of service providers they choose to utilize, retain, or hire. NYSDRA is not responsible for any losses, injuries or damages you may suffer, relating to the use of services contacted through the NYSDRA website. Users of the Directory agree that by using this service they agree that NYSDRA is a mere agent for Service Providers listed in the Directory, and any and all claims including but not limited to claims of failure to render services, negligence or breach of any agreement with respect to the services offered through the NYSDRA website may only be made against any and all of the service providers and may not be brought against NYSDRA. . NYSDRA hereby disclaims any and all liability, whether based on contract, willful or negligent tort, or otherwise, for any direct, indirect, punitive, consequential, incidental or special damages in connection with the use of the Service Providers services or any contact with such Service provider, including without limitation liability for any act, error or omission, injury, loss, accident, delay or irregularity which may be incurred through fault, negligence or otherwise of such service provider and user hereby exonerates and agrees to hold NYSDRA harmless from any liability with respect to same.

Credit Card Account Information: NYSDRA does not disclose credit card account information provided by its members and customers. When members and customers choose to pay using their credit cards, NYSDRA submits the information needed to obtain payment to the appropriate clearinghouse.

How Does NYSDRA Use Cookies?

Cookies are files that contain information created by a web server that can be stored on a User's hard disk for use either during a particular session ("per-session" cookie) or for future use ("persistent" cookie). NYSDRA uses cookies only to facilitate automated activity, store and track passwords, determine appropriate solicitations, and review navigation patterns. Cookies are not used to disseminate significant information about Users over the Internet or to analyze any information that Users have knowingly or unknowingly provided. When a user registers, the system will ask whether the user approves of the attachment of a cookie. Users may instruct their Internet browsers to opt out of accepting a "persistent"

cookie and rather accept only a "per-session" cookie, but will need to login each time they visit the site to enjoy the full benefits. If the user declines the attachment of any cookie, the user may not have access to the full benefits of the website. Registration enables the site to better determine members' interest areas and provide the most relevant information.

What Privacy Issues Arise With Links To Other Sites?

This Web site contains links to other web sites. NYSDRA has no control over and is not responsible for the privacy policies or content of such sites. All users are advised to use such links at their own peril.

What Means Of Redress Are Available?

If any User suspects NYSDRA has handled its personal information in a manner that does not comply with this privacy statement, please contact us by e-mailing to webmaster@nysdra.org or by calling (518) 687-2240.