

## **Privacy Policy**

The Nevada Hotel & Lodging Association (NHLA) is committed to protecting the privacy of its members and customers. NHLA recognizes the interest of its members and partners in the confidentiality of their personal information. NHLA only maintains personal information that is relevant to NHLA activities and seeks to maintain accurate, complete, and timely information.

NHLA maintains all personal data with technical, administrative, and physical safeguards to protect against loss, unauthorized access, destruction, misuse, modification, and improper disclosure. No computer system or information can ever be fully protected against every possible hazard. NHLA provides reasonable and appropriate security controls to protect personal information against foreseeable hazards.

NHLA maintains member databases that contain mailing, billing, and member profile information. NHLA also maintains databases of member and non-member registrations for special events, seminars and conferences. The information in these databases is used by authorized NHLA staff members to process orders; mail invoices, purchases, renewal notices, and announcements; respond to member inquiries; and help us improve our offerings. Member records are maintained as long as an individual is an NHLA member or prospective member. Purchases and credit card transactions are retained for as long as appropriate to meet contractual, tax, or auditing needs.

All personally identifiable information contained in NHLA membership and registration databases is treated as confidential and will be used only for the purposes stated in this policy, except where required by law.

## **Email Policies**

NHLA does not sell, rent, or exchange email addresses of its members and customers. NHLA uses email addresses to send messages that help to service NHLA members.

## **Security Policy**

NHLA uses SSL protocol (Secure Sockets Layer) for all financial transactions on our website. The SSL software is the industry standard and among the best software available today for secure commerce transactions.

## **Refund Policy**

Membership dues are non-refundable.

## **Other Events Refund Policy**

- A full refund will be issued provided written notice of cancellation is received at least seven days prior to the date of the event.
- Inside of seven days prior to the start of the event, no refunds will be issued.

## **Use of Cookies**

As with all Web sites, [www.nvhotels.com](http://www.nvhotels.com) logs certain information from each visitor such as which files are being accessed and the time of day. This information is used to help measure traffic to different parts of our Web site, improve our content, offer members-only discounts and content, and prevent malicious activity. "Cookies" are used as part of this process.