

Our Commitment To Privacy

Your privacy is of vital importance to us. To better protect your privacy, we provide this notice to explain our online information practices and the choices you can make about the way your information is collected and used on CrossingYourBridge.com and CrossingYourBridge.net. To make this notice easy to find, it's available on our homepage and on every page where personally identifiable information may be requested. If you would like further explanation about our policy please contact info@crossingyourbridge.com

The Information We Collect

This notice applies to all information collected or submitted on the CrossingYourBridge.net or CrossingYourBridge.com websites. For our expert websites, please refer to their privacy policy.

Throughout our website, there are various points in which information can be collected. This includes, but is not limited to request for weekly WOWs (Words of Wisdom), for subscription to newsletters, for subscription to blogs, for requests for Free audios or articles, for general information, for obtaining a quote, for workshop scheduling, for customer service, for billing inquiries and for technical support. The types of personal information collected at these pages are:

1. Name or pseudonym
2. E-mail address for reply

At other various pages on our website, you can pay by credit card for the counseling products you've ordered (ex. Life Coaching), workshops or retreats you have signed up for/ordered and eBooks you have purchased. The types of personal information collected at these pages are:

1. Name
2. Address (Billing & Shipping)
3. Phone number (Billing & Shipping)
4. Email address
5. Credit card information
6. Description of the situation you would like to receive guidance

All credit card information is processed through our 3rd Party shopping cart, which is offered and managed through PayPal (<http://www.paypal.com>). All mailing list information is processed through our 3rd Party system, which is offered and managed through Constant Contact (<http://www.constantcontact.com>). Once again, please view their individual websites for their own privacy policy.



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The Way We Use Information

The information you provide about yourself when placing an order for advice products (Life Coaching, workshops, retreats) is used by CrossingYourBridge.net or CrossingYourBridge.com only to complete that order. We use the e-mail address provided to reply to your request. Or we use the phone number provided to reply to your request.

We use the description of the situation to create our analysis and advice and help us have an understanding of your needs so we can ensure you are happy with the services purchased. This information is NOT stored on any Web Servers. We don't disclose or share this information with any outside parties.

The information you provide about yourself when you pay online by credit card is used by CrossingYourBridge.net or CrossingYourBridge.com to confirm the transaction has processed. The information encrypted as it transfers to 1ShoppingCart.com for processing. Once the transaction is processed, this information is destroyed; it's not stored. We do not disclose or share this information with any outside parties.

We use return email addresses to answer the emails we receive, to send confirmations of purchase, send products both purchased and received for free, to send newsletters and to send weekly Words of Wisdom (WOW). Such addresses aren't used for any other purpose and aren't disclosed or shared with outside parties. At any time, you can remove yourself from our email lists/subscriptions by following removal instructions on the email itself or by contacting tech-support@crossingyourbridge.com Please allow 5-10 business days for processing.

We never use the personally identifiable information provided to us online in ways unrelated to the ones described above.

Links to Other Sites

Our provision of a link to any other website or location is for your convenience and does not signify our endorsement of such other website or location or its contents. We have no control over, do not review, and cannot be responsible for these outside websites or their content. Please be aware that the terms of our Privacy Statement do not apply to these outside websites.

Security

We use reasonable measures to maintain the security of your Personal Information. Even so, technical mistakes are possible. No company, including Crossing Your Bridge, can fully eliminate security risks associated with Personal Information.



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Our Commitment to Data Security

To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, we've put appropriate physical, electronic, and managerial procedures in place to safeguard and secure the information we collect online.

Our Commitment to Children's Privacy

Protecting the privacy of the very young is especially important. Our websites are not designed for minors under the age of 18. We do not intentionally gather Personal Information about visitors who are under the age of 18.

How To Access Or Correct Your Personal Information

The only personally identifiable information we may have stored is your return email address and the emails that are exchanged during your requests for advice and our answers to those requests. This also applies to scheduling of workshops and retreats or technical support, billing, sales or general information requests. Storage of this information is of a temporary nature while advising is in progress or until workshop/retreat is completed or until question is answered. You may request this information be deleted at any time by notifying us by email at tech-support@crossingyourbridge.com or to your individual advisor or customer service representative.

In the interest of complete privacy and security, this information isn't accessible in any form to anyone, including the advisor and the person who has requested the advising, other than that of the email exchange during the advising sessions. The same is applicable to workshop/retreat scheduling as well as general information sessions such as technical support, etc.

In the interest of privacy and security, it's the full responsibility of the person requesting advice to keep their own copies of the emails received as advice, since we don't store these communications.

Contact Us

Should you have any questions or concerns regarding this Privacy Statement, please contact us:

Crossing Your Bridge
15 Spinning Wheel
Hinsdale, IL 60521
Privacy Officer
E-mail: info@crossingyourbridge.com
Phone: (630)618-9400



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Privacy Statement Updates

This Privacy Statement is subject to occasional revision, and if we make any substantial changes in the way we use your Personal Information, we will post an alert on this page. If you object to any such changes, you must cease using our website. Continued use of our website following notice of any such changes shall indicate your acknowledgment of such changes and agreement to be bound by the terms and conditions of such changes.

This statement was last updated on May, 2009.

Conditions of Use and Revisions

If you choose to visit Crossing Your Bridge website(s), your visit and any dispute over privacy is subject to this Privacy Notice, as governed by the laws of the State of Illinois.