

The National Vietnam War Museum

Internet Privacy Policy

Our Commitment to Privacy

The National Vietnam War Museum (“NVNWM”) respects the privacy of every individual who visits www.NationalVNWarMuseum.org (“Web site”.) This notice explains our online information practices. Because your privacy is important to us, we provide you with notice and choices about the collection and use of your information.

By visiting NVNWM at www.NationalVNWarMuseum.org, you accept the practices described in this Privacy Policy.

Data Collection

We collect two types of information:

- 1. Standard Web server traffic pattern information.** General traffic, site usage, and length of stay information is collected and stored in log files. This type of information is never shared externally.
- 2. Personal information.** We do not collect personally-identifiable information from you unless you provide it to us voluntarily and knowingly. If you volunteer, place an order with the gift shop, request information, or donate, for example, we may collect the following information: name, street address, city, state, zip code, telephone number, email address, and subject of inquiry.

If you choose to order from the gift shop, we collect standard credit card information (card number, card type, expiration date) and keep a record of your financial transaction. Your credit card number is held only until the charge can be processed, then the number is only available to our board treasurer for purposes of problem resolution.

Contributions: If you choose to donate to our organization, we maintain a record of your contribution. Your financial information will be treated in the same manner as described above for gift shop orders.

Requests: If you submit an online request for NVNWM items such as free brochures, or submit a question through a “contact us” query, we may need to gather additional information from you to properly respond to your request. Such information will vary with the request, but typically includes your name, address, telephone number, and email address.

Internal Use

1. If you do not make a service request, donation, purchase, or otherwise identify yourself, we will not have any personally-identifiable information about you. We may collect and use aggregate information derived, in part, from your use of our site for the purpose of improving our website and our service to you.
2. If you provide personal information, we may enter your name into our constituent database and contact you in order to:
 - o Complete voluntary surveys seeking feedback for quality and service improvement purposes.
 - o Supply you with information including museum news, programs, upcoming events and services.
 - o Request voluntary time or monetary contributions to NVNWM.
 - o Request your participation in a NVNWM research study.
3. We collect the email addresses of those who communicate with us by email. Inquiries may be forwarded to the appropriate NVNWM department for response and may be entered into our constituent database. If your name is entered into the database, we may contact you (see (2) above.)

External Use

Your personal information is privileged and confidential and will not be shared or released to any organization or business entity other than those affiliated with or working in conjunction with NVNWM as follows:

1. We occasionally hire other companies to provide limited services on our behalf. We will only provide those companies the information they need to deliver the service and prohibit them from using that information for any other purpose.
2. We may, from time to time, have relationships with companies that conduct charitable sales promotions or commercial co-ventures that support us in our mission and activities. If you have provided us with your mailing address, we may pass your contact information to these companies so that they may ask you if you are interested in receiving their services. Your use of their services may benefit us, however you are under no obligation to respond and the companies are restricted from using your contact information for any other purpose.

Your Options

We respect your privacy and allow you to restrict internal and external sharing of your personal information. We recognize that you may wish to limit the ways in which we contact you and we offer the following options:

1. Do not contact me by telephone.
2. Do not contact me by postal mail.

3. Do not contact me by email.
4. Do not share my contact information with other non-profit organizations.
5. Do not contact me with fundraising requests supporting the NVNWM.
6. Limit your fundraising appeals to semiannual solicitations only.
7. Do not contact me or share my information with anyone.

Please notify us by email or postal mail of any desired restrictions. If you contact us with an opt-out request, all reasonable efforts will be taken to ensure that you will not receive any email communications from us in the future.

If you opt back into a specific service, you will receive communication in that manner, regardless of your overall opt out selections. These services may include newsletter subscriptions or email communication by asking a question using “Contact Us.”

Access

Upon request, we will provide you with the information we maintain about you so that you may request corrections. This information will be sent via postal mail, which we believe is the most secure method of communication. Please contact us by email to info@nationalvnwarmuseum.org or by postal mail to the following address:

Security and Privacy Requests
The National Vietnam War Museum
P. O. Box 146
Mineral Wells, TX 76068-0146

To protect your privacy and security, we will take reasonable steps to verify your identity before providing information or making corrections.

Data Security

We are committed to protecting the security of your personal information and to honoring your choices for its intended use. To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, we strive to maintain physical, electronic, and administrative safeguards.

We process your financial transactions (donations and gift shop purchases) via encrypted SSL sessions. SSL is the industry standard for securing Web-messaging transactions.

Inside NVNWM, data is stored in password-controlled computers. Our board members and volunteers are educated about the importance of safeguarding your information and we are committed to holding them accountable for protecting your confidentiality. However, such precautions do not guarantee that our Website is invulnerable to all security breaks. NVNWM makes no warranty, guarantee, or representation that the use of our Website is protected from viruses, security threats, or other vulnerabilities and that your information will always be secure.

Whenever NVNWM permits an external third party to access personally-identifiable information, appropriate procedures are followed to help ensure that the information is used only for authorized purposes and by authorized persons in a manner consistent with the choices NVNWM constituents have made under this statement, and that the security, integrity and privacy of the information is maintained. While NVNWM will employ procedures to help ensure that your information is only used for authorized purposes as described above, we cannot make any guarantees with respect to the actions or policies of such third parties.

Links Within Our Web Site

Our privacy policies apply only to your use of the NVNWM Website. This site contains links to other sites, including sites that have a special relationship with us. We will not disclose your personal information to those operating linked sites and we are not responsible for their privacy practices. Links to other sites do not imply an endorsement of the materials or policies on those Websites. You should read the privacy policies of each site you visit to determine what information that site may be collecting about you.

Contact Us

This privacy statement will be updated periodically and posted on our Website. It applies to both the off-line and on-line practices of NVNWM. References to “The National Vietnam War Museum”, "NVNWM", "we", "us" and "our" are references to The National Vietnam War Museum and its board of directors, staff (if any) and volunteers. We reserve the right to change this policy at any time by posting revisions. We expect you to review our Privacy Policies each time you use our Website, so that you are aware of any modifications. By accessing or using the Website, you agree to be bound by all of the terms and conditions of the NVNWM Privacy Policy as posted at the time of your access or use. If you have any questions about our policy or our compliance, you may send us an email at info@nationalvietnamwarmuseum.org or write to:

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Policy Updates

We reserve the right to update this policy at any time.

Last Update: July 18, 2009