

# **French Broad Food Cooperative Privacy Statement**

French Broad Food Co-op is committed to protecting your privacy and developing technology that gives you the most powerful and safe online experience. This Statement of Privacy applies to the French Broad Food Co-op Web site and governs data collection and usage. By using the French Broad Food Co-op website, you consent to the data practices described in this statement.

## **Collection of your Personal Information**

French Broad Food Co-op collects personally identifiable information, such as your e-mail address, name, home or work address or telephone number. French Broad Food Co-op also collects anonymous demographic information, which is not unique to you, such as your ZIP code, age, gender, preferences, interests and favorites.

There is also information about your computer hardware and software that is automatically collected by French Broad Food Co-op. This information can include: your IP address, browser type, domain names, access times and referring Web site addresses. This information is used by French Broad Food Co-op for the operation of the service, to maintain quality of the service, and to provide general statistics regarding use of the French Broad Food Co-op Web site.

Please keep in mind that if you directly disclose personally identifiable information or personally sensitive data through French Broad Food Co-op public message boards, this information may be collected and used by others. Note: French Broad Food Co-op does not read any of your private online communications.

French Broad Food Co-op encourages you to review the privacy statements of Web sites you choose to link to from French Broad Food Co-op so that you can understand how those Web sites collect, use and share your information. French Broad Food Co-op is not responsible for the privacy statements or other content on Web sites outside of the French Broad Food Co-op.

## **Use of your Personal Information**

French Broad Food Co-op collects and uses your personal information to operate the French Broad Food Co-op Web site and deliver the services you have requested. French Broad Food Co-op also uses your personally identifiable information to inform you of other products or services available from French Broad Food Co-op and its affiliates. French Broad Food Co-op may also contact you via surveys to conduct research about your opinion of current services or of potential new services that may be offered.

French Broad Food Co-op does not sell, rent or lease its customer lists to third parties. French Broad Food Co-op 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 those cases, your unique personally identifiable information (e-mail, name, address, telephone number) is not transferred to the third party. In addition, French Broad Food Co-op 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. All such third parties are prohibited from using your personal information except to provide these services to French Broad Food Co-op, and they are required to maintain the confidentiality of your information.

French Broad Food Co-op does not use or disclose sensitive personal information, such as race, religion, or political affiliations, without your explicit consent.

French Broad Food Co-op keeps track of the Web sites and pages our customers visit within French Broad Food Co-op, in order to determine what French Broad Food Co-op services are the most popular. This data is used to deliver customized content and advertising within French Broad Food Co-op to customers whose behavior indicates that they are interested in a particular subject area.

French Broad Food Co-op Web sites 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 French Broad Food Co-op or the site; (b) protect and defend the rights or property of French Broad Food Co-op; and, (c) act under exigent circumstances to protect the personal safety of users of French Broad Food Co-op, or the public.

### **Use of Cookies [Future]**

The French Broad Food Co-op Web site use "cookies" to help you personalize your online experience. A cookie is a text file that is placed on your hard disk by a Web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature to save you time. The purpose of a cookie is to tell the Web server that you have returned to a specific page. For example, if you personalize French Broad Food Co-op pages, or register with French Broad Food Co-op site or services, a cookie helps French Broad Food Co-op to recall your specific information on subsequent visits. This simplifies the process of recording your personal information, such as billing addresses, shipping addresses, and so on. When you return to the same French Broad Food Co-op Web site, the information you previously provided can be retrieved, so you can easily use the French Broad Food Co-op features that you customized.

You have the ability to accept or decline cookies. Most Web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of the French Broad Food Co-op services or Web sites you visit.

### **Security of your Personal Information**

French Broad Food Co-op secures your personal information from unauthorized access, use or disclosure. French Broad Food Co-op secures the personally identifiable information you provide on computer servers in a controlled, secure environment, protected from unauthorized access, use or disclosure. When personal information (such as a credit card number) is transmitted to other Web sites, it is protected through the use of encryption, such as the Secure Socket Layer (SSL) protocol.

### **Changes to this Statement**

French Broad Food Co-op will occasionally update this Statement of Privacy to reflect company and customer feedback. French Broad Food Co-op encourages you to periodically review this Statement to be informed of how French Broad Food Co-op is protecting your information.

### **Contact Information**

French Broad Food Co-op welcomes your comments regarding this Statement of Privacy. If you believe that French Broad Food Co-op has not adhered to this Statement, please contact French Broad Food Co-op at [info@frenchbroadfood.coop](mailto:info@frenchbroadfood.coop) We will use commercially reasonable efforts to promptly determine and remedy the problem.