

RHDC Privacy Policy

The Rural Housing Development Corporation (RHDC) is committed to maintaining your confidence and trust, and accordingly maintains the following privacy policy to protect your personal information.

RHDC's Commitment to Security

RHDC encrypts billing information wherever requested online. Personal information is accessible only by staff and volunteers designated to handle complaints or requests. All RHDC agents and contractors with access to personal information are also bound to adhere to this policy as part of their contract with RHDC.

Personal Information that RHDC May Collect

RHDC collects the following types of personal information: names, postal and e-mail addresses, phone and facsimile numbers, billing information, and complaint and inquiry information.

RHDC does not collect or maintain information from those actually known to be under the age of 13, and no part of our site is structured to attract anyone under the age of 13.

How RHDC May Use Personal Information

Unless you consent, RHDC will use your personal information for the purpose for which it was submitted such as to reply to inquiries, handle your complaints and process billing and business requests related to program participation, and we will use such information to provide operational notices, and in program recordkeeping and to conduct research on industry marketplace practices. Our research may lead to the publication of aggregate demographic data but will not result in the reporting or publication of any personal information provided to us. At certain points where personal information is collected on our site, there may be a box where you may indicate you would like to be on a list to receive information about other RHDC programs and services and about ways to support the RHDC. At any time you can add or remove your name from our mailing list by contacting us at info@selfhelphomes.org.

How Your Information May Be Shared

In order to process loan applications, RHDC will work with USDA-Rural Development or other lender, i.e. State of Utah, Provo City to request or inquire about your eligibility for a loan. You are allowing us to forward your information to the proper agency, as necessary. Inquiries may be forwarded by email, and consumers should recognize that this method of transmission may not be secure. Just as in any research we may do, RHDC research will not result in the reporting or publication of any personal information. RHDC never sells or rents personal information.

We will also release personal information under the following circumstances:

- Where release is required by law (for example, a subpoena) or regulation, or is requested by an agency for governmental investigative purposes or governmental proceedings;
- Where our records indicate a company may be engaged in fraudulent activity or other deceptive practices that a governmental agency should be made aware of;
- To appropriate governmental authorities, where warranted by a company's failure to participate in RHDC's advertising self-regulatory process; or
- To appropriate persons, where your communication suggests possible harm to others.

Help Us Keep Your Personal Information Accurate

If your personal information changes or you would like to review the personal information we may have on file, please email us with the new information or your review request at info@selfhelphomes.org. Let us also know the RHDC program that led to your submission of personal information so we may efficiently locate your information.

Computer Tracking and Cookies

Our web site is not set up to track, collect or distribute personal information not entered by its visitors. Our site logs do generate certain kinds of non-identifying site usage data, such as the number of hits and visits to our site. This information is used for internal purposes by technical support staff to provide better services to the public and may also be provided to others, but again, the statistics contain no personal information and cannot be used to gather such information.

A cookie is a small amount of data that is sent to your browser from a Web server and stored on your computer's hard drive. RHDC uses non-identifying cookies to provide easier site navigation and access to forms. You can still use RHDC site if your browser is set to reject cookies. Our cookies do not generate personal data, do not read personal data from your machine and are never tied to anything that could be used to identify you.

Problems

If you have a complaint about RHDC's compliance with this privacy policy, you may contact us at info@selfhelphomes.org.