



234 East Queens Drive/Williamsburg, VA 23185
757.229.0973/fax 757.229.2652
QLCA@queenslake.net

Queens Lake Community Association (QLCA) Privacy Policy

Last updated: April 4, 2024

Scope

This privacy policy describes QLCA policies and procedures on the collection, use and disclosure of member information in relation to QLCA websites, domains, applications, services, and products.

Collecting and Using Member Personal Data

Personal Data

For the purposes of conducting QLCA business, QLCA may ask members to provide QLCA with certain personally identifiable information that can be used to contact or identify the member. Personally Identifiable Information (PII) may include, but is not limited to:

- First name and last name
- Phone number
- Home Address
- Email address

By providing your information and approving QLCA's use of it, the member agrees to the collection and use of information in accordance with this privacy policy.

Use of Your Personal Data

QLCA may use personal data for the following purposes which may require personal information to be stored on third-party service provider system:

- To manage a member's QLCA account/registration
- To directly contact a member in relation to QLCA business either by email, telephone calls, SMS, or other equivalent forms of electronic communication.
- To provide all members with news and general information updates about activities, events and other QLCA items of interest to QLCA members unless a member has opted not to receive such information.
- To manage a member's requests.

Retention of Your Personal Data

QLCA will retain members personal data only for as long as is necessary for the purposes set out in this privacy policy. We will retain and use member personal data to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies.

Transfer of Your Personal Data

A member's information, including personal data, is stored, and used at the QLCA office and in any purchased third-party service site involved in QLCA business. This means that this information may be transferred to — and maintained on — computers located outside of QLCA's state or other governmental jurisdiction where the data protection laws may differ than those from Virginia's jurisdiction.

QLCA will take all steps reasonably necessary (physical, electronic, and procedural) to protect confidentiality and security of members personal data to ensure that member data is protected in accordance with this privacy policy. No data transmission over the Internet or other network can be guaranteed 100% secure, but QLCA will not transfer member personal data without adequate controls in place providing security of member data and other personal information. Examples of adequate controls can be but are not limited to encryption of the member's data itself or using secure connection methods such as HTTPS for the transfer session.

Delete Your Personal Data

Except for data QLCA has a legal obligation to maintain, members have the right to delete or request that QLCA assist in deleting the personal data that QLCA has collected about that member.

Members may also update, amend, or delete their information at any time by either calling or visiting the QLCA office or by emailing qlca@queenslake.net.

Disclosure of Your Personal Data

QLCA policy is to not share members personal information to anyone without the member's consent except when required by law and the instances noted below.

Directors/Committee Chairpersons

Board Members or Committee Chairpersons are permitted access to a list of Members email addresses or email addresses of facility users as required for the performance of their assigned duties.

Third-Party Service Providers

To support QLCA in providing, integrating, promoting, and improving QLCA services, QLCA may use and store enough member personal information on third-party service providers sites

necessary to use the service(s) being provided. Changing service providers does not require member notification.

Press/General Public/Other QLCA Members

QLCA will not share a member's personal information to the press, general public, or other QLCA members without the member's consent unless legally required to do so.

Business Transactions

If QLCA is involved in a merger, acquisition or asset sale, a member's personal data may be transferred. QLCA will provide notice before personal data is transferred and becomes subject to a different privacy policy.

Law enforcement

Under certain circumstances, QLCA may be required to disclose member's personal data if required to do so by law or in response to valid requests by public authorities (e.g. a court or a government agency).

Other legal requirements

QLCA may disclose member's personal data in the good faith belief that such action is necessary to:

- Comply with a legal obligation
- Protect and defend the rights or property of QLCA
- Protect the personal safety of members or the public
- Protect against legal liability

Security of Your Personal Data

QLCA strives to protect member personal data from being accidentally lost, used, or accessed in an unauthorized way, altered, or disclosed. However, no method of transmission over the Internet, or method of electronic storage is 100% secure. While QLCA strives to use commercially acceptable means to protect member personal data, QLCA cannot guarantee its absolute security.

QLCA requires any third party who is contracted to process or store your personal data on our behalf to have security measures in place to protect your data and to treat such data in accordance with the law.

In the unfortunate event of a personal data breach, QLCA will notify members and any applicable regulator when we are legally required to do so.

Minor Privacy

QLCA does not interact with anyone under the age of 18 unless approved by a parent or a guardian or they are an employee (lifeguard). QLCA does not collect personally identifiable information from anyone under the age of 18 unless it is provided by a parent or guardian or they are an employee (lifeguard). If a member becomes aware that a member's child has

provided QLCA with personal data, please contact QLCA as soon as possible. If QLCA becomes aware that QLCA has collected personal data from anyone under the age of 18 without verification of parental consent, QLCA will take steps to remove that information from QLCA services.

[Links to Other Websites](#)

QLCA services may contain links to other websites that are not operated by QLCA. If a member clicks on a third-party link, the member will be directed to that third party's site. QLCA strongly advises members to review the Privacy Policy of every site they visit.

QLCA has no control over and assumes no responsibility for the content, privacy policies or practices of any third-party sites or services.

[Changes to this Privacy Policy](#)

QLCA Board of Directors may update the privacy policy from time to time. Members are advised to review the privacy policy periodically for any changes. Changes to this privacy policy will be communicated to members.

[Contact Us](#)

If you have any questions about this Privacy Policy, members can contact us:

- By email: qlca@queenslake.net
- By Phone: 757-229-0973