

## **The NRWA Privacy and Security Policy**

### **As of May 25, 2018, we have updated our Privacy Policy to comply with the General Data Protection Regulation (GDPR)**

This Privacy Policy is effective immediately for those who use our services (defined below) on or after May 25, 2018, and will also become effective on May 25, 2018 for those who previously utilized our services. This Privacy Policy applies to all website visitors and purchasers of our services.

The terms “we,” “our,” “NRWA,” and/or “us” refer to The National Résumé Writers’ Association, a nonprofit trade association for professional resume writers. The term “Service” refers to <https://thenrwa.com/> website operated by the NRWA.

We are providing you this Privacy Policy to keep you informed about our policies regarding the collection, use, and disclosure of personal data when you utilize our services and the choices you have associated with that data. By visiting our website and voluntarily submitting your personal information/data, you acknowledge and agree to the collection and use of such information in accordance with this Privacy Policy.

This website is hosted by Wild Apricot whose privacy policy can be found [here](#).

### **Who We Are**

The NRWA is the only nonprofit, member-driven resume writers’ organization in the world. The mission of the NRWA is to increase the visibility of the industry, encourage ethical practices, promote excellence, and raise industry standards through peer marketing and training. Today, we stand at more than 600 members and we continue to grow every month.

### **Information Collection & Use**

The NRWA collects information from member resume writers, prospective member resume writers, and prospective clients for resume writers, knowingly and voluntarily. This is done by filling out our intake form, sending an email through our contact portal, or by other means to contact a writer or member.

When filling out an inquiry on our site, as appropriate, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you (“Personal Data”). Personally identifiable information may include but is not limited to: your first and last name, email address, phone number, LinkedIn URL, social media channels, address/city/state/zip code, and cookies/usage data.

You may, however, visit our site anonymously.

Any of the information we collect from you may be used in one of the following ways:

- **To personalize your experience** (your information helps us to better respond to your individual needs).
- **To improve our website** (we continually strive to improve our website offerings based on the information and feedback we receive from you).
- **To improve customer service** (your information helps us to more effectively respond to your customer service requests and support needs).
- **To process transactions** (your information will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever, without your consent, other than for the express purpose of delivering the purchased product or service requested).
- **To send periodic email communications updating you on our services, products, and/or media/news** (the email address you provide for order processing will only be used to send you information and updates).

## **Cookies**

The NRWA uses cookies and similar tracking technologies to track the activity on our services, analyze the data of visitors to our website, and hold certain information. A “cookie” is a small amount of data that is sent to your browser and stored on your computer’s hard drive. At any time, you can change configurations in your browser to accept all cookies, to be notified when a cookie is sent, or to reject all cookies.

## **Information Sharing & Disclosure**

We implement a variety of security measures to maintain the safety of your personal information when you place an order or enter or submit your personal information. You understand that through your use of our website, you voluntarily consent to the collection and use (as set forth herein in the Privacy Policy) of this information, including the transfer of this information for storage, processing, and use by the NRWA.

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating our website,

conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others' rights, property, or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses. We may share or disclose your information at your direction, such as when you share your feedback about us on social media.

### **Third-Party Traffic Measurement Services, Newsletter & Payment Services**

The NRWA utilizes third-party traffic measurement services to collect website usage information for users' interactions with the site, and we utilize a merchant services company for payment services. Additionally, the NRWA uses internal marketing software and external marketing software for our email newsletter communications.

**Newsletter Communications:** We may use your Personal Data to contact you with newsletters, marketing, or promotional materials and other information that may be of interest to you. You may opt out of receiving any, or all, of these communications from us by following the unsubscribe link or instructions provided in any email we send or by contacting us. You can opt out of email communications via the "unsubscribe" link at the bottom of any newsletter email or by emailing us directly at [admin@thenrwa.com](mailto:admin@thenrwa.com) to request to be unsubscribed and deleted from our contact database.

**Payments:** The NRWA does not retain any financial information for clients, including credit card numbers. All such information is provided directly to third-party merchant services for payment processing.

**Links to Other Sites:** Our Service may contain links to other sites that are not operated by us. If you click on a third-party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit. We have no control over and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services.

### **Online Privacy Policy Only**

This online privacy policy applies only to information collected through our website and not to information collected offline.

### **Children's Privacy**

Our Service does not address anyone under the age of 18 (“Children”). We do not knowingly collect personally identifiable information from anyone under the age of 18. If you are a parent or guardian and you are aware that your child has provided us with Personal Data, please contact us. If we become aware that we have collected Personal Data from children without verification of parental consent, we take steps to remove that information from our servers.

### **Your Consent and Data Protection Rights Under GDPR**

By using our site, you consent to our website Privacy Policy. If you are a resident of the European Economic Area (EEA), you have certain data protection rights. The NRWA aims to take reasonable steps to allow you to correct, amend, delete, or limit the use of your Personal Data. If you want to know what Personal Data we hold about you, and if you want it to be removed from our system, please contact us immediately.

In certain circumstances, you have the following data protection rights:

- **The right to access, update, or delete the information we have on you.** Whenever made possible, you can access, update or request deletion of your Personal Data directly within your account settings section. If you are unable to perform these actions yourself, please contact us to assist you.
- **The right of rectification.** You have the right to have your information rectified if that information is inaccurate or incomplete.
- **The right to object.** You have the right to object to our processing of your Personal Data.
- **The right of restriction.** You have the right to request that we restrict the processing of your personal information.
- **The right to data portability.** You have the right to be provided with a copy of the information we have on you in a structured, machine-readable, and commonly used format.
- **The right to withdraw consent.** You also have the right to withdraw your consent at any time where the NRWA relied on your consent to process your personal information.

We may ask you to verify your identity before responding to such requests. You have the right to complain to a Data Protection Authority about our collection and use of your Personal Data. For more information, please contact your local data protection authority in the European Economic Area (EEA).

### **Changes to our Privacy Policy**

We may revise this Privacy Policy from time to time. The most current version of the Privacy Policy will govern our collection, use, and disclosure of information about you and will be located here. If we make material changes to this Privacy Policy, we will notify you by email or

by posting a notice on the Privacy Policy to the effective date of the changes. By continuing to access or use the services after those changes become effective, you acknowledge the revised Privacy Policy.

### **Security**

We use various safeguards to protect the personal information submitted to us, both during transmission and once we receive it. However, no method of transmission over the internet or via mobile device, or method of electronic storage, is 100% secure. Therefore, while we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security.

### **Contacting Us**

If there are any questions regarding this Privacy Policy, you may contact us using the information below.

www.thenrwa.com  
Collingswood, NJ  
United States  
admin@thenrwa.com  
(877) The - NRWA