

PRIVACY POLICY

Purpose and Background

Quality Business Services (QBS) provides this Internet Privacy Protection Plan disclosure to inform its customers about how their information is handled, distributed, and protected.

To perform its duties as required by AORN and the hotels under contract to AORN, we are required to collect such personal data as to complete a hotel reservation request as if we are the hotel. This information shall include, but not be limited to, the name, address, city, state, and zip code of the meeting attendee requesting housing, as well as a contact phone number and email address. In addition, we will require credit card information to complete the housing reservation request for the required deposit amount (as specified in meeting contracts).

Availability

QBS will post this plan on its website at aornreservations.org and it will be linked from the front page and from any page where customer information is collected.

Information Collected by QBS

QBS forms collect only the information for which they ask you explicitly and which you enter in them. QBS does not collect any information beyond form information.

Personal Information from Children and Adults

QBS does not intentionally or knowingly collect information from children. QBS neither identifies information as originating from children nor does QBS market its services to children. QBS restricts its collection of personal information to that which is needed to process the housing request for the hotel(s) and AORN.

QBS's Use of the Collected Information

QBS uses the information it collects in two ways: (1) information necessary to process a housing request and provide to the relevant hotel the needed information for guest stays; and (2) to provide AORN with the necessary information to confirm that their members are using the QBS/AORN housing service. Each of these uses is discussed below.

- 1) **Information Provided to the Hotel(s):** Name, address, phone, and roommate name(s) (if applicable).
- 2) **Information Provided to AORN:** Name, address, phone, fax, email, and roommate name(s) (if applicable).

Information Not Currently Used

QBS will use the **Credit Card** information provided only for the deposits mandated by the individual meetings, and for no other purpose. And we will not provide it to any other party under any circumstances.

Opting Out

Although QBS recognizes that some persons are concerned about providing their personal information online, they must realize that to utilize our services for housing, this information must be provided and, cannot, therefore Opt Out from providing the required information to QBS. You may, however, contact AORN with regard to the information provided to them and request various Opt Out provisions with regard to the data that QBS has provided to them under AORN's Privacy Policies.

Data Security

QBS uses several methods to transmit information submitted by customers. Transactions on the internet are protected using SSL encryption software. This means that your credit card information, name, address, and email cannot be read as they travel across the Internet. SSL encryption is the standard for transactional security and it is used by virtually all other e-commerce systems on the web. Credit transactions with the bank are also encrypted before transmittal and can only be read by the sending machine and receiving machine. No clear code transmissions of data to the bank are permitted. QBS deletes the housing request information from the internet housing request server on a weekly basis. All housing information is stored in a custom MS Access database and archived at the completion of the meeting and housing functions. Hardcopies that include financial information are maintained for three (3) years after the tax filing, under IRS rules, and the archived database entries are maintained for two (2) calendar years after the meeting.

QBS's Guarantee

We have NEVER had a bank confirm fraudulent use of a customer credit card as a result of ordering from QBS via the Internet. Because we are so confident of this record, we offer this guarantee: if you ever experience unauthorized use of your credit card as a result of ordering from QBS via the Internet through our SSL secured servers, we will reimburse you up to a maximum of \$50 if your bank holds you liable for the charges. EXCEPT AS EXPRESSLY PROVIDED IN THIS PARAGRAPH, QBS HEREBY DISCLAIMS ANY GUARANTEE AND ALL EXPRESS OR IMPLIED WARRANTIES OF ANY KIND WHATSOEVER. QBS MAKES NO GUARANTEE OR WARRANTY REGARDING THE OPERATION OR PERFORMANCE OF ANY SECURITY MEASURE OR DEVICE INSTALLED ON ITS WEBSITE OR USED IN PROCESSING ONLINE TRANSACTIONS. THE FOREGOING STATES THE ENTIRE LIABILITY OF QBS WITH RESPECT TO DATA THEFT OR CORRUPTION.

Your Permission

By using QBS's website, you consent to the collection and use of the information by QBS. If we change our privacy or security policies in the future, those changes will be posted here so you always know what information we collect, how we use it, and how we protect it.

Further Explanations

We would be happy to explain any of our privacy and security policies to you in person. Questions regarding information privacy may be directed to QBS at michael@qbsoffice.com or by calling 1-303-914-9650. Please include a phone number with any e-mails, or in any voice mails, so that we may respond directly.

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