

## Club Chalet Homeowners' Association, Inc Privacy Policy

This Privacy Policy describes how your personal information is collected, used, and shared when you visit or make a purchase from [www.clubchalet.com](http://www.clubchalet.com) (the "Site").

### PERSONAL INFORMATION WE COLLECT

When you visit the Site, we automatically collect certain information about your device, including information about your web browser, IP address, time zone, and some of the cookies that are installed on your device. Additionally, as you browse the Site, we collect information about the individual web pages or products that you view, what websites or search terms referred you to the Site, and information about how you interact with the Site. We refer to this automatically-collected information as "Device Information."

We collect Device Information using the following technologies:

- "Log files" track actions occurring on the Site, and collect data including your IP address, browser type, Internet service provider, referring/exit pages, and date/time stamps.
- "Web beacons," "tags," and "pixels" are electronic files used to record information about how you browse the Site.

Additionally, when you make a purchase or attempt to make a purchase through the Site, we collect certain information from you, including your name, billing address, shipping address, payment information (including credit card numbers), email address, and phone number. We refer to this information as "Order Information."

When we talk about "Personal Information" in this Privacy Policy, we are talking both about Device Information and Order Information.

### HOW DO WE USE YOUR PERSONAL INFORMATION?

We use the Order Information that we collect generally to fulfill any payments or reservations made through the Site (including processing your payment information and providing you with invoices and/or reservation confirmations). Additionally, we use this Order Information to:

Communicate with you;

and

When in line with the preferences you have shared with us, provide you with information or advertising relating to our products or services.

We use the Device Information that we collect to help us screen for potential risk and fraud (in particular, your IP address), and more generally to improve and optimize our Site (for example, by generating analytics about how our customers browse and interact with the Site, and to assess the success of our marketing and advertising campaigns).

### SHARING YOUR PERSONAL INFORMATION

We do not share your personal information with anyone.

## DATA RETENTION

Club Chalet does not store any data entered onto this page. Payment information is sent through a secure channel to our payment processor.

## CHANGES

We may update this privacy policy from time to time in order to reflect, for example, changes to our practices or for other operational, legal or regulatory reasons.

## CONTACT US

For more information about our privacy practices, if you have questions, or if you would like to make a complaint, please contact us by e-mail at [Office@clubchalet.com](mailto:Office@clubchalet.com) or by mail using the details provided below:

333 Ski Mountain Road, Gatlinburg, TN, 37738, United States

## Club Chalet Homeowners' Association, Inc. Refund Policy

If any Club Chalet owner requests a refund of his/her operating fees, such a request must be made in writing via USPS mail or email:

Club Chalet Homeowners' Association, Inc.  
333 Ski Mountain Road  
Gatlinburg, TN 37738  
Phone: 865/436-3069  
Email: [Office@clubchalet.com](mailto:Office@clubchalet.com)

Refund requests will be as follows:

In a homeowner requests a refund prior to utilizing their unit/week, they will receive a refund by check within 30 days of receipt of request for refund.

No refunds will be given after owner has utilized their unit/week for the year, banked their unit/week with an exchange company or deeded their unit/week back to the association.