

NHCA Privacy, Security, Shipping and Refund/Return Policies

The Nebraska Health Care Association established this privacy policy to insure the confidence of visitors to and customers of this web site (this "Site"); and to demonstrate our commitment to fair information practices and the protection of privacy. This privacy policy may be updated from time to time in accordance with the notification requirements set forth below.

Information Collected by NHCA

From General Users: NHCA collects general information about the usage of this Web site as well as any personal information that you provide necessary to process a transaction. The personal information we collect depends on how you choose to make use of our Web site and our services. NHCA does not collect any personal information from users browsing this web site. To monitor site usage and improve the quality of our Web site, we gather general information about the use of our site. We do collect aggregate information such as the number of pages visited. We use Web server logs and industry-standard Web site statistics software to count the number of users who visit our Web site and to count the number of views of particular pages, as well as to track other general statistics about our Web site. We also collect information relating to your IP address, which only provides information on a particular computer, and not an individual at that computer. This Site may use a cookie to store a unique user ID in our system. Any such cookie will not collect personal information, cannot read data off your disk, and cannot read cookie files that were created by other web sites.

There will be no collecting of e-mail address through harvesting or dictionary attacks. E-mail addresses may not be sold for the purpose of sending unsolicited bulk e-mail. The staff or other agents may not distribute unsolicited e-mail directly or indirectly on the NHCA network or with any of the NHCA-owned equipment. This e-mail may contain advertising. If you wish to unsubscribe from future mailings of this type, please send an e-mail with "unsubscribe" in the subject line to nhca@nehca.org

Removal from Distribution Lists.

You may remove yourself from a distribution list by following the procedures provided when you subscribed, or by sending an email to nhca@nehca.org.

Use of Information Collected by NHCA

At times NHCA may share with third parties the aggregate, anonymous information about overall usage of our Web site and other Internet services that we collect, in order to provide general information about our Internet services, sell advertising, or establish sponsorships or other business relationships. We do not share any information about specific users. Data collected is used to track the areas of this Site that are most frequently visited to help us continuously improve this Site. In addition, this data can help diagnose problems with our server. Your contact information may also be used to contact you via email, phone or fax. Such information may also be shared with business partners and the American Health Care Association in connection with services and products that you request, or to provide you with information that we believe will be of interest to you as a member service. For example, convention attendee names may be distributed to supplier companies and sponsors that exhibit at NHCA/NALA shows. Our business partners include, but may not be limited to, all of our affiliated companies as well as other selected businesses with which we have a business relationship and which we feel adhere to our principles of quality products and services. In addition, we may be required to share information in accordance with applicable law. You may elect not to have your information shared with third parties by sending an email to nhca@nehca.org, with the subject line "Do Not Share." Please include in the email your name, address, and telephone number.

Security

This Site has industry standard security measures in place, and we have taken reasonable measures to insure the safety of your personal information. We will take commercially reasonable efforts to ensure your credit card safety. NHCA/NALA uses PrestoRegister.com for online registrations. PrestoRegister.com uses industry-standard SSL-encryption to protect sensitive data transmissions. The personal information you provide is encrypted and sent to us using a secure method, in order to assure that your personal information is securely and safely transmitted. However, please understand that no one can give an absolute assurance that information intended to be maintained as private, whether transmitted via the Internet or otherwise, cannot be accessed inappropriately or unlawfully by third parties. We have taken and will continue to take reasonable steps to ensure the secure and safe transmission of your personal information. We will not distribute this information in a manner inconsistent with this policy unless compelled by law.

Links

This Site contains links to other web sites. Please be aware that we are not responsible for the privacy practices of such other web sites. We encourage our users to be aware when they leave our site, and to read the privacy statement of any linked site.

Purchasing Policy

We will take commercially reasonable efforts to ensure your credit card safety. Prices are subject to change. Products are updated throughout the year. Please check the product catalog on the NHCA Web site at www.nehca.org for the most current product offering and prices. Only members of NHCA/NALA may choose the “bill me” option when purchasing products and services from NHCA/NALA. Personal Associate, Student, Business Members, and Non-Members are REQUIRED TO PRE-PAY on all orders. If you are not a member of NHCA, NALA, or LPNAN, please pay the non-member fee. A finance charge is computed by a monthly rate of 1.5% on all orders past due 60 days. Please allow 1-2 weeks for delivery. All non-exempt purchases must include applicable Sales Tax (Your city percent plus the state tax of 5.5%).

Product Return Policy

Any products with CDs are not returnable. All orders must be returned or postmarked within ten (10) business days of invoice date. A restocking fee of 15 percent will be charged on all returns. All returned items must be in resalable condition. Defective items returned within 30 days of invoice date will be replaced with the same product or similar product at NHCA/NALA discretion.

Shipping Fees

Shipping and Handling will be calculated at 15% of the total, with a MINIMUM of \$5.00 and a MAXIMUM of \$40.00).

Workshop and Training Refund Policy

For NHCA/NALA workshops, see each workshop’s individual flyer for specific refund policies. All NHCLC training is subject to the following policy: Students who withdraw from programs may receive a prorated tuition refund. Refunds shall be mailed within 30 days of official request. If official request occurs within 72 hours of enrollment, a full refund is appropriate. The request must be in writing and be postmarked within 72 hours of enrollment. If official request occurs after 72 hours of enrollment, a full refund is appropriate minus a registration fee of \$150. After classes have

begun, fees for materials and program requirements are nonrefundable: Day 1- 50% refund of tuition, Day 2- 25% refund of tuition, Day 3- no refund of tuition.

Notification of Changes to this Policy

Notification of any changes to this policy will be posted on this Site. Any modification relating to the use of personally identifiable information in a manner different from that stated at the time of collection will be announced by posting a notice on this web site 30 days prior to such change.