

## Privacy Policy

Thank you for visiting! It is important that our online visitors feel confident about using this website and, therefore, we are committed to protecting any information collected from you. This page informs you of the policies regarding the collection, use and disclosure of any personal information received about you and your organization, how the information may be used, whether it is disclosed to anyone, and the choices you have regarding the use of that information.

In order to use certain services on this website, you may be asked to provide certain personal information, which means information by which specific individuals can be identified, including by name, telephone number, mailing address, e-mail address, and facts relating to your matter. Any personal information collected from you will be processed fairly and lawfully and will not be used for purposes that are incompatible with the purposes for which it was requested and received. Your personal information may be used to promote efficiency and accuracy in handling your matter; to foster communication between you and others who will be assisting with your matter; to provide you with information about services; for client support and processing; and to help improve this website and your online experience. By using this website, you agree to the collection and use of information in accordance with this Policy.

### *Information Collection and Use*

In order to provide the best service, two types of information may be collected from you: Personally Identifiable Information and Non-Personally Identifiable Information. The primary goal in collecting information from you is to provide you with a smooth, efficient and customized experience while using this website and other services.

Personally Identifiable Information: In order to use certain services available on this website, you may be asked to provide some personal information that can be used to identify and/or contact you. These services include submitting a case inquiry, requesting alternative dispute resolution services and providing feedback. The information you may be asked to provide includes, but is not limited to, your name, business name, address, telephone number, email address, the ADR location nearest you, the type of hearing requested (arbitration, mediation, reference, etc.), the type of case at issue (construction, employment, medical malpractice, etc.), the names and contact information for the parties' respective attorneys and the identity of any insurance adjuster. This is done with your active permission and participation. The personal information you provide will be used to customize your case file and facilitate communication and collaboration.

If you request information via email, you will be asked for your name, email address and telephone number in order to respond to your request and/or to provide additional information pertinent to your case and other services.

Non-Personally Identifiable Information: This refers to information that does not by itself identify a specific individual. Like many site operators, data may be sent by your browser when visiting this website. This data may include information such as your computer's Internet Protocol ("IP") address, browser type, browser version, the pages of our website that you visit, the time and

date of your visit, the time spent on those pages and other statistics. This data is for internal statistical purposes and may be provided for analysis, but it is cumulative with other visitors and does not contain your specific personal information.

An IP address is an identifier for a computer or device on a Transmission Control Protocol/Internet Protocol (“TCP/IP”) network, such as the World Wide Web. Networks like the Web use the TCP/IP protocol to route information based on the IP address of the destination. In other words, an IP address is a number that is automatically assigned to your computer whenever you are surfing the web, allowing web servers to locate and identify your computer. Computers require IP addresses in order for users to communicate on the Internet. Your IP address may be used to diagnose problems with servers or software, to administer this site and/or to gather demographic information.

### ***Security of Information Collected***

The importance of security for all Personally Identifiable Information is of utmost concern. Industry standard security measures are in place to protect your personal information from loss and misuse. However, no method of transmission over the Internet, or method of electronic storage, is completely 100% secure. While commercially acceptable means are used to protect your personal information, there is simply no guarantee for its absolute security.

Moreover, we may be required by law enforcement or judicial authorities to provide Personally Identifiable Information to the appropriate governmental authorities. Personally Identifiable Information will be disclosed upon receipt of a court order, subpoena, or to cooperate with a law enforcement or other governmental agency investigation. We also fully cooperate with law enforcement agencies in identifying those who use our services for illegal activities. We reserve the right to report to law enforcement agencies any activities that we in good faith believe to be unlawful, or to protect the rights, property and safety of others.

### ***Communication Preferences and Reviewing Your Personal Information***

You can manage your communication preferences and request access to or update your personal information by sending an e-mail to [inquiry@adrservices.org](mailto:inquiry@adrservices.org). When contacting us please include your name, e-mail address, and the details of your request.

### ***Cookies***

“Cookies” are files with small amounts of data, which may include an anonymous unique identifier. Cookies are sent to your browser from a website and stored on your computer’s hard drive. Like many sites, we use cookies to collect information when certain areas of our website are used. Most cookies will be deleted automatically when you end your session on our website. You can also instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, some services and functionality on this website may be impaired or unavailable if you decline to accept cookies.

### ***Children’s Privacy***

This website is not intended for use by any person under the age of 18. We do not knowingly collect personal information regarding or from any person under the age of 13. If we do, we require verifiable parental consent, prior to collection. If we learn that we have collected children's personal information without parental consent, it will be deleted from our systems.

***Changes to this Privacy Policy***

This Privacy Policy is effective as of the date of posting. It will remain in effect except with respect to any changes in its provisions in the future, which will be in effect immediately after being posted on this page.

We reserve the right to update or change this Privacy Policy at any time and without prior notice. You should check this Privacy Policy periodically. Your continued use of the website after such modifications will constitute your: (a) acknowledgment of the modified Policy; and (b) agreement to abide and be bound by the modified Policy.

***Questions? Please Contact Us***

If you have any questions about this Privacy Policy, the practices of this site, or your dealings with this website, kindly contact: [inquiry@adrservices.org](mailto:inquiry@adrservices.org)