

What information does River Valley Cooperative Collect?

River Valley Cooperative collects certain information when you interact with our site, including personally identifiable information (PII). More specifically, we collect information that you enter in our online form, which can include: name, full address, email, phone number and a description of your concerns and any other information that you choose to provide when you contact us through our site.

River Valley Cooperative uses Google Analytics and/or Facebook Pixels to collect anonymous information about the use of our website. For example, we use Google Analytics and/or Facebook Pixels to track how many visitors access our website, the date and time of their visit, the length of their stay, internet protocol (IP) addresses, internet service provider (ISP), operating system, clickstream data, referring/exit pages, searches, which documents are downloaded and which pages they view on our website. We also use technology to determine which web browsers our visitors use. We use this information, which does not identify individual users, to analyze trends, to administer the website, to track users' movements around the website and to gather demographic information about our user base as a whole. River Valley Cooperative uses this anonymous data and may share it with third-parties for various reasons, for example, to improve the content and functionality of our website, to better understand the needs and interests of our visitors, and to improve our programs and services. Use of a "do not track" signal on your browser will prevent River Valley Cooperative from collecting this anonymous data from you. Other than as described in this Policy, no third parties are permitted to collect your personally identifiable information when you visit our website.

What does River Valley Cooperative do with the information collected?

We use this information internally to operate and provide you with the services we offer. This information is for our business purposes only.

Other information you provide: We use this information to communicate with you — for example, to respond to your questions and comments, send you e-mails or invite you to participate in surveys.

Does River Valley Cooperative share this information with others?

We will never sell or lease your PII to anyone. We will never provide your PII to third parties except in the limited circumstances permitted by this Privacy Policy.

It is our policy to protect you from having your privacy violated through abuse of the legal systems, whether by individuals, entities or government, and to contest claims that we believe to be invalid under applicable law. However, it is also our policy to cooperate with valid legal orders to provide information. Accordingly, we may disclose your information if we reasonably believe it is necessary: (a) to satisfy or comply with any applicable law, regulation or legal process or to respond to lawful requests, including subpoenas, warrants or court orders; (b) to protect our property or rights; (c) to protect the safety of any person; (d) to address security or technical issues; or (e) to prevent or stop activity we consider to be illegal or unethical.

Can we tell you about our Security?

We take reasonable measures to protect the information that we collect from or about you (including your PII) from unauthorized access, use or disclosure. Please be aware, however, that no method of transmitting information over the Internet or storing information is completely secure. Accordingly, we cannot guarantee the absolute security of any information.

What happens when we update our Privacy Policies?

If there are updates to the terms of River Valley Cooperative Privacy Policy, we will post those changes and update the revision date in this document, so you will always know what information we collect and how we use it.

How can you Contact Us?

We value your feedback. If you have comments or questions regarding this policy, or its implementation, please give us a call at 866-962-7820.