

Privacy Notice

LIFE'S HEADWATERS WEB SITE PRIVACY POLICY

Your Privacy

The Life's Headwaters Web site (this "Site") is owned and operated by Life's Headwaters ("Life's Headwaters"). Life's Headwaters developed this Site to help individuals over the age of 15 successfully navigate life transitions.

Life's Headwaters respects your privacy. We have provided this Privacy Policy so that you will know what personal information is collected through this Site and how it will be used.

Your Consent

Please take a few minutes to review our Privacy Policy. By accessing or using this Site, you are consenting to the collection, use and disclosure of your personal information as set forth in this Privacy Policy.

IF YOU DO NOT CONSENT TO THE TERMS OF THIS PRIVACY POLICY, YOU MAY NOT USE THIS SITE.

This Privacy Policy May Change

This Privacy Policy describes the current policies and practices of Life's Headwaters with regard to the personal information we collect through this Site.

As our Site grows or laws change, we may need to update or revise this Privacy Policy. We, therefore, reserve the right to update or modify this Privacy Policy at any time, without prior notice, by posting the revised version of this Privacy Policy on this Site. If we modify our Privacy Policy, the modifications will apply only to the personal information we collect after we have posted the revised Privacy Policy on this Site. By using this Site after our Privacy Policy has been modified, you are agreeing to the modifications.

For your convenience, whenever this Privacy Policy is changed, we will post a notice on the home page of this Site for 30 days. If more than 30 days goes by between your visits to this Site, be sure you review this Privacy Policy to see if it has been revised since your last visit.

You may access the current version of this Privacy Policy at any time by clicking on the button marked "Privacy Policy" at the bottom of each page of this Site.

This Privacy Policy was last revised on March 12, 2007.

What Personal Information Does Life's Headwaters Collect From Individuals Who Use This Site?

Life's Headwaters collects the personal information you knowingly and voluntarily submit to us

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when you use this Site or participate in any coaching or other programs through this Site. For example, we collect the information you enter when you register to participate in a tele-seminar, apply for individual or group coaching, participate in a chat program, complete a survey, or communicate with us by email or instant messaging.

How Does Life's Headwaters Use Your Personal Information?

Life's Headwaters uses your personal information to provide the information and services you request. For example, if you subscribe to our newsletter, we use your email address to email the newsletter to you. If you register for a tele-seminar, we use your information to process your registration. If you apply for personal coaching, we use your personal information to determine whether the personal coaching services we offer would be helpful to you. If you voluntarily provide information on a form that is not required (required fields are always marked with a star), we use that information to serve you better and to compile statistical information about the groups we serve. We use the personal information you provide during a chat program or a coaching session to provide coaching services to you.

We use the contact information you provide to contact you, or to enable one of our staff or volunteers to contact you. For example, we may contact you to tell you that the tele-seminar you requested is full. Or we may contact you to conduct a telephone interview to determine if a particular tele-seminar or personal coaching is right for you. If you have requested information, updates or a newsletter, we use your contact information to provide the information, updates or newsletter you requested.

If you do not wish us to contact you or wish to stop receiving updates or newsletters, you may "opt-out" at any time by emailing us at Coordinator@lifesheadwaters.org or writing us at Life's Headwaters, 3260 Minnehaha Avenue, Minneapolis, MN 55406. Please include enough information in your email or letter so that we can identify you. In most cases, your full name and email address will be enough.

We combine the personal information you provide through this Site with other information you provide, for example, during a telephone interview or during a personal coaching session. This gives us get a more complete understanding of your particular circumstances and needs and helps us serve you better.

We also compile statistics about visitors to our Site and the individuals to whom we provide services. These statistics do not identify you personally. They help us understand the needs and preferences of the groups we serve; improve our programs and services,

including the design and operation of this Site; and prepare reports, proposals, grant applications and fund-raising materials.

Surveys

From time to time, we may post a survey on this Site, or, if you did not "opt-out," we may email a survey to you. Your participation in any survey is always voluntary. We compile statistical information from the responses to our surveys. These statistics do not identify you personally. They help us understand the needs and preferences of the groups we serve; improve our programs and services, including the design and operation of this Site; and prepare reports, proposals, grant applications and fund-raising materials.

Group Sessions

Please be circumspect when you participate in a group activity, such as, a tele-seminar, a group telephone coaching session, or a group chat session. For your own protection, use only your first name and do not provide your last name or contact information when you participate in such activities. Use good judgment and common sense about what and how much you disclose to other participants when you participate in such group activities, just as you would in any public meeting or forum.

Does Life's Headwaters Share Personal Information With Others?

