

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 this purpose. We teach at your pace, remotely or in our shop, using your equipment or ours. We help everyone, 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 not our intention to provide advice or specific recommendations, but rather to explain your options.

Appointments

Appointments last up to 50 minutes. The number of appointments per person in a given time period, and the number of advance appointments, may be limited in order to better accommodate all of our clients. Appointments are not with a particular staff member. Clients may request a staff member but it is not guaranteed and is not a reason for cancellation.

48 hour notice is required for cancellation. Any client with 2 cancellations giving less than 48 hours notice, will be temporarily restricted from making future appointments.

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 this policy, which changes according to local circumstances and CDC recommendations.

Acceptable use - Personal Behavior

- Silence all personal devices. If you need to make or receive a phone call, please step away from the work desk or the waiting area, if other people are in attendance.
- 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 view data which could be considered offensive, sexually explicit, discriminatory, defamatory or libelous. SDM is the sole arbiter of this standard.

Use of Equipment and Internet

- Equipment and Internet access is for clients' use while they are in the shop supervised by staff.
- Use of the Internet is at your own risk.
- Do not misuse SDM Foundation equipment.
- Notify staff promptly of any problems that may occur.
- 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.
- 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. We have no responsibility for its retention or privacy.
- SDM will not purposely retain client 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 has consented 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, email and phone if provided.

How do we Collect, Use, and Share 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.
- You may opt-out of future contact with 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.

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.
- To send you our newsletter or other communications if you have opted in to this service.
- In an anonymous form, we use appointment information to inform the services we provide and to do utilization reviews of our services.

Donations

- Donations can be made online, by check or with a credit card in the shop. No cash accepted.
- We ask that you do not leave gifts or tips for SDM staff.

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