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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].

Cookies

The Library Services for the Deaf and Hard of Hearing's website uses cookies to maintain authentication when you are logged-in or return to our site. Many of the third party vendors we use to provide services, like databases, use cookies, as well. These vendors do not have access to your account or PC. These cookies do not affect your PC or its settings in any way, and are used only to make navigating some of our services possible. Some cookies used on the library website, including Google Analytics, will remain on your computer after your Internet session. Learn more about cookies and protecting your privacy online at [OnGuard](#) [3] Online.

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=2020-03>

Links:

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

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

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



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