

Revised July 5, 2006

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.

Bethesda Metro Area Village 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.), payment information such as (optionally) credit card numbers, user name and password. Bethesda Metro Area Village uses this information for village activities, including event registration, tracking member interests, discussion forums, committees, donations, member directory, etc.

Within this web site, only authorized administrators have access to personal information on members. ClubExpress cannot control what these administrators do with this information. However, our agreement with Bethesda Metro Area Village strongly encourages villages 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 villages that have signed up for our web hosting and management services.

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

What ClubExpress Will Not Do

Neither ClubExpress nor village 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 last 4 digits 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 village contact, responsible for your village's relationship with us. We do not send unsolicited email (aka spam) to email addresses in your village'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 using a credit card, we must share data with the credit card processing company to approve the transaction. When you order merchandise through the site, we must share some data with the vendor who fulfills this order. But we will never sell or share this data for marketing or revenue purposes.

ClubExpress may generate and provide aggregate statistics about our village 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 villages are also using the same software and computers to manage their

operations. Information collected through your membership in one village is never visible to members or administrators of other villages. Unfortunately, if you are a member of multiple villages running on the ClubExpress platform, you have to maintain your information separately for each village. But we think that the added security from keeping villages 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 village in the event of a threat against the company or an employee or village 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 encryption; our SSL Certificate was issued by InstantSSL, 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 site 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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