

# Masthope Data Policy

Masthope Mountain Community Property Owners Council

This Policy contains information about the way we, the Masthope Mountain Community Property Owners Council (“Masthope”), collect, use, store, maintain, protect and otherwise manage or utilize data. Among other things, the Policy explains:

- What information we collect and why we collect it
- How we use that information and with whom we may share it
- The security procedures in place to protect misuse of information

## Information we collect

In order to properly manage and protect Masthope’s community, its property owners, employees, facilities and amenities, we need to collect data. For example, before you use our private facilities and amenities, either as a property owner or a renter, we need to know who you are and that you are eligible to do so.

### Information we collect from you

We collect information from you via paper forms, such as registrations and permits. The forms are available either in the Masthope office or via [our website](#). There is currently no direct electronic method to submit forms on our website, however, a signed form may be scanned and sent to the office via electronic mail.

Masthope owns the information you provide on Masthope’s forms.

### Information we collect from others

In order to respond properly to requests made by you, we may need to collect information from others on your behalf. For example, we may need information from contractors you hire to perform work on your property, or we may need information from government agencies. Information we collect this way becomes part of your data file maintained by Masthope.

### Administrative information

Some data are created through your use of Masthope’s facilities. Examples are registration and usage data for your recreational vehicles, ski passes, written communication from and to you, but also fees and fines levied through our administrative and safety processes. This type of information becomes part of your data file maintained by Masthope.

## How we use information

We will use the information you provide or that is provided on your behalf to respond to you, regarding the reason you contacted us. We will also use the information collected from all data sources to improve Masthope’s operation or help our strategic planning. Examples are the improvement of existing facilities, or the creation of new ones, tailored to the needs of the community as a whole.

## Information sharing

Using your information is limited to the proper management, administration, and operation of Masthope. For example, we may use your data to conduct the business processes needed to run Masthope or to update Masthope's rules and regulations. Except as detailed below, we will not share your information outside of Masthope. In particular, we will not sell or rent any of your information to anyone.

### With your consent

We may share personal information with individuals or companies when we have your consent to do so. We will require specific consent if the information contains sensitive personal information. For example, we may forward your contact information to your property neighbors if you ask us to share that information with them.

### For legal reasons

We will share your information with companies, organizations or individuals outside of Masthope if we have a good-faith belief that access, use, preservation or disclosure of the information is reasonably necessary to:

- Meet any applicable law, regulation, legal process or enforceable governmental request.
- Enforce applicable Rules and Regulations, including investigation of potential violations.
- Detect, prevent, or otherwise address fraud, security or technical issues.
- Protect against harm to the rights, property or safety of Masthope, our property owners, renters or the public as required or permitted by law.

### For administrative and planning reasons

We may share aggregate, non-personally identifiable information for administrative and planning reasons with the public or with organizations outside of Masthope. For example, we may share usage trends of our facilities to obtain better contractual conditions from vendors and contractors.

## Information Security

Masthope uses a variety of security measures to maintain the safety of your data. Information you provide to us in paper form is secured in our office. Data used in electronic form is contained behind secured networks and is only accessible by a limited number of staff personnel who have specific password protected access rights to such networks and systems.

### Retention Practices

It is Masthope's goal to limit the amount of Personable Identifiable Information and sensitive personal information we retain. Whenever we need to verify certain personal facts, for example through copies of birth certificates, marriage licenses or other official documentation, we will retain only the verification information and either return or destroy the copies provided by you.

### Links

[Masthope's website](#) contains links to other sites. Masthope is not responsible for the privacy practices of these sites and cannot be held responsible for any data that may be collected on those sites.

## Changes to this Policy

As the information needs of Masthope and the supporting technology and processes change, this Data Policy will need to change as well. When that happens, we will post the new Policy [on our website](#) to ensure that you are always aware of the information we collect, how we use it, and under what circumstances we disclose it.