

SUMMERHAYS MUSIC PRIVACY POLICY

This privacy notice discloses the privacy practices for www.summerhaysmusic.com. This privacy notice applies solely to information collected by this web site or our Facebook pages. It will notify you of the following:

1. What personally identifiable information is collected from you through the web site, how it is used and with whom it may be shared.
2. What choices are available to you regarding the use of your data.
3. The security procedures in place to protect the misuse of your information.
4. How you can correct any inaccuracies in the information.
5. Summerhays Music refund policies.

Your privacy is very important to Summerhays Music. We respect and are committed to protecting your privacy. Please be assured that Summerhays Music will never sell your personal information, name, postal and e-mail address, or telephone number, to any outside source or entity. Summerhays Music will use your information to communicate with you regarding improvements, services and store related news.

INFORMATION COLLECTION, USE AND SHARING

When you browse the Summerhays Music website, you do so anonymously. Personal information is not collected. Any personal information Summerhays Music collects, you have voluntarily supplied to us via email or other direct contact from you.

The Summerhays Music website tracks information about the visits to our site. For example, the daily number of visitors to our site, daily amount of requests for particular pages on our site, and the browsers our visitors are using. These statistics are used to customize our website to better meet your needs.

If you apply for credit or request to rent an instrument, the personal information we request is used to determine your credit worthiness. We share your identifying information and payment history with National Credit Reporting Agencies. We will use your information to respond to you, regarding the reason you contacted us. If you subscribe to one of our services such as auto payments we communicate with you via email.

Unless you ask us not to, we may contact you via email in the future to tell you about special events and/or free clinics, new products or services, or changes to this privacy policy. You can always unsubscribe to promotional emails by replying with unsubscribe as your subject, or by clicking on the “unsubscribe” link at the bottom of the email.

SECURITY POLICY

Web purchases are protected by the Heartland Payment Systems' *Secure Submit*. Your payment and personal information are always safe. The HPS Secure Sockets Layer (SSL) software is the industry standard and among the best software available today for secure commerce transactions. It encrypts all of your personal information, including credit card number, name, and address, so that it cannot be read over the internet.

While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job (for example, billing or customer service) are granted access to personally identifiable information. The computers/servers in which we store personally identifiable information are kept in a secure environment.

YOUR ACCESS TO AND CONTROL OVER INFORMATION

You may opt out of any future marketing or advertising contacts from us at any time. You can do the following at any time by contacting us via the email address or phone number given on our website:

- See what data we have about you, if any.
- Change/correct any data we have about you.
- Have us delete any data we have about you.
- Express any concern you have about our use of your data.

If you have a rental account or are indebted to Summerhays Music our accounting and/or credit department will contact you in an effort to clarify or satisfy the debt. In some rare cases, third party collection agencies are required to satisfy a debt. If this is necessary your payment history and personal information will be shared with such an agency. You may email our credit department at credit@smc.com.

REFUND POLICY

Exchanges or in store credits are only permitted within five days of purchase and with receipt. There is no exchange or credit for reeds, mouthpieces, any product put in the mouth or used by you, or sale items. Warranties are limited to those of the manufacturer.

Student level instruments can be rented on a month-to-month basis with an option to purchase. There is never an obligation to buy, and instruments can be returned at any time. Customers pay for each month the instrument is kept.

Intermediate level instruments may be available on a rent-to-own basis with a required minimum rental period.

See your rent-to-own contract for further clarification.

CHILDREN

Summerhays Music does not knowingly collect any personally identifiable information (such as name, address and telephone number) from children under 13.

SUMMERHAYS MUSIC BUSINESS PARTNERS

Summerhays Music affiliates with local businesses throughout Utah in order to serve our friends outside the greater Salt Lake Valley. If you elect to rent a Summerhays Music instrument from one of our partner businesses, you voluntarily provide them with personal information about yourself. If you rent a Summerhays Music instrument online and elect to pick it up at a partner business, we will provide them with your contact information.

Click [HERE](#) to see a listing of our business partners.

CONTESTS AND SURVEYS

From time-to-time our Website or Facebook page requests information via surveys or contests. Participation in these surveys or contests is completely voluntary. You may choose whether or not to participate and therefore disclose personal information. Information requested may include contact information (such as name and shipping address), and demographic information (such as zip code, age level, school and/or musical preferences).

Contact information will be used to notify the winners and award prizes. Survey information will be used for purposes of monitoring or improving clinics and programs offered by Summerhays Music. And sometimes contests and /or surveys are just for fun!

PRIVATE TEACHER LISTS

If you submit your personal information to be included in our Private Teacher Lists, your information appears on our web site and is available to the general public. Participation in our teacher referral program is voluntary and you determine what personal information you wish to disclose. Summerhays Music does not screen teacher listings nor have we put in place a program to screen potential students.

DISCLAIMER

By using the Summerhays Music website, you signify your assent to Summerhays Music's online Privacy Policy. If you do not agree to this policy, please do not use our site. We reserve the right, at our discretion, to change, modify, add, or remove portions of this policy at any time. Please check this page periodically for changes.

If you feel that we are not abiding by this privacy policy, you should contact us immediately via telephone at 801-268-2249 or via info@summerhaysmusic.com

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