

Privacy Policy

Below you will find the updated Privacy Policy for Connections Housing, which applies to any information provided or collected through this Connections Housing website and/or any Connections Housing services, each of which are provided by, or licensed to American Connecting Source DBA Connections Housing 950 Scales Rd, Suite 200, Suwanee, GA 30024 ("Connections Housing", "we", or "us").

We understand that booking online involves significant trust on your part. We value your trust, and make it a high priority to ensure the security and confidentiality of the personal information you provide to us. Please read this policy to learn about our privacy practices. By using our services, you are accepting the practices described herein. If you do not agree with the practices described in this policy please do not use this website or submit your personal information to us.

What information we collect from you

In General. We receive and store any information you enter on our websites or give us in any other way. This includes information that can identify you ("personal information"), including your first and last name, telephone number, postal and email addresses and billing information (such as credit card number, cardholder name, and expiration date). We may also request information about your hotel room preferences, and frequent flyer and car rental program information. You can choose not to provide information to us, but in general most of the information we request from you is required in order for you reserve a hotel, book travel, participate in a survey, send an email message through the site, etc.

Travel Companion Information. When you make a reservation for someone else through our service, we will request personal information and travel preferences about that individual. You should obtain the consent of other individuals prior to providing us with their personal information and travel preferences, as any access to view or change their information will be available only through your account.

Information from Other Sources. We also may periodically lawfully obtain both personal and non-personal information about you from affiliated entities, business partners and other independent third-party sources and add it to our account information. Examples of information we may obtain are primarily related to the information you provide to registration companies or membership associations to attend the events we manage housing for.

How we use your information

We use sensitive billing information (such as cardholder name, credit card number, and expiration date) for the purpose of completing the hotel reservations, purchase an airline ticket, reserve a rental car, or book a package.

We use other information about you for the following general purposes: to provide you with the products and services you request; to provide you with your hotel booking confirmation and updates; to manage your account, including processing bills and providing travel notifications; to communicate with you in general; to respond to your questions and comments; to notify you about special offers and products or services that may be of interest to you, only in relation to the events you attend; to notify you of important details or changes to your reservations or travel plans; to solicit information from you, including through surveys; to resolve disputes, collect fees, or troubleshoot problems; to prevent potentially prohibited or illegal activities; and as otherwise described to you at the point of collection.

With whom we share your information

We may share your information with the following entities:

- Suppliers such as hotel, airline, car rental, and activity providers, who fulfil your travel reservations. All services provided by a third party are described as such. Therefore, we encourage you to review the privacy policies of any travel supplier whose products you purchase through this website or our services. Please note that these suppliers also may contact you as necessary to obtain additional information about you, facilitate your travel reservation, or respond to a review you may submit. While we may share anonymous reviews with our hotel suppliers, we will not share reviewer names or contact information unless you have explicitly told us that we may. We are not responsible for the hotel deducing your identity from the content of your review and contacting you directly.
- Third-party vendors who provide services or functions on our behalf, including credit card processing, business analytics, customer service, marketing, and fraud prevention. We may also authorize third-party vendors to collect

information on our behalf, including as necessary to operate features of our website or services. Third-party vendors have access to and may collect information only as needed to perform their functions and are not permitted to share or use the information for any other purpose. They are also required to follow the same data security practices that we ourselves adhere to. Please note that these third-party service providers may be established in countries that might not offer a level of protection for your personal information that is equivalent to the one offered in your country of residence. However, we will endeavor to protect all personal information we collect from you in accordance with strict data protection standards.

- Social media providers. When you access certain Connections Housing social media features through our websites, you are sharing information with the social media provider (such as Facebook) and the information you share will be governed by their privacy policies (including that we may access such information via the social media provider). You may be able to modify your privacy settings for these social media providers. Please consult the privacy policy of the relevant social media provider for further information. You may choose to disable automatic publishing by the social media provider of such information by editing your privacy settings for that social media provider.

We also may share your information:

- In response to subpoenas, court orders, or other legal process; to establish or exercise our legal rights; to defend against legal claims; or as otherwise required by law. In such cases we reserve the right to raise or waive any legal objection or right available to us.
- When we believe it is appropriate to investigate, prevent, or take action regarding illegal or suspected illegal activities; to protect and defend the rights, property, or safety of our company, this website or our Apps, our customers, or others; and in connection with our Terms of Service and other agreements.
- Where we believe that it is necessary to prevent or lessen a serious and imminent threat to somebody's life or health.
- In connection with a corporate transaction, such as a divestiture, merger, consolidation, or asset sale, or in the unlikely event of bankruptcy.

Other than as set out above, you will be notified when personal information about you will be shared with third parties, and you will have an opportunity to choose not to have us share such information.

We also may share aggregate or anonymous information with event management companies and third parties, such as Convention and Visitors Bureaus.

How you can access your information

You can access and update your contact information as follows: for active hotel reservations, visit the event site, enter last name and acknowledgement number, and modify the record; for other travel services, contact our travel department for assistance.

By providing your personal information to us through this website or service, you accept that we may retain your information. We may continue to process service-related information in order to fulfil our legitimate business objectives, to comply with our legal and regulatory obligations, and for historical record and analytical purposes. We employ robust technical measures to prevent unauthorized access of your information.

Your choices with respect to the collection and use of your information

- As discussed above, you can choose not to provide us with any information, although it may be needed to book your hotel, flight, car or package or to take advantage of certain features offered on our websites.

Cookies and other technologies

Cookies are small text files that are placed on your computer or mobile device when you visit almost all websites. Cookies do not recognize you personally and are not harmful to your computer or mobile device. They are used by websites you visit in order to improve your experience on the website, to provide us with analytics information that will help us improve our websites generally. For instance, we use cookies on our site to allow you to login without having to type your login name each time.

If have any other questions about the use of cookies or other technologies, please email us and we'll do our best to help.

How we protect your information

While no website can guarantee security, we have implemented appropriate administrative, technical, and physical security procedures to help protect the personal information you provide to us. For example, only authorized employees are permitted to access personal information, and they may only do so for permitted business functions. In addition, we use encryption when transmitting your sensitive personal information between your system and ours, as well as from ours to the hotels, and we employ firewalls and intrusion detection systems to help prevent unauthorized persons from gaining access to your information.

External links

If any part of our websites links you to other sites, those sites do not operate under this Privacy Policy. We recommend you examine the privacy statements posted on those other websites to understand their procedures for collecting, using, and disclosing personal information.

Visiting our website from outside the United States

If you are visiting our website or using our Apps from outside the United States, please be aware that your information may be transferred to, stored, and processed in the United States, where our servers are located and our central database is operated. By providing us with your personal information or using our services or our website, you understand that your information may be transferred to our facilities and to those third parties with whom we share it, as described in this Privacy Policy. The data protection and other laws of the United States and other countries might not be as comprehensive as those in your country, but please be assured that we take all reasonable steps to ensure that your privacy is protected.

Changes to this Privacy Policy

We may update this Privacy Policy in the future. We will notify you about material changes to this Privacy Policy by sending a notice to the email address you provided (for active events/reservations) or by placing an updated notice on our website (for future events/reservations).

How you can contact us

If you have questions about either this Privacy Policy (or your travel planning or purchases), or would like to offer feedback, please email us or write to us at:

Email: Support@ConnectionsHousing.com
Phone: 800-262-9974 or 404-842-0000
Mail: Connections Housing
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