



**F I R E S I D E**  
AT NORTERRA • BY DEL WEBB

## **FIRESIDE AT NORTERRA COMMUNITY ASSOCIATION PRIVACY POLICY**

Date of last revision: June 13, 2011

### **1. General Information.**

1.1 The Fireside at Norterra Community Association (“HOA”) respects your privacy and is committed to treating information about you responsibly. HOA understands the need to safeguard sensitive information that you have provided and appreciates that you expect privacy and security for your personal and financial affairs. HOA attempts to minimize the information it collects to that which it reasonably believes is necessary to serve as your homeowner’s association, and to provide information that may be of interest to you.

1.2 **Questions.** If you have any questions or concerns about our Privacy Policy, contact us via telephone at (623) 580-9556. You may also contact us by mail at the following address:

Fireside at Norterra Community Association  
28185 N. Melvern Trail  
Phoenix, AZ 85085

1.3 **Scope.** This Privacy Policy applies only to information we collect at and through our web site located at [www.ourfiresidenorterra.net](http://www.ourfiresidenorterra.net) (the “Site”). Our web site contains links to third party sites that are not owned or controlled by HOA. Please be aware that we are not responsible for the privacy practices of such other 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.

1.4 **No information from children under age 13.** If you are under age 13, please do not attempt to register at the Site or provide any personal information about yourself to us. If we learn that we have collected personal information from a child under age 13, we will promptly delete that information. If you believe we might have any information from a child under age 13, please contact us at (623) 580-9556.

1.5 **Terms of Use.** Please note that your use of our site is also subject to our [Terms of Use](#).

## **2. Information We Collect**

### **2.1 Information You Provide Us**

You can provide information to us on our web site through various means, including when you create a resident account, submit your name to the Resident Directory, post a Classified ad, post a thread on the Message Board, sign up for e-mail updates, feedback forms and contact us forms. The information we collect may include personally identifiable information, such as your name, home address, telephone number and email address. During the process of creating your resident account, you will enter your email address and create a password.

### **2.2 Information We Collect from You Automatically**

We collect certain information automatically as you use our site, including your IP address, browser type, computer type, operating system version, type of mobile device (if used), the site from where you navigated to our site, time and date of using the site, your computer operating system, the name of your Internet service provider (ISP) and the pages on our site that you view.

### **2.3 Cookies**

We use "cookies" to make [www.ourfiresidenorterra.net](http://www.ourfiresidenorterra.net) easier to use, and to make our advertising better and more relevant to you. A "cookie" is a small text file that contains a string of alphanumeric characters. There are two types of cookies that may be used at our site – a persistent cookie and a session cookie. A persistent cookie gets entered by your Web browser into the "Cookies" folder on your computer and remains in this "Cookies" folder after you close your browser. Persistent cookies may be used by your browser on subsequent visits to the site. A session cookie is held temporarily in your computer's memory and disappears after you close your browser or shut off your computer.

## **How We Use Your Information**

**2.4 To Provide Products, Services and Information.** We collect information from you so that we can provide services and information to you relevant to your residency in the community or otherwise request from us. We use your personal information to contact you about your online account or to send you email updates. We use demographic information to better understand our homeowners, and improve our services and information.

**2.5 Online Account.** When you create an online account, you can store your personal information and use it later when using our site.

**2.6 Newsletters.** If you sign-up to receive newsletters or other communications from us, we use your email address and other relevant personal information to provide the newsletters and other communications to you. You can always opt-out of receiving email newsletters by using the opt-out feature provided with the email communications.

### **3. How We Share Your Information**

3.1 **Providing Products, Services and Information.** As described above, we may share your information with our third party service providers and agents in order to provide you with the services provided to you via the Site, as well as newsletters and other information which we believe may be of interest to you.

3.2 **Legal Requests or Requirements and to Prevent Harm.** 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 served on our Web site. We may also share information when we have a good faith belief it is necessary to prevent fraud or other illegal activity, to prevent imminent bodily harm, or to prevent harm to HOA, [www.ourfiresidenorterra.net](http://www.ourfiresidenorterra.net) or homeowners. This may include sharing information with other companies, lawyers, courts or other government entities.

3.3 **Transfer in the Event of Sale or Change of Control.** If the ownership of all or substantially all of our business changes or we otherwise transfer assets relating to [www.ourfiresidenorterra.net](http://www.ourfiresidenorterra.net) to a third party, we may transfer your personal information to the new owner to be used consistent with this Policy. In such a case, your information would remain subject to the promises made in the applicable Privacy Policy.

### **4. Access to Your Information and Choices**

You can access information we have relating to your online account by signing into your account and going to the Create An Account page. You can change your personal resident directory information by signing into your account and clicking Update on your directory listing. If you have questions about other personal information we have about you, or need to change your personal information, you can contact us at (623) 580-9556. You can opt-out of receiving marketing and promotional emails from HOA by contacting us at (623) 580-9556, or by using the opt-out or unsubscribe feature contained in the emails.

You can close your online account by contacting us at (623) 580-9556. If you close your account, we will no longer use your online account information or share it with third parties. We do, however, maintain your personal information in other secure systems for as long as you are a homeowner.

### **5. Security of Your Information**

In order to help secure your personal information, access to your data on our site is password-protected. To protect any data you store on our servers, we also regularly audit our system for possible vulnerabilities and attacks. However, since the Internet is not a 100% secure environment, we cannot guarantee, ensure or warrant the security of any information you transmit to us. There is no guarantee that information may not be accessed, disclosed, altered, or destroyed by breach of any of our physical, technical, or managerial safeguards. It is your responsibility to protect the security of your login information. Please note that emails you send to us through our site are not encrypted, and we strongly advise you not to communicate any confidential information through these means.

## **6. Changes to Our Privacy Policy**

If we decide to change our Privacy Policy, we will post those changes on our homepage, and other places we deem appropriate 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. Unless stated otherwise, the revisions will apply to all information we have about you and your account.

## **7. Questions / Contact Us**

If you have any questions or suggestions regarding our Privacy Policy or otherwise need to contact us, please call (623) 580-9556. You may also contact us by mail at the following address:

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Phoenix, AZ 85085