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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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Linked Websites

Library Services for the Deaf and Hard of Hearing's website includes many links to outside sources. Those sites have different privacy statements and the Library Services for the Deaf and Hard of Hearing's notice does not apply. Individuals should always take care before sharing personal information, credit card numbers, or other sensitive information via the Internet.

Source URL: <https://tndeaflibrary.nashville.gov/learn/help-center/privacy-policy?mini=2020-02>

Links:

[1] <https://tools.google.com/dlpage/gaoptout/>

[2] <https://www.hotjar.com/opt-out>

[3] <http://onguardonline.gov/>



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