 <p>Standard Operating Procedure</p>	<p>SDKY SOP: 7.7.1 Customer Privacy Policy R-0903161748 Subject: Privacy Policy Revision: A Issue Date: 3/12/2009</p>
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1.0 Purpose

1.1 To define Skydive Kentucky’s (SDKY) policy and procedures relative to customer information for reasons of customer privacy, security, and compliance with applicable laws and regulations.

2.0 Scope

2.1 All customer records collected and retained by SDKY shall be managed and controlled commensurate to the requirements contained herein. Personal information as it pertains to the policy is information obtained by SDKY about an identifiable individual that may include his or her (1) name, address, email address, phone number, (2) race, nationality, ethnicity, origin, color, religious or political beliefs or associations, (3) age, sex, sexual orientation, marital status, family status, (4) identifying number, code, symbol, (5) finger prints, blood type, inherited characteristics, (6) health care history including information on physical/mental disability, (7) educational, financial, criminal, employment history, (8) others' opinion about the individual, and (9) personal views except those about other individuals.

3.0 Responsibility and Authority

- 3.1 Drop Zone Operator and Office manager are responsible for the controlling customer information within the parameters of this policy.
- 3.2 Staff are responsible for ensure customer information inadvertently left unattended it immediately brought to manifest.
- 3.3 Staff is not to discuss customer information with anyone without first informing the S&TA or Office and DZO.
- 3.4 Each staff member has the authority in order to meet specified requirements.

4.0 Personal Information

We at Skydive Kentucky LLC intend to give you as much control as possible over your personal information. You can browse our web sites without providing us with your personal information.

If you choose to give us personal information we may use it to correspond with you, process an information request, or provide you with a download, for example, it is our intent to let you know how we will use such information. If you tell us that you do not wish to have this information used as a basis for further contact with you, we will respect your wishes. We do keep track of the domains from which people visit us. We analyze this data for trends and statistics, and then we discard it.

Although you may use many features of this site without completing a registration or sign-up form, visitors who do register and/or sign up for special services may have access to additional features of the site and are more likely to receive information suited to their interests. For example, a registered user is eligible for additional services provided by this website.

We provide you the opportunity to modify or remove personal information that you have provided to us. You may do so by modifying your password-protected registered user information on our website.

When officially requested, we will provide information to law enforcement agencies. In addition, you are informed that we may be required to disclose your personal information to third parties under certain circumstances such as in legal or regulatory proceedings.

We do not distribute or sell your information to third parties.

5.0 Opt-Out


Each marketing email sent contains an easy, automated way for you to cease receiving email from us, or to change your expressed interests. If you wish to do this, simply follow the Safe Unsubscribe™ or Update Profile links at the end of any email. This site provides you the opportunity to opt-out of receiving email communications from us.

You may also opt-out of receiving email communications by:

- Modify your registered user information on our website; or
- Send an email.

6.0 Security of Your Personal Information

We have subscribed to and implemented security measures consistent with standard industry practice, for information collected through this website. We believe that we have adequate security measures in place in

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our physical facilities to protect against the loss, misuse, or alteration of the information we collect on our website. We also use internal protections to limit access to users' personal information to only those who need the information to perform a specific job. **Site content**

This website contains information, advice, text, and other materials that are provided for your convenience and enjoyment. You should be aware that information might contain, errors, inaccuracies, typographical errors, omissions, incomplete or outdated information.

This Website may include inaccuracies or typographical errors. Skydive Kentucky LLC and any third parties that provide or may provide content on this site may make revision, inclusions, improvements, changes, and/or deletions in the products, services, programs, and prices described in this site at any time without notice. Changes are frequently made to this site.

We make no representations or warranties as to the applicability, completeness, accuracy, adequacy, currency, or reliability of any information on this site and shall not be held liable for any lack of the foregoing. Descriptions of, or references to, products or publications in this site do not imply endorsement of that product or publication.

7.0 Shopping/Commercial Services

Our sites offers shopping or other commercial services; you will use a customer order form to request information, products, services, downloads, etc. The order form will ask you to give us contact information (like name or email address), financial information (like account or credit card numbers), and demographic information (like zip code or age).

We will use the financial information that you provide to bill you for products and services. By giving our sites your credit card and related personal information, you are authorizing our store to give that information to the merchant and Credit Card Company in order to complete your order. We may also use contact data to get in touch with you when necessary.

