



## Privacy Policy

This privacy policy discloses the privacy practices for Ocean Canyon Resorts, LLC, and its website located at [www.oceancanyon.com](http://www.oceancanyon.com). This privacy policy applies to information collected by Ocean Canyon, whether by one of our representatives, or through our web site. This Privacy Policy describes the information we collect about you, how Ocean Canyon Resorts may use such information, and what may happen to that information. By providing your personal information to our representative, or through our website, you expressly consent to our use and disclosure of your personally identifiable information in accordance with this Privacy Policy.

### Information We Collect

*Your Personal and Financial Information.* We request your contact (like your name and address), as well as billing and financial information (like your credit or debit card information, expiration date, bank account, checks or money orders, etc.) from you in order to process payments as required by your membership, or for any other services (lodging, events, etc.) or products you may order from us. This information is used by us for billing and payment purposes. If we have trouble processing an order, we'll use this information to contact you.

*Cookies.* In addition, we use "cookies" on certain pages of our website. Cookies are small files that can be used to track a user's steps or automatically generate a user's password. Some features of our website may only be available through the use of a cookie. Among other things, cookies allow you to enter your password less frequently during a session. Cookies can also help us provide information which is targeted to your interests. Cookies are stored on your hard drive, not on our website. Most, but not all, cookies are automatically deleted at the end of a session. You may decline our cookies if your browser permits, although your use of the website may then be restricted (as noted above).

*Your Posts.* If you choose to post messages through our website, Facebook page, or as we may otherwise permit, we will collect such information about you as you may choose to disclose pursuant to your activities on the Site.

*Your Correspondence.* If you send us e-mails, letters or other personal correspondence, or if other users or third parties send us correspondence about your activities or postings on the website, we may collect such information into a file specific to you.

### Security

We take precautions to protect your information. When you submit sensitive information to one of our representatives, or via our website, your information is protected both online and offline. Wherever we collect sensitive information (such as credit card data), that information is encrypted and transmitted to us in a secure way. While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job (for example, billing or customer service) are granted access to personally identifiable information. The computers/servers in which we store personally identifiable information are kept in a secure environment.

## Our Use of Your Information

*Promotional Use.* We use personal information about you to enhance our marketing and promotional efforts, and to improve our content and services. We may also use your information to deliver to you advertisements, new services and promotions, and other information to you that is targeted to your interests.

*Surveys & Contests.* From time-to-time we may request information via surveys or contests. Participation in these surveys or contests is completely voluntary and you may choose whether or not to participate and therefore disclose this information. Information requested may include contact information (such as name and address), and demographic information (such as zip code, age level, etc.). Contact information will be used to notify the winners and award prizes. Survey information will be used for purposes of monitoring or improving the use and satisfaction of our services and website.

*Administrative Notices, etc.* We use your e-mail address, your mailing address, and phone number to contact you regarding administrative notices, new product offerings, and communications relevant to your use of the website. If you do not wish to receive these communications, you may have the ability to opt out of receiving these notices on your account status page.

*Billing and Support.* If you have provided financial information to our representative, or through our website, we use your address and billing information to bill you, apply payments to amounts due from you in connection with your membership, and provide associated support.

*Dispute Resolution.* We use information in the file we maintain about you, and other information we obtain from your current and past activities on our website, to resolve disputes, troubleshoot problems and enforce your membership agreement with us.

## Our Disclosure to Third Parties

We use practices that are consistent with standards in our industry to protect your privacy. We cannot, however, promise that your personally identifiable information or private communications will remain private. For example, third parties may unlawfully intercept or access transmissions or private communications on our website. **We do not sell or rent any personally identifiable information about you to any third party.** The following describes some of the ways that your personally identifiable information may be disclosed.

*Law Enforcement.* We may disclose any information about you to law enforcement or other government officials as we, in our sole discretion, believe necessary or appropriate, in connection with an investigation of fraud, intellectual property infringements, or other activity that is illegal or may expose us to legal liability.

*Advertisers.* We may disclose aggregate demographic information about our members and other users to our partners and advertisers, and for other marketing and promotional purposes. However, we do not disclose any personally identifying information to any of these entities.

*Third Party Suppliers.* We may use third-party suppliers to assist us in providing the services that we may offer, and to process payments made by you for our services, lodging or as otherwise connected to your membership. These third-party suppliers are not allowed to use personally identifiable information except for the purpose of providing the services we require. We impose contractual restrictions on the use by our third-party suppliers of information concerning you, and we do not permit third-party suppliers to sell your information to other third parties.

*Disclosures You Make to Third Parties.* Ocean Canyon Resorts, and our website, [www.oceancanyon.com](http://www.oceancanyon.com), does not control the privacy policies of third parties. Because our website may contain links to other websites, please be aware that we are not responsible for the content or privacy practices of such other websites. When you disclose information to third parties through our website (or any other website) about yourself, you are subject to the privacy customs and policies of that third party. It is your responsibility when you leave our website to find out about the privacy policy of any such third parties.

### **Changes to Privacy Policy**

Ocean Canyon Resorts, LLC. reserves the right at any time, and from time to time, to make changes, modifications, alterations and/or additions to this Privacy Policy, and all updates will be posted to our website.

### **Questions about Privacy Policy**

If you have any questions regarding Ocean Canyon Resorts, LLC.'s Privacy Policy, please contact us by email at [memberservices@oceancanyon.com](mailto:memberservices@oceancanyon.com) or by telephone at 866-888-1655 Ext 9014.