

Refunds
Site Security
Privacy Policy
Terms of Use

Refunds

All purchases are final. Partial refunds may be issued subject to the cancellation provisions associated with specific events or due to documented product defects subject to the terms of the manufacturer's warranty. All refunds are subject to an administrative fee based on individual event. If you have any disputes with your payment or questions, please email us (accounting@apointl.org) or call 386-322-2500 (8 am – 5 pm Eastern, Monday thru Friday) and ask for an Accounting team member.

Site Security

You are prohibited from violating or attempting to violate the security of our website, including, without limitation, (a) accessing data not intended for such user or logging onto a server or an account which the user is not authorized to access; (b) attempting to probe, scan or test the vulnerability of a system or network or to breach security or authentication measures without proper authorization; (c) attempting to interfere with service to any user, host or network, including, without limitation, via means of submitting a virus to the Site, overloading, "flooding," "spamming," "mailbombing" or "crashing;" (d) sending unsolicited email, including promotions and/or advertising of products or services; or (e) forging any TCP/IP packet header or any part of the header information in any email or newsgroup posting. Violations of system or network security may result in civil or criminal liability. We will investigate occurrences that may involve such violations and may involve, and cooperate with, law enforcement authorities in prosecuting users who are involved in such violations. You agree not to use any device, software or routine to interfere or attempt to interfere with the proper working of this website or any activity being conducted on this site. You agree, further, not to use or attempt to use any engine, software, tool, agent or other device or mechanism (including without limitation browsers, spiders, robots, avatars or intelligent agents) to navigate or search this website other than the search engine and search agents available from us on this site and other than generally available third party web browsers (e.g., Safari or Microsoft Explorer).

Privacy Policy

We value individual privacy and we want to give our users the opportunity to know what information we collect about them and how they can limit the use of personally-identifiable information beyond the purposes for which they first provided it.

At all times, however, we reserve the right to disclose information where required by law or to comply with valid legal process (such as a search warrant, subpoena or court order), to protect our rights or property, including without limitation in the event of a transfer of control of the association or substantially all of its assets, or during emergencies when safety is at risk.

Data We Collect and How We Use It

We collect all profile information that you might supply voluntarily, including demographic information. If you purchase a product or service at our website, our records are often keyed off of your member number or other identifying information.

We may use this information to respond to an email or other inquiry or request, to help improve our website and our services, to customize your experience at our website, or to send updates or notices about our association and the products we offer that we think may be of interest to you. We may also combine this information with other generally or publicly available information to help us identify visitors' preferences or interests. We may provide information that identifies you to third party service providers that assist us in these activities, such as helping us fulfill your request for a product, service or information.

We collect information from our members (including names, addresses, company phone and fax numbers, and email addresses) for inclusion in a searchable online directory that is available only to our members and staff. You can change what information is available for viewing through the Online Directory Preferences tab under the "My Information" page associated with your profile.

We may occasionally provide, sell, or rent limited data to third parties, including companies that offer products and services for sale to our members and customers. This limited data includes names, job titles, companies/organizations, and business addresses, but does not include phone or fax numbers or email addresses.

Children's Privacy

Our website is intended for adults. We do not knowingly collect personal information from children under the age of 13. If we obtain knowledge that we have personally identifiable information about a child under 13 in retrievable form in our files, we will delete such information from our existing files.

Cookies & Computer-Related Information

We use "cookies" to recognize you as you use or return to our sites or as you click-thru emails generated from us. This information may be used by our staff to detect and resolve website problems, to assist with customer support and to make you aware of products and services of potential interest to you.

Our web server automatically collects information from your computer and navigation patterns when you visit our site, including your Internet Protocol (IP) address, the computer's operating system, the type of browser you use, and the specific web pages visited during your connection.

We may also track data such as the total number of visits to our website and the number of visitors to each page of our website. We may use this information, in aggregate form, for system maintenance and to better understand how our visitors use our site and services so that we can make them better. We may also share statistical or demographic information in aggregate form with third parties for marketing or research purposes. This aggregate data will not contain any information that personally identifies you.

How You Can Control and Update Data About You

We want to be sure that we keep only the most accurate and up-to-date information about you in our records. Therefore, whenever you believe that your contact information needs to be updated, you can click on “My APCO Account” to correct or update your contact information.

You may choose at any time to remove your profile or “opt out” of the lists we use to send notices or updates and change how we correspond with through the Communications Preferences tab under the “My Information” page associated with your profile.

Other Internet sites you visit — including those linked from our website — may have their own privacy policies or no policy at all. Other websites might use personal information differently than our policy permits. We strongly encourage you to review the privacy policies of any site before providing any personal information.

Data Integrity and Security

We use state-of-the-art technology to keep any information, including credit card account numbers, you provide as secure as possible. We also have in place customary data security protocols with our vendors designed to ensure that personal data is protected from unauthorized access or disclosure. All users, members and staff must abide by this Privacy Policy. We reserve the right at our sole discretion to limit, suspend, or terminate use of any or all components of our website by anyone who violates this policy. Members may be subject to loss of membership status and privileges and employees are subject to disciplinary action, up to and including termination. Serious offenses may be reported to appropriate law enforcement authorities and subject to prosecution under civil or criminal statutes depending on the severity of the infraction.

If you have any questions or need our help to opt in or out of any of our data collection services, please email us (apco@apcointl.org) or call 386-322-2500 (8 am – 5 pm Eastern, Monday thru Friday) and ask for a Knowledge Management team member.

Terms of Use

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