We share your personal information with third-party service providers who act on our behalf, for example, companies that provide support services to us or that help us maintain our Site. These companies are not authorized to use your personal information for any other purpose and are bound by contract to treat all of your personal information as confidential.

In addition, when you register on our Site and indicate that you are interested in receiving coaching, we will provide your first name, age, and state, along with the essay you submitted as part of your registration for coaching on our Site, to our pool of volunteer coaches so that they can determine whether they would be the right coach for you.

There may be some other, limited circumstances in which we may share or transfer information in our databases to an unrelated third party, for example, to comply with a legal requirement or court order; where an individual's vital interests are at stake; in the event of a tax audit; in connection with the investigation of a possible crime; to protect the security of our Web site and the integrity of our databases; or if we reorganize or merge with another organization. In the event of a reorganization, merger or similar event, our successor will have the right to use your personal information in the same ways we could have used the same information.

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Where appropriate, before disclosing personal information to a third party, Life's Headwaters will require the third party to agree in writing to take reasonable precautions to protect the information against unauthorized use or disclosure.

Does Life's Headwaters Share Statistical Information With Others?

We may share statistical information about the use of this Site with our consultants, our funders, researchers, or even with the press. This statistical information will not identify you or any other user personally.

Click-Stream Data

We may use standard Web technology to track your use of this Site, for example, which pages you view, which links you use, and which buttons you click. This information about your use of this Site and the resources available through this Site is called "click-stream data." We do not link your "click-stream data" to anything that identifies you personally unless you use a password-protected area of this Site.

Click-stream data helps us understand how visitors use this Site. It helps us decide what content and features to keep and what to discard. It also helps us determine whether our Site is easy to use or whether we need to redesign certain pages and links.

What Other Information Do We Collect

In addition to "click-stream data," we collect the following information and other information of a similar nature when you visit this Site:

- The name of your Internet service provider, its IP address, and the name of its server
- The name of your operating system (for example, Windows, Macintosh, Unix)
- The name of your browser (for example, Netscape, Internet Explorer)
- Information on referring domains (what Web sites link to this Site)

This information does not identify you personally, and we do not attempt to link this information to any of the personal information you provide. We use this information to improve our Site and make it more compatible with the technology used by our visitors.

Cookies

This Site uses "cookies" to provide an enhanced online experience, enable online registration and application processes, and to facilitate login authentication to password-protected areas of the Site.

Cookies store small amounts of data on your computer when you visit a Web site. The Web server issuing the cookie is the only server that can read that particular cookie. Cookies cannot retrieve information from your hard drive or profile your system. You have the ability to accept or decline cookies by modifying your browser. This Site is viewable even if

you disable the
cookie function on your browser. However, if you disable cookies, some
features of this Site will
not be available to you.

Security

You must understand that the Internet is inherently insecure and no Web site
operator can
guarantee that a Web site is completely secure. Life's Headwaters does not
warrant that this Site
is secure or "hackerproof"; you use this Site solely at your own risk.

No Doctor-Patient Privilege

Coaching is not therapy or counseling and must not be misconstrued as any form
of psychiatric
advice. Communications between individuals and a coach are not covered by the
doctor-patient
privilege.

Information About Children

Life's Headwaters does not knowingly collect personal information from
children under the age
of 13 through this Site. If you believe that a child has provided information
to us through this
Site, please contact us by email at Coordinator@Lifesheadwaters.org or by
writing us at Life's
Headwaters, 3260 Minnehaha Avenue, Minneapolis, MN 55406, Attn. Executive
Director.
Please give us enough information so that we can correctly identify the
information provided by
the child. We will use our best efforts to remove all of the information
provided by the child
from our system.

Links to Other Web Sites

This Privacy Policy applies only to this Site. This Site contains links to Web
sites that are not
operated by Life's Headwaters. These links are provided as a service and a
convenience to you
and do not imply any endorsement of the activities of these Sites, nor any
association with their
operators. Life's Headwaters does not control these Sites and is not
responsible for their data
practices. We urge you to review the Privacy Policy posted on any Site you
visit before using the
Site or providing any personal information about yourself.

Questions About Our Privacy Policy

If you have any questions about this Privacy Policy or concerns about the way
the Life's
Headwaters processes your personal information, please contact us by writing
Life's
Headwaters, 3260 Minnehaha Avenue, Minneapolis, MN 55406.

Terms of Service and Release

This Privacy Policy is part of our Terms of Service and Release. Please see
our Terms of
Service and Release for the other terms and conditions governing your use of
this Site and your
participation in our programs.