8.0 Use of Web Beacons

When we send you emails, we may include a web beacon to allow us to determine the number of people who open our emails. When you click on a link in an email, we may record this individual response to allow us to customize our offerings to you. Web beacons collect only limited information, such as a cookie identifier, time and date of a page being viewed, and a description of the page on which the Web Beacon resides (the URL).

Web Beacons can be refused when delivered via email. If you do not wish to receive Web Beacons via email, you will need to disable HTML images or refuse HTML (select Text only) emails via your email software.

9.0 Links to other sites

Our websites contain links to other websites, which are not under our control. We are not responsible for the content or privacy practices or the content of sites other than those of Skydive Kentucky LLC. We provide these links to you only as a convenience, and the inclusion of any link does not imply endorsement by us for the content or practices of those sites. We reserve the right to terminate any link or linking program at our discretion.

10.0 Cookies

A cookie is an element of data that a Web site can send to your browser, which may then store it on your system. We use them so that we can better serve you when you return to our sites, and maintain the quality of interaction during your visit to our sites. Cookies reside on your computer and help our website to recognize your computer's browser as a previous visitor, to keep track of your shopping cart, to ensure you do not see the same ad content repeatedly, to deliver content specific to your interests, and to save your password so you don't have to re-enter it each time you visit our sites. You can set your browser to notify you when you receive a cookie, giving you the chance to decide whether to accept it. Please note that much of the dynamic functionality of this site depends on cookies in order to retain your location within our sites.

11.0 Public Forums

This site may make available chat rooms, forums, message boards, and news groups. Please remember that any information that you disclose in these areas becomes public information and you should exercise caution when deciding to disclose your personal information.



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We may, but are not obligated to, monitor or review any areas on the our sites where users transmit or post communications or communicate solely with each other, including, but not limited to chat rooms, bulletin boards or other forums, and the content of any such communications.

We shall not be held libel related to the content of any such communications.

12.0 IP Address and Log Files

We may use your IP address to administer our Website, to help diagnose problems with our server, to analyze trends, to track users' webpage movements, to help identify you and your shopping cart, and to gather broad demographic information for aggregate use.

13.0 Crons Prohibited

By using this site you agree to only access this site via a web browser such Internet Explorer, Firefox, Opera, and other like browsers. Accesses by crons and other automated programs are prohibited.

Search engine robots are excluded from this policy as well as other external programs that we hard code to.

14.0 Banner Advertising

We may license ad-server software from another company to place banner advertising on our sites. All of the data provided and generated by the ad-server software remains in our possession and no data is transferred to the licensor of the software. This feature of our sites may, on occasion, set "cookies" on your computer. Any information collected or stored by the ad-service or the cookies is treated in the same manner as other information as described in this statement.

15.0 Sale or Merger

If this site is sold to, or merges with, another company not owned by Skydive Kentucky LLC, you should expect that some or all of the information collected from this website may be transferred to the buyer/surviving company. If so, Skydive Kentucky LLC will seek to obligate the acquiring company to use any personal information transferred by this site in a manner consistent with this statement, but cannot guarantee that it will be able to impose that requirement or that the acquiring company will comply.

16.0 Communications

Information purchased for download, online viewing, or delivery by conventional or electronic means is for your use only and not to be shared or distributed with other individuals or third parties.

Any communication by us to you via electronic or conventional means is private and for your private use only and may not be distributed by any means unless prior approval has been obtained or specifically stated otherwise in the communication.

17.0 Copyright & Trademarks

Logos, Graphics and photos on this site are the property of Skydive Kentucky LLC and or second parties.

Materials on our sites may not be reproduced without the consent of Skydive Kentucky LLC and or second parties where applicable.

18.0 Disclaimer

Unless otherwise stated the content and materials on these sites are provided "AS IS." All conditions, representations, warranties, merchantability, fitness for a particular purpose expressed or implied are disclaimed.

We do not make any representations or warranties to the quality, suitability, truth, accuracy, or completeness of any of the materials contained in our sites.

19.0 Related Support Documentation

SOP 7.7 - Customer DZ Policy

SOP 9.1 - Staff Policy

20.0 Revision History

Date:	Revision level:	Description of revision:
1/19/1998	A	Initial release
3/12/2009	B	Applied SOP formatting and added definition of personal information