

Privacy Policy

NAMI has created this privacy statement in order to demonstrate our firm commitment to your privacy and security. The following discloses our information collection and use practices for the NAMI Basics course.

Summary:

- NAMI does not collect personally identifiable information about you other than what you freely share. We do log the IP address of every computer that visits our site as part of our normal site usage tracking.
- You have the option of entering personally-identifiable information about yourself as you interact with the course, including name, email address, zip code. NAMI uses this information to help us understand who our site users are and how we may better target and tailor our services.
- NAMI does not share any of your personally-identifiable information outside the NAMI organization. NAMI State Organizations and NAMI Affiliates are expected to adhere to these same privacy practices in regards to your personal information.
- You retain full control over all information you share about yourself, and may remove or request removal of this information at any time.
- You retain full control over what types of e-mail communication you receive from NAMI, and may opt to discontinue e-mail correspondence at any time.
- You have the option to share personally identifiable information about yourself with other visitors to the NAMI Basics Course. These options are clearly labeled as such, e.g. the Connect and Share module in the course. You may remove or request removal of any such information you share.
- Anytime you enter personally-identifiable information, not intended to be shared publicly, such as password, address, or credit card number, this information is sent to NAMI over a secure connection.
- NAMI uses generally accepted industry standards to protect the information submitted to us.

The Personal Information We Collect, How We Collect It And How It Is Used:

NAMI Basics does not collect any personally-identifiable information about our site visitors, other than information that visitors freely enter.

The one exception to this is that, like most Web sites, we gather certain information automatically and store it in log files. This information includes Internet protocol (IP) addresses, computer operating system, Web browser type (Microsoft Edge, Safari,

Chrome, etc.), Internet service provider, referring/exiting pages, date/time stamp, and clickstream data (i.e., which pages are visited, page load times, error messages, etc.). These log files are stored indefinitely and are analyzed to help us understand how our site is being used.

This information in and of itself is not sufficient to identify site visitors in any personal way. However, in the event that you experience difficulty using our Web site, we may use your IP address in connection with your personal information to perform troubleshooting. Also, in the event that criminal behavior is suspected, NAMI may provide this information to law enforcement, who could potentially trace it back to you through your Internet service provider.

Optional Personal Information

All users who sign-in also can provide optional personal information about themselves in the NAMI Basics course and survey following completion of the course, including:

- Demographic information (age, gender, income) and information about your a family member's illness (individual, family member, etc.) This information is used in aggregate reports to help us have a better idea of who our users are and how we can better tailor our site to their needs. Additionally, the aggregate reports may be shared with a third party, such as a site sponsor, but will never be shared outside of NAMI in a way that makes you personally-identifiable.

Discussion Groups:

To participate in the Connect and Share module in NAMI Basics, you must first enter a User ID.

The User ID you choose will be displayed beside your posts to Connect and Share, so please choose your user name carefully if you do not wish to be personally-identifiable.

You should be aware that any information you post to a discussion group will be available for viewing by all other users of the course.

If you ever wish to have something you have posted removed, please remove the story from Connect and Share using the Delete My Story feature available in that module. Posts which violate our Connect and Share policy may be removed at NAMI's discretion and the user may have his or her sign-in account revoked.

How We Use The Information We Collect:

NAMI does not share any personally identifiable information about you with anyone outside of NAMI. The information we collect is used internally to help us serve you better. You have the option to update, revise, or have deleted any personal information you have shared with NAMI. For specific information about how information is used, please see the section above.

Communications From The Site:

Customer Service:

When you register for NAMI Basics, we will send you a confirmation e-mail which you can use to log back in to the course at a later time.

General Announcements And Promotions:

E-Newsletters:

If you subscribe to one of our e-newsletters following completion of the course, we will use your name and e-mail address to send it to you. Out of respect for your privacy, we present the option to unsubscribe. Please see "Choice and Opt-Out "

Other E-Mail Notifications:

You may also choose to receive other types of e-mail from NAMI, related to particular features on the site. You may control what e-mails you receive from within the particular feature they are related to.

Choice And Opt-Out:

We provide several opportunities for you to control the amount of personally-identifiable information you share with us, and the use of that information:

If you want your NAMI Basics course registration to be deleted, please contact basics@nami.org.

What Information We Share And With Whom:

In the course of providing our services, NAMI relies on certain trusted business partners to perform certain tasks, such as handling mass mailings, delivering e-communications, processing payments, etc. This involves transferring information about you in paper or electronic form. NAMI makes every effort to ensure the trustworthiness and best business practices of these partners. These agents and third parties are prohibited from using your personally-identifiable information for any other purpose.

Links To Other Sites:

NAMI Basics contains links to other sites that are not owned or controlled by NAMI. Please be aware that we, NAMI, are not responsible for the privacy practices of other such sites. We encourage you to be aware when you leave our site and to read the privacy statements of each and every Web site that collects personally-identifiable information.

Legal Disclaimer:

We reserve the right to disclose your personally-identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and /or to comply with a judicial proceeding, court order, or legal process.

How We Protect The Information We Collect:

Browsers And Internet Security

Any time you enter or provide personal information on our Web site, we encrypt it using Secure Socket Layer ("SSL ") technology. SSL protects information as it crosses the Internet. To support this technology, you need an SSL-capable browser.

You can tell if you are visiting a secure area within a Web site by looking at the lock or key symbol in your browser address window. If the address of the page begins with "https:// ", it is secure. Occasionally, the page you enter data on may not be secure, but by submitting the information you activate a secure connection and thus your data is submitted securely.

If you need a strong encryption browser, you can go to the Microsoft Web site or the Chrome Web site to download the latest Microsoft Edge or Safari browser.

We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it. No method of transmission over the Internet, or method of electronic storage, is 100 percent secure, however. Therefore, while we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security.

Changes To This Privacy Statement:

If we decide to change our privacy policy, we will post those changes to this privacy statement, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it.

We reserve the right to modify this privacy policy at any time, so please review it frequently. If we make material changes to this policy, we will notify you here, by e-mail, or by means of a notice on our homepage.

Contact Us:

basics@nami.org