

Privacy Policy

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We are strongly committed to safeguarding consumer privacy on our website, and operate under the following set of strict privacy principles.

The only information we require from our visitors and customers is information we need to process credit card charges for purchases, and to communicate with visitors about questions they may ask or subscriptions (e.g. newsletters) they may sign up for. Personally identifiable information provided by visitors (name, e-mail or home address, etc.) is never revealed, resold or made public for any reason.

Access to Personally Identifiable Information

If your personally identifiable information changes, or if you no longer desire our service, you may update your personal profile by making the appropriate changes using our Visitor Resources page, the opt-out link provided at the end of all email newsletters, or by contacting us by telephone, fax or postal mail using the contact information below.

Cookies

When you access certain areas of our site, we may store a temporary "cookie" in the browser files of your computer. This cookie is a very small computer file, and is used during your on-line session to allow you free access to areas such as our on-line store. We do not link the information stored in cookies to any personally identifiable information you might submit while on our site. When you log off or leave the site, the cookie is automatically removed.

Third Party Cookies

Some of our business partners (e.g., possible future advertisers) might use cookies on our site. We have no access to or control over these types of cookies.

This privacy statement covers the use of cookies by 15thStep.com only, and does not cover the use of cookies by any advertisers or by other sites for whom we might display links. See the "External Links" section for additional information.

Tell a Friend

If you choose to use our referral service to tell a friend about our site, we will ask you for your name, your email address, and your friend's email address. We will then automatically send your friend a one-time email message containing your personal comments on our site and/or the page being viewed. As indicated on the Tell a Friend form, the information requested is strictly for use in sending your message, and 15thStep.com does not store any of this information.

Service Providers

We use third parties to process credit card transactions on our site. All of the institutions we so use are highly regarded for their experience and expertise in providing such services via the Internet. Our relationship with these institutions, the services they provide, and the related handling of personally identifiable information are governed by formal agreements between 15thStep.com and those institutions.

Personally identifiable information provided by us to these credit card service providers is transmitted in encrypted form over secure connections. Such information is used by them for authorizing, completing and settling credit card transactions, related fraud prevention and risk reduction. These third parties are prohibited from using your personally identifiable information for any other purpose other than to comply with any required court or governmental agency request, subpoena or order.

We also use a third party (known as a "List Processor") to maintain our "opt-in" email mailing list, and to distribute our email newsletter to those opt-in email addresses. The services provided by our List Processor are governed by their Terms of Service Agreement and their Privacy Policy which certify that they "will never sell, rent, or lease ... client details (name, address, email, etc.) to any other third party."

Choice/Opt-In

As mentioned previously, our site gives users the opportunity to "opt in" to receive communications from us. If you opt in for our email mailing list, you will be asked to provide your email address (required) and you may be asked for your name (optional). You can be assured that we never reveal, sell, or make available your e-mail address to anyone for any purpose. Every email newsletter that you receive from us and was distributed by our List Processor pursuant to your "opt in" subscription, will contain links with clear instructions explaining how to "opt out" and cancel your subscription, or to update your contact information.

External Links

In order to provide visitors with greater value, some of our pages may provide links to various third party web sites. In no case are member information or 'cookies' provided to the third party sites.

However, keep in mind that many sites do attempt to capture visitor information when you browse those sites. Once you leave our site, we are not able to alert you should another site attempt to gather information from your browser.

Testimonials

Any testimonials shown on this website have been published with the express permission of the persons (users) who gave them. The users' Personally Identifiable Information (PII) was provided by them with the knowledge that we would publish it, and we are not responsible for the accuracy of this information nor for how it may be used once published on our site.

Security

We use a variety of security measures including encryption and authentication to protect against the loss, misuse or alteration of your personal information under our control. We employ strict security measures to safeguard on-line transactions; personal information is stored in a secured database and always sent via an encrypted Internet channel.

Possible Required Disclosure

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

Notification of Changes to our Privacy Policy

If we decide to change our Privacy Policy, we will post those changes to this privacy statement and to other places on this site that 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 statement at any time, so please review it frequently. If we make material changes to this policy, we will notify you here, by email, or by means of a notice on our home page.

Other

If you have questions regarding our privacy policy, feel free to let us know using our Contact Form.

Thank you,

Your Friends at
www.15thStep.com and
the Institute of Thought

Contact Information
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