

# Visionlink Privacy Policy



Visionlink.org  
303.402.0170  
Boulder, CO

# VISIONLINK PRIVACY POLICY

Thank you for using this Community Operating System™, a Software as a Service offering from VisionLink, Inc., d/b/a Visionlink.

At Visionlink, we are committed to protecting your privacy. We have created this Privacy Policy as part of our Terms of Service to explain what information we collect, how your data is collected, and how we may use it on our websites at Visionlink.org, our Community Operating System™ (CommunityOS®) sites at communityos.org, and other websites and services that we operate.

As you will see in the Policy, we only use the information collected to improve our users' services. If you have any further questions after reviewing the Policy, please contact us at [contact@visionlink.org](mailto:contact@visionlink.org).

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## DEFINITIONS

When we say “we,” “our,” or “us,” we’re referring to VisionLink, Inc. (d/b/a Visionlink), our employees, directors, officers, affiliates, and subsidiaries.

When we say “you” or “your,” we refer to the person or entity registered with us to use Visionlink Services.

When we say “Websites,” we mean our websites located at Visionlink.org, communityos.org, including all subdomains and sites associated with those domains, and other websites, we operate now and in the future.

When we say “Services,” we mean our Websites, Application Programming Interfaces (APIs), applications, content, and various third-party services that makeup Visionlink’s Community Operating System™, also referred to as Visionlink’s CommunityOS®

When we say “Visionlink,” or “Community Operating System,” we mean our Websites and Services collectively.

When we say “information,” we mean all of the different forms of data that you provide us and that we collect from you, your software, and your devices for your use of the Services.

## INFORMATION WE COLLECT

**Information you provide to us:** When you register for and use Visionlink, you provide us with information that enters into our system. This information may include your name, billing, and mailing address, email address, phone number, and other relevant information.

**Information from your use of Services:** This information may include IP Address, location information, date and time, browser type, and any other action you might have taken to use and while using the Services.

**Cookies:** When you use Visionlink, we store “cookies,” which are strings of code, on your computer. We use those cookies to collect information about when you visit our Website, when you use the Services, your browser, your operating system, and other similar information. Most browsers allow you to block and

delete cookies. However, if you block our cookies, our Services may not work correctly.

**Third-Party Cookies:** Our Privacy Policy does not cover the use of cookies by third parties. We do not have access to or control these cookies. Third parties use various kinds of cookies to make it easier for you to navigate our Websites. We use third-party services to provide the hardware, software, networking, storage, and related technology required to run and improve our Services.

**Web Beacons:** Our third-party partners may employ web beacons to track online user movement to help us better understand what content is effective. Web beacons are tiny graphics with unique identifiers embedded in tools such as websites, newsletters, and emails. With web beacons, our third-party providers may collect information about you, such as your IP address, browser or email client type, and other similar details. We use the data from our third-party providers to improve our services.

## HOW WE USE YOUR INFORMATION

To create your account.

To provide Services.

To provide customer support.

To better understand your needs and interests.

To send newsletters.

To personalize your experience.

To improve our Services and our products.

To send you updates and alerts and to contact you about your account.

To transfer your information in the case of a sale, merger, consolidation, or acquisition.

To conduct research and analysis applicable to us or our customers using data that is not personally identifiable.

To respond to subpoenas, court orders, or legal processes, establish or exercise our legal rights, or defend against legal claims.

If you no longer wish to receive our newsletters or other correspondence, you may unsubscribe by following the link in our emails.

## HOW WE SHARE AND DISCLOSE YOUR PERSONAL INFORMATION

While we never share your personal information with nonaffiliated companies, we may share your personal information in the following ways:

We may share information with service providers who provide necessary services to Visionlink and to strategic partners who help us market Visionlink - for instance, to send out newsletters or to process payments.

To provide customer support.

When we have your permission to share your information for a specific purpose not generally included here.

When we have given you prior notice that the information will be shared.

When we are required by law or legal process to disclose that information - such as a court order or a subpoena. When we believe in our discretion, unless otherwise prohibited by law, that disclosure is necessary to protect our rights, protect your safety or the safety of others, investigate fraud, or respond to a government request.

To enforce our terms and conditions or to protect our operations or users.

If a transfer of your information is required under the terms of a reorganization, merger, or sale of the company.

When we determine that information is aggregate information or other information that does not identify you.

## PUBLIC INFORMATION & THIRD PARTIES

We have public blogs on our Website and use other social media channels. Any information you provide in these public online environments may be read, collected, and used by anyone. If your personal information appears and you want to remove it, you can send your request to [contact@visionlink.org](mailto:contact@visionlink.org). In some cases, for example, on platforms that we do not manage, we may not be able to remove your personal information, in which case we will let you know if we cannot do so and why.

Third Parties: We are not responsible, and this Privacy Policy does not cover your use of any third-party widgets, features, or websites or links to third-party websites or services. We encourage you to read the privacy policy of any third-party site you visit or service you use carefully.

We publish customer testimonials on our website, in various documents, and through other social media channels, which may contain personal information. We obtain written consent to post the customer's name along with their testimonial. To request the removal of your personal information from a testimonial, please email us at [contact@visionlink.org](mailto:contact@visionlink.org).

Social Media or Analytic Widgets: Our Websites include social media features. These features may collect your IP address and which page(s) you visit and may set cookies to ensure they function correctly and optimize your experience. Social media features and widgets are hosted by a third party or hosted directly on our site. Your interactions with those features are governed by the privacy policy of the companies providing them.

## SECURITY

We take precautions – including administrative, technical, and physical – to safeguard your personal information against loss, theft, misuse, unauthorized access, disclosure, alteration, and destruction.

To do this, we use a variety of defense-in-depth strategies, third-party technical experts to check our work, advanced secure socket layer technology, and other commercially viable tactics and strategies.

For some work requiring additional security or regulatory compliance levels, we will use written agreements to detail those specifications and may deploy our Services from specially configured server environments as appropriate to meet your needs.

We follow industry standards to protect your information on our systems during transmission. No method of transmission over the Internet, or method of electronic storage, however, is 100% secure. Therefore, while we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security.

## CALIFORNIA CONSUMER PRIVACY ACT (CCPA)

If you are a California resident, please refer to our California Consumer Privacy Act (CCPA) Notice for more information about our practices and requests you may make under the CCPA.

## CORRECTING, DELETING, OR UPDATING INFORMATION

If you are our customer and would like to view, update, or delete the information you provided, you may do this by signing in to Visionlink and making the change or emailing us at [contact@visionlink.org](mailto:contact@visionlink.org). We will respond to your request within 30 days. We may decline to process unreasonable requests or requests not otherwise required by local law.

We retain your information and data that we process on your behalf as long as your account is active and needed to provide our Services and as necessary to comply with our legal obligations and resolve disputes.

We have no direct relationship with third parties with whom our users may interact using the Services. Any such party who would like to amend or delete data that may be stored in the Services should direct their request to the applicable Visionlink user acting as the “data controller” for such information.

Any such party who no longer wishes to be contacted by a Visionlink user should contact that Visionlink user directly.

## UPDATES TO THIS PRIVACY POLICY

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 by changing the last revision date and through our customer’s administrator panel. We will indicate recent changes for a period of at least 60 days in the Administrator panel.

## QUESTIONS

If you have any questions regarding this Privacy Policy, please contact us by email at [contact@visionlink.org](mailto:contact@visionlink.org), or please write to the following address:

VisionLink, Inc.  
4450 Arapahoe Avenue, Suite 100  
Boulder, Colorado 80303

End of Document,  
Last Revision, January 2025