

Privacy Policy

Bassett Services, Inc.

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(Bassett Services, Inc.) is committed to maintaining your confidence and trust, and accordingly maintains the following privacy policy to protect your personal information.

Bassett Services Commitment to Security

Bassett Services encrypts billing information wherever the Bassett Services requests it online. Personal information is accessible only by staff and volunteers designated to handle complaints or requests. All Bassett Services agents and contractors with access to personal information are also bound to adhere to this policy as part of their contract with Bassett Services.

Personal Information that Bassett Services May Collect

Bassett Services collects the following types of personal information: names, postal and e-mail addresses, phone and facsimile numbers, billing information, and complaint and inquiry information. Bassett Services may also collect business information from sole proprietorships that apply for accreditation or program participation, some of which might constitute personal information, as well as personal information from individuals acting solely in their business capacity. Bassett Services online complaint form is hosted by the Council of Bassett Services, which processes your complaint according to its own privacy and security policies.

Bassett Services does not knowingly collect or maintain any personal information from children under the age of 13. In addition, no part of our site is designed with the purpose of attracting any person under age 13.

How Bassett Services May Use Personal Information Collected

Unless you consent, Bassett Services will use your personal information for the purpose for which it was submitted such as to reply to inquiries, handle your complaints and process billing and business requests related to program participation, and we will use such information to provide operational notices, and in

program record keeping and to conduct research on industry marketplace practices. Our research may lead to the publication of aggregate demographic data but will not result in the reporting or publication of any personal information provided to us. At certain points where personal information is collected on our site, there may be a box where you may indicate you would like to be on a list to receive information about other Bassett Services programs and services and about ways to support the Bassett Services. At any time you can add or remove your name from our mailing list by contacting us at info@bassettservices.com

How Your Information May Be Shared

In order to process complaints against businesses, Bassett Services will transfer complaints received to the company complained about. It is also possible that a complaint, request or inquiry will be more appropriately handled by another Bassett Services, in which case the request or inquiry will be transferred to the proper Bassett Services. By completing a complaint form or sending us a request or inquiry, you are allowing us to forward your information to the proper business and also to the proper Bassett Services, if necessary. Consumer inquiries may be forwarded by email, and consumers should recognize this method of transmission may not be secure. Bassett Services may also share your personal information with the CBBB for CBBB to research industry marketplace practices. Just as in any research we may do, CBBB research will not result in the reporting or publication of any personal information. Bassett Services never sells or rents personal information.

We will also release personal information under the following circumstances:

- Where release is required by law (for example, a subpoena) or regulation, or is requested by an agency for governmental investigative purposes or governmental proceedings;
- Where our records indicate a company may be engaged in fraudulent activity or other deceptive practices that a governmental agency should be made aware of;
- To appropriate governmental authorities, where warranted by a company's failure to participate in the Bassett Services advertising self-regulatory process; or
- To appropriate persons, where your communication suggests possible harm to others.

Help Us Keep Your Personal Information Accurate

If your personal information changes or you would like to review the personal information we may have on file, please email us with the new information or your review request at info@bassettservice.com Let us also know the department or Bassett Services program that led to your submission of personal information so we may efficiently locate your information.

Computer Tracking and Cookies

Our web site is not set up to track, collect or distribute personal information not entered by its visitors. Our site logs do generate certain kinds of non-identifying site usage data, such as the number of hits and

visits to our site. This information is used for internal purposes by technical support staff to provide better services to the public and may also be provided to others, but again, the statistics contain no personal information and cannot be used to gather such information.

A cookie is a small amount of data that is sent to your browser from a Web server and stored on your computer's hard drive. Bassett Services uses non-identifying cookies to provide easier site navigation and access to forms. You can still use Bassett Services site if your browser is set to reject cookies. Our cookies do not generate personal data, do not read personal data from your machine and are never tied to anything that could be used to identify you.

Problems

If you have a complaint about Bassett Services compliance with this privacy policy, you may contact us at info@bassettservices.com

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