



Welcome to SDM Foundation. We offer one-on-one tutoring and small group lessons tailored to your needs and interests. Our patient associates are ready to help you learn at your own pace, remotely or in our shop, using your equipment or ours. No question is too simple; we help everyone, beginners to advanced.

About us:

- Our services are **FREE!** We do not accept donations, gifts or tips. For clients who want to give back, we suggest supporting other local charities.
- Tutoring and lessons are held remotely via phone and video chat, or at our shop at **406 Main St.** in Melrose, Massachusetts.
- No prior knowledge is required; no question is too simple.
- One-on-one help sessions and small group lessons are each one hour long, and you may participate in as many as you want.
- We encourage you to use your own computer or device if you can, as it aids learning.
- We have numerous devices that you can use while you are in our shop. Our equipment may not be removed from our shop.
- Your input is important to us. Please let us know what interests or questions you have.
- Please let your friends know about us. Word of mouth is our most effective advertising.

406 Main St., Melrose MA 02176

email: info@sdmfoundation.org phone: 781-606-2621

website: www.sdmfoundation.org.

SDM services and equipment are intended for educational purposes only.**Internet, Wi-Fi and Computer Equipment Conditions of Use**

Use of SDM equipment, Wi-Fi and Internet access are limited to clients while they are in the shop and under the supervision of SDM staff.

Use of our equipment while in the shop

- Equipment is available for lesson use and as allowed on an individual basis by SDM associates.
- Do not misuse SDM Foundation equipment.
- Notify a staff member promptly of any issues encountered with our equipment or online.
- Data that is created and/or stored on SDM equipment is the property of SDM and we maintain no responsibility for its retention or privacy.
- Log out of any accounts that you have accessed on our equipment.
- If you discover that a prior user is logged in to any software or website, or has saved data on SDM equipment, please bring this to a staff member's attention immediately.
- Do not view, disclose, or change any other users' data.

Using Internet access (Wi-Fi)

- SDM routinely monitors activity on its systems, including Internet and email use, in order to ensure security and effective operation, and to protect against misuse. This includes any activity arising from a client's device using SDM Internet access.
- Sites and downloads may be monitored and/or blocked by SDM if deemed to be harmful and/or not productive to the Foundation's educational purpose.
- Individuals are accountable for their actions on the Internet, so be aware and careful about opening emails and web pages and ask a staff member if you are unsure before taking action.
- Do not share the SDM wifi password without express permission from SDM staff.

Acceptable use

- Do not share SDM login information except as authorized by SDM Foundation.
- Do not use the Internet or SDM equipment to
 - harass, bully or abuse people
 - conduct personal business
 - send or receive sensitive or confidential information
 - gamble
 - send or receive data (including images), which SDM could consider offensive, including sexually explicit, discriminatory, defamatory or libelous material
 - download, send or receive copyrighted data including images, videos and music (not an exhaustive list) without express legal permission
 - infringe copyrights, database rights, trademarks or other intellectual property rights
 - download software from the Internet without prior approval of SDM Foundation staff.
- Do not expose others to data (such as text and images) which SDM could consider offensive.
- Do not use the Internet or equipment in a way that could affect its reliability or effectiveness, for example by sending suspicious emails, or uploading/downloading large amounts of data.

Information Collection, Use, and Sharing:

- We will not share your information with anyone outside of our organization.
- You can see, change or have us delete the data we have about you at any time by contacting us via the email address or phone number listed below.
- You may opt-out of any future contact from us at any time.

What information do we have:

- Registration Information such as name, phone number and appointment date, time and topic, is kept on our private calendar if you have made an appointment or scheduled a lesson with us.
- Identifying information such as name, email, and phone number are kept if a client is enrolled to receive our newsletter and other electronic mailings.
- We retain a digital copy of all signed Acceptable Use Policy Acceptance forms.

How long do we retain that information:

- We keep client information only as long as it is needed.
- Registration information in our calendars is kept for 1 year, except for a single secure digital copy.
- We retain Acceptable Use Policy Acceptance forms forever in one secure digital location.

What do we use that information for:

- We use registration information to respond to you regarding the reason you contacted us.
- We use registration information to provide you with better service when you make an appointment.
- In an anonymized form, we use appointment information to inform us about services people have shown interest in; to do utilization reviews of our services; and to better inform our future offerings.

Other Useful Shop Information

- No food or drink allowed.
- No pets, except working service animals.
- No profanity, obscenities, or derogatory remarks (spoken or in type).
- SDM employees occasionally take photos of the activity in our shop. Clients may opt-out of SDM's use of photos which show their face/likeness by notifying SDM of their intent in writing.
- We may limit the number of sessions per person in a given time period, or the number of advance appointments, in order to accommodate all of our clients.
- If you are unable to attend a session that you have reserved, please let us know as soon as possible. We may limit future appointments for clients who have missed multiple appointments.
- SDM resources are for people learning how to use computers and the Internet.
- We do not accept donations, gifts or tips of any kind. Please honor this request.

SDM reserves the right to deny service to, or request the removal of, people from our premises who do not follow these policies.

If you have questions or want additional information, please contact us.

Our phone number is 781-606-2621 and our email is info@sdmfoundation.org.

Our website is www.sdmfoundation.org

SDM Foundation - ACCEPTABLE USE AND PRIVACY POLICY AND HEALTH POLICY
ACKNOWLEDGMENT AND AGREEMENT

I acknowledge receipt of a copy of the SDM Foundation's Acceptable Use and Privacy Policy, and Health Policy and agree to abide by their terms in return for access to the equipment, Wi-Fi connection and/or instruction provided by SDM Foundation.

Print name

Signature

Date

Phone number and Email address (Optional)

To be used to inform about appointment changes or cancellation, or to receive newsletter and updates if requested.

Phone: _____

Email: _____

Newsletter - Opt IN

☐ check here if you **DO** want to receive our email newsletter. -

If you would like to be on our contact list and receive occasional emails from us, including our newsletter which is sent every two weeks, please check here and provide email address above.

Photos - Opt OUT

☐ check here if you do **NOT** want to allow photos of you (your child) to be used by SDM.

SDM occasionally uses pictures from our shop or activities in which we participate. Possible uses include: showing them on our in-shop TV, on our Facebook page, or our website.