Privacy Policy

The information you submit to Library Services for the Deaf and Hard of Hearing website is confidential. Your library card application information, online account settings (including e-mail address), and checkout records fall into this category. We will not share this information or any other personal information about library customers with outside parties unless required to do so by a court order.

Information Collection

The Library Services for the Deaf and Hard of Hearing and its third party vendors do keep track of how users navigate our web sites: which pages are most frequently used, popular search paths, domains of users (to find out where our users are visiting from), and other information that helps us make adjustments and improve our service. This information is not shared, and is used by us for general and not individual statistics.

The Library Services for the Deaf and Hard of Hearing's website uses Google Analytics and a Google Analytics Advertiser Feature called Google Analytics Demographics and Interest Reporting to count website visitors. If you would like to opt out of Google Analytics Demographics and Interest Reporting, you can use Google's available opt-out tools [1].

The Library Services for the Deaf and Hard of Hearing's website uses Hotjar Analytics to actively collect user feedback, and passively collect user data while navigating through and interacting with the content on our site. The sole purpose of passively collecting your information is to improve your experience when using our clients' sites and web services. If you would like to opt out of Hotjar Analytics Interest & Reporting, you can use Hotjar's available opt-out tool option [2].

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