

SDM's services and equipment are intended for educational purposes only.**About Us**

SDM Foundation offers free individual and small group lessons tailored to your needs and interests. Our focus is on teaching, and all of our resources are used for that purpose. During our 50 minute appointments, we teach at your pace, remotely or in our shop, using your equipment or ours. We help anyone, regardless of age, residence, income or skill level.

In a more limited way, we also help clients with other technology related activities like scanning and faxing, and understanding online procedures or documents they are facing in their daily lives.

All of our services are dependent on the expertise of our staff, as well as the appointments that we have available. Each SDM staff member provides help and opinions using their personal knowledge and background. It is our intention to provide clients with a better understanding of their options, allowing them to make informed decisions.

Health Policy

Please do not come to the SDM shop if you have a fever, cough or have been exposed to a communicable disease. All clients and staff are expected to follow our current policy, which changes according to local circumstances and CDC recommendations. You may request a copy of the current policy.

Acceptable use - Personal Behavior

- Do not harass, bully or abuse people, use profanity, obscenities or derogatory remarks
- Do not infringe copyrights, database rights, trademarks or other intellectual property rights
- No weapons allowed in the shop - including but not limited to knives and guns
- No food or drink allowed at the work desks.
- No pets, except working service animals.
- Do not send/receive or expose others to data which SDM could consider offensive, sexually explicit, discriminatory, defamatory or libelous. We are the sole arbiter of this standard.

Use of Equipment and Internet

- Internet access is for clients' use while they are in the shop supervised by SDM staff.
- Equipment is available for use by clients in the shop, as allowed by SDM associates.
- Do not misuse SDM Foundation equipment, and notify staff promptly of any problems.
- SDM monitors activity on its devices, including the Internet and email, in order to ensure security, effective operation, and to protect against misuse. Sites and downloads may be blocked by SDM if deemed not productive to SDM's purpose.
- Use of the Internet is at your own risk.
- Do not share SDM login information, including WiFi passwords except as authorized by SDM staff.
- Do not use the Internet in a way that could affect its reliability or effectiveness, such as by sending or receiving large amounts of data or email.
- Do not download software from the Internet without prior approval of SDM Foundation staff.
- Do not save data on SDM equipment. All such data is our property and we have no responsibility for its retention or privacy. SDM will not purposely retain passwords or data.
- Log out of any accounts that you have accessed on our equipment.
- If a prior user is logged in to any software or website, or has saved data on SDM equipment, please notify SDM staff. Do not view, disclose, or change any other users' data.

Privacy

What information do we have about you:

- Registration information such as name, phone number, appointment date, time and topic, 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 if a client is enrolled to receive our newsletter and other electronic mailings.
- We retain a scanned digital copy of all signed Acceptable Use Policy Acceptance paper forms.
- Acceptable Use Policy Acceptance will include Name, as well as email and phone if provided.

How do we Collect, Use, and Sharing Your Information:

- SDM 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 future contact from us at any time.
- You must leave a name and one method of contact in order to make an appointment
- Clients may opt-out of SDM's use of photos which show their face by notifying SDM in writing.

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 data forever in one secure location.
- We retain scanned Acceptable Use Policy Acceptance paper forms forever in one secure location.

What do we use the information for:

- To respond to you regarding the reason you contacted us.
- To provide you with better service at future appointments.
- In an anonymous 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 offerings.

Other Useful Shop Information

- SDM may limit the number of appointments per person in a given time period, or the number of advance appointments, in order to better accommodate all of our clients.
- We ask that you do not leave gifts or tips.
- Donations can be made online or by check. No cash accepted.

Cancellation Policy

- Any client with multiple late cancellations (less than 48 hours notice) will be restricted to same day appointments for a period of two weeks.

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

This policy will change from time to time, and clients are held to the current version of the policy. Click on 'Client Forms' on our website home page, or request a copy of the current policy.

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

Phone [781-606-2621](tel:781-606-2621) Email info@sdmfoundation.org

Website is www.sdmfoundation.org

SDM Foundation Acceptable Use, Health, Privacy, and Cancellation Policy Agreement

I acknowledge receipt of a copy of the SDM Foundation's Acceptable Use, Health, Privacy and Cancellation Policy and agree to abide by the terms in return for any services provided by SDM Foundation.

This policy may change from time to time, and I will be held to the current version of the policy. A copy can be requested at the SDM shop, by email or phone.

Print name

Signature

Date

Phone number and Email address (please provide at least one)

This information is used to inform clients about appointment changes or cancellations.

If requested below, this information will be used to send newsletters and updates.

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 by email every two weeks, please check here and provide an email address above.

Photos - **Opt OUT**

☐ check here if you do **NOT** want to allow photos of your (your child's) face 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 on our website.