

## Privacy Policy General Information

IHCNO and the software provider powering our website, MC Professional, implement security measures to safeguard your information and protect data privacy. This privacy policy was created to inform you of the types of information we collect from you when you access and use the IHCNO website, how we store the information, and actions to protect the personal information of the website visitors and users. By using this website, you acknowledge and agree to how we collect and use information about you.

## International Visitors

The website is available worldwide to view information. The website shall be operated in accordance with laws of the United States and visitors to the website should be aware that the laws of the United States may differ from those of their respective countries of residence. Data privacy laws that may include:

- [GDPR](#)
- [CCPA/CPRA](#)
- [PIPEDA](#)
- [CalOPPA](#)
- [COPPA](#)

By providing your personal information as a visitor or user, you are permitting the transfer of your personal information in accordance with this privacy policy. You can request to access, update, or correct your personal information. You have the right to request to have your personal information deleted or restricted and ask for portability of your personal information. IHCNO keeps your personal information for only as long as we need it for the purposes for which we collect it, or as otherwise required or permitted by applicable law.

In the event you consider our processing of your personal information not to be compliant with the applicable data protection laws, you can file a complaint:

Directly with IHCNO at [info@IHCNO.org](mailto:info@IHCNO.org).

## Changes to this Privacy Policy

The terms of this privacy policy may change without warning. It is your responsibility to check for changes. Any change shall become effective once it is posted to this privacy policy. The last date this privacy policy was updated was January 26, 2026.

## Types of Information This Site Collects

This site collects personally identifiable information, non-personal information, and aggregate information.

- Personally Identifiable Information is information that can be used to reveal your identity.
- Non-personal information is information that is related to an individual user but does not individually identify that user. An example would include Internet Protocol (IP) address.
- Aggregate information refers to non-personal information of an aggregated nature such as number of clicks, number of visitors, and links hit for the site and is not related to any one individual user.

## **Specific Information We Collect**

Personally Identifiable Information: Your full name, mailing and/or billing address including street name and street number, gender, age, city, state, zip and apartment or suite number if applicable, phone number, email address, emergency contact information, names and contact information of people you nominate, usernames, passwords, credentials you provide, stories or other information you submit about yourself or others, and any information required by the credit card company or by Payment Card Industry security standards to verify your identity on a credit card transaction including but not limited to your credit card number, date of credit expiration, and security code

Non-personal information: We may collect from users their IP address, browser type, domain name, the pages accessed, the time of access, the previous site before accessing this site, statistics related to usage of educational tools, the length of time on the site, the link that brought the user to the site, and other non-personal related information.

Aggregate Information: We may collect in aggregate form the number of users that access the site, the pages accessed, the clicks per page, the number of links accessed, and other non-personal aggregated information not tied to a specific user.

## **How we Collect the Information**

For Personally Identifiable Information, we collect the information you provide to the site such as when you submit a user form, register for a product or service, when you contact us, or purchase a product or service. We may also collect such information from other sources including our affiliates and from third parties that we contract with to process credit cards, process applications, or send communications.

## **What We do With the Information**

We collect Personally Identifiable Information for membership registration event registration, to help you update username/password, to look up your information if needed, for credit card processing, for collection of donations or fees, registration for educational opportunities, on user inputting forms for various purposes including but not limited to nomination honorees for awards, for inquiries, for comments, suggestions, or other user forms, for mailing and communication proposes, and for access to tools we offer.

We collect non-personal and aggregate information to better understand how you use the site, to update our site content, to understand trends, for demographic informational purposes, to improve the site experience, and to perform aggregate statistics. We may also use the information we collect to meet legal and regulatory obligations.

We may share or disclose information we collect about you with our affiliates or with third parties whom we have contracted with for the purposes of registration, marketing, communications, or credit card processing.

We will NOT share your personal information with third parties for their direct marketing purposes.

We do NOT use cookies (small text files sent to your hard drive when you visit a website) or beacons that allow your information to be tracked across sites for the purposes of advertising or remarketing.

### **Transmissions**

You acknowledge that any communications to or from this site or any related site may not be completely private even if such efforts are made to secure the privacy of such as communications and transmissions can be intercepted.

### **Third Party Personally Identifiable Information**

You acknowledge that you have secured permission from any third party from which you report to us, such as, if you report to us a name and email address of someone you nominate for an award or recognition or for emergency contact information. We are relying on you that you have received permission from such third party for us to use that personally identifiable information.

### **Third Party Links and Other Sites**

This site may contain links to third parties for multiple purposes such as for convenience, or additional information or content, or for processing forms, credit cards, and for other purposes. In any case, those sites are likely to have a separate privacy policy which you are responsible to read. IHCNO takes no responsibility for those sites' privacy policies, for the content on such sites, or for their policies of collecting information.

### **Security of Your Information**

We store the personal information that we process on a secure database that is protected by technical access controls. We periodically review our information collection, storage and processing practices, including physical security measures, to guard against unauthorized access to systems. We strive to protect your personally identifiable data but make no guarantees or assurances about our ability to prevent any loss, access, or misuse and are not responsible in the event that such loss or misuse occurs.

### **Payment and Refund Policy**

IHCNO does not refund membership fees if a member does not use the services or cancels the membership. Refunds related to payment for webinars, conferences, or other services or events may be provided depending on the written policy specific to the webinar, conference, or event.

### **To Contact Us**

IHCNO Email: [info@ihcno.org](mailto:info@ihcno.org)