

Privacy and Refund Policies

Confidentiality and Privacy Policy

The Dubuque Community Y will make a good faith effort to keep personal information confidential. We do our best to store such information in a secure location only accessible by authorized personnel. We will not sell personal information or distribute it to third parties unless required by law to do so.

Personal information is not collected, except as noted, when browsing the website. Some areas of our site may require you to supply us with personal information which may be necessary for the purpose of correspondence, exchanging information, site registration or other specified applications. Our website does collect public information which includes how you use our site, IP addresses, and/or the domain names of the browsers that visit our site, the time of day and length of time our site was visited, and other information that does not identify you as an individual.

The Dubuque Community Y may also retain electronic communications you send our staff representatives, webmaster, or other associates. These communications may be shared only within the Dubuque Community Y.

The Dubuque Community Y considers the individual information we retain as private. Our policy is to disclose no personal information gathered on-line unless release is required by law or is pertinent to judicial or government proceedings or investigations. The Dubuque Community Y does not rent, sell, or transmit personal information to other organizations.

Refund Policy

The Dubuque Community Y reserves the right to cancel any class or activity, in which case a full refund will be given. No refunds will be given for classes or activities unless cancelled by the "Y". If you are unable to take a class or activity due to doctor's orders, a refund or credit will be given if cancellation occurs before the class or activity has begun. After the start of a session, a credit may be given for medical reasons only, at the discretion of the Dubuque Community Y.

Security Policy

All sensitive data transmitted from your computer is protected using a technology called Secure Sockets Layer (SSL). SSL automatically encrypts data that is sent from your computer to the Dubuque Community Y via the website. The use of SSL ensures that your personal information can not be interpreted by a third party, even in the unlikely event of information hijacking. Active SSL technology is identifiable when the prefix <https://> appears at the beginning of a URL. An image of a closed padlock or a solid key at the bottom right of your Internet browser window also indicates that your data is being protected by SSL.

All sensitive data transmitted using SSL is not stored on the web server. Therefore, it is impossible to retrieve such data from this website by any means. The registration process is provided as a secure convenience and alternative to in-person registration. Should you choose not to use our secure online registration, we encourage you to visit the Dubuque Community Y for registration.