

When you entrust your personal information to a web site, you expect the operators of that site to demonstrate that they have earned your trust. Maintaining your privacy and the security of your personal information is our highest priority.

Northwestern Balloon Club and ClubExpress are committed to following all relevant federal and state laws and industry guidelines regarding your personal information and how it is protected. In fact, our goal is to exceed these guidelines and to be ahead of the pack in this area.

What We Collect and How We Use It

This site stores personal information about you, including your name, contact information (addresses, phone numbers, email), demographic data (date of birth, etc.), user name and password. Northwestern Balloon Club uses this information for club activities, including event registration, tracking member interests, discussion forums, committees, donations, member directory, etc.

Within this website, only authorized administrators have access to personal information on members. ClubExpress cannot control what these administrators do with this information. However, our agreement with Northwestern Balloon Club strongly encourages clubs to not sell or trade membership data to third party vendors.

ClubExpress (and its parent company, Gembrook Systems, LLC) does not collect personal information for its own purposes. All personal information is collected on behalf of the clubs that have signed up to use the ClubExpress platform.

This website also collects information as you navigate around the site, using standard Internet technologies (such as IP addresses and cookies, and reading your browser version, operating system and computer type, etc.) We use this information to help us improve our products and services and for security purposes, to detect and to block security breaches and to provide you with a safe online environment.

Your club may enable a ClubExpress module that provides discussion forums. Please remember that any information disclosed in these forums becomes public. You should exercise caution regarding personal information when you write messages in a public discussion forum.

Your club may also enable a ClubExpress module that provides an online Member Directory. This information will also be visible to other website users, although we strongly encourage clubs to make this module available to members only. ClubExpress provides you with options to restrict what is shown in the Member Directory.

Using the ClubExpress Mobile App

Your club may also enable a ClubExpress mobile app that provides special functions for members using mobile devices such as a smartphones and tablets, running on both iOS and Android. When you download the mobile app for your club and device, we may request permission to use various features on your mobile device:

- Calendar - We request access to your calendar so that we can add/edit events on your device. Calendar events are only added when you touch the "add event" icon. We never automatically add or edit events on your device without user interaction.
- Location - We request permission to access your device location for the "Meets" functionality within the ClubExpress mobile app. Your device location is stored on our servers when you touch the "Update my position" button. Your device location is displayed to other users for the specified time limit. After that time limit expires, your location is no longer displayed to other users. Your device location is automatically hidden and not requested unless you explicitly touch "show me on this device" or "update my position. We do not retain this data or share it with your club or association or any third parties.
- Microphone - We never store or retain any information from your microphone or record any audio from the microphone. Our app will request permission to use your microphone as a general "media" permission request.
- Phone - We request access to your phone so that if users tap or touch a phone number the keypad/dialer will become preloaded with the phone number you touched. We never store or retain any contact logs or phone numbers you may have touched. This general permission allows us to access information about your device such as screen orientation or unique identifiers. We do not retain this data or share it with your club or association or any third parties.
- Contact Logs - We never request or keep any information from your device's contact logs.
- Notifications - We request permissions to send notifications so that you are notified when a new message is posted to a Chat channel.
- Storage - We request permission to access device storage so that we can save files to your device or display them temporarily. Files are only downloaded or displayed when you explicitly touch a file name or "download" button. Files are never automatically sent to the device without your knowledge. Your device will automatically cache some files in

storage for better performance.

- Carrier/Network information - We never share or keep any information regarding your carrier or network information.
- Camera - Your device camera can be accessed when adding a photo to a Chat message. Our app will request permission to use your devices' camera in the event that you choose this option.
- Cookies - We use "session" cookies to keep you logged in while you use the ClubExpress mobile app to keep session information about who you are while you are logged in. Session cookies disappear when you log out or close the app. We do not keep any session information or financial information in Persistent cookies.

What ClubExpress Will Not Do

Neither ClubExpress nor club officers have direct access to your password or credit card information. This data is encrypted by the system using state of the art technologies and cannot directly be accessed. If you forget your password, we can reset it at your request. You will then be required to change it when you next log in.

You have the option to not store your credit card information in our system. If you select this option, you will need to re-enter it for each transaction. Once your card has been authorized using an encrypted transfer, we only retain the first 4 and last 4 digits in accordance with Payment Card Industry (PCI) regulations and for reporting purposes.

ClubExpress will not independently contact you regarding new features or products or other service offerings unless you are listed as an official club contact, responsible for your club's relationship with us. We do not send unsolicited email (aka spam) to email addresses in your club's database.

ClubExpress will not sell or otherwise share your name or any contact information with any third parties, including partners, advertisers or service providers, except as necessary to fulfill your explicit requests. For example, when you renew your membership and pay online using a credit card, we must share data with the credit card processing company to approve the transaction. But we will never sell or share this data for marketing or revenue purposes.

ClubExpress may generate and provide aggregate statistics about our club customers and their members, online traffic patterns and related information to customers and partners, but this information will not contain data which is individually identifiable or which can be linked back to a specific person, family, or business organization member.

Behind the scenes, you should know that other clubs are also using the same software and computers to manage their operations. Information collected through your membership in one club is never visible to members or administrators of other clubs. Unfortunately, if you are a member of multiple clubs running on the ClubExpress platform, you have to maintain your information separately for each club. But we think that the added security from keeping clubs completely separate is worth the small extra effort.

We will disclose information if required to do so by law or by order of a competent government authority (such as a court order) or to protect ClubExpress or a member club in the event of a threat against the company or an employee or club officer.

Other Things We Do To Protect You

ClubExpress's computers are hosted by an independent hosting company in their secure data center behind a firewall. Only authorized personnel have physical access to these computers. We take care to promptly install all service packs and security updates, and the data is backed up nightly. We continually test our platform to ensure that security is maintained. Confidential data is transmitted using SSL/TLS encryption; our SSL Certificate was issued by Comodo, one of the most respected names in Internet security.

Within ClubExpress, only authorized employees, who are trained in the proper handling of confidential customer information, have access to your records.

Other Provisions

This website is not intended for unsupervised access by children under the age of 13. We will not knowingly collect information from site visitors of this age group. We encourage parents to talk to their children about their use of the Internet and the information they disclose online.

From time-to-time, based on customer feedback as well as changing community and legislative standards, Gembrook may modify this privacy policy without notice. Updated policies will be dated at the top of the page, so you should check back

periodically to see if anything has changed.

If you have any questions, comments, or concerns about this Privacy Policy or the information practices of this site, please contact us at:

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