

## TITLE: **WEBSITE PRIVACY POLICY**

DATE(S) OF POLICY AND POLICY REVISION APPROVALS:

### **1. Introduction**

Luzerne County Community College (“LCCC,” “we,” “our,” or “us”) is committed to protecting the privacy of our website visitors. This Privacy Policy outlines how we collect, use, disclose, and safeguard your information when you visit our website, in accordance with applicable laws including the Family Educational Rights and Privacy Act (FERPA). This Privacy Policy applies to all websites and online services operated by Luzerne County Community College, including but not limited to [www.luzerne.edu](http://www.luzerne.edu) and affiliated platforms. **By viewing and using the Sites, you are, to the extent permitted by applicable law, accepting this Privacy Policy with respect to information collected by the Sites.**

### **2. Information We Collect**

We may collect the following types of information:

- **Personal Information:** Name, email address, phone number, mailing address, date of birth, and other identifiers when voluntarily submitted via forms or applications.
- **Non-Personal Information:** Browser type, IP address, device information, pages visited, and usage data collected through cookies and analytics tools.

### **3. Use of Information**

We use the information collected to:

- Provide and improve our services
- Respond to inquiries and requests
- Process applications and registrations
- Communicate updates and announcements
- Ensure website security and performance

### **4. Disclosure of Information**

We do not sell or rent personal information. We may share information:

- With authorized LCCC personnel to fulfill academic or administrative functions.
- With third-party service providers, to whom our confidentiality obligations extend.
- As required by law, including but not limited to compliance with FERPA, subpoenas, or court orders.
- In cases of health or safety emergencies.

### **5. FERPA Compliance**

LCCC complies with FERPA regulations regarding the privacy of student education records. Students have the right to inspect, review, and request amendments to their records. Directory information may be disclosed unless a student opts out in writing. For more details, refer to our Student Rights of Privacy and Access Policy or visit

<https://www.luzerne.edu/supportservices/registrar/ferpa.jsp>

### **6. Cookies and Tracking Technologies**

Our website may use cookies and similar technologies to enhance user experience and analyze traffic. Users can manage cookie preferences through their browser settings. Our website may also use third-party analytics providers, such as Google Analytics, which use cookies and similar technologies to collect and analyze data about website usage. You can learn more or opt out at: <https://tools.google.com/dlpage/gaoptout>

**By continuing to use this site, you consent to the placement of these technologies. Users are notified of cookie usage through a banner upon first visit, in accordance with best practices for transparency and user consent.**

## **7. Data Security**

We implement appropriate technical and organizational measures to protect personal information from unauthorized access, disclosure, alteration, or destruction. However, you should know that no security measures are impenetrable, and no organization can fully eliminate security risks to its telecommunications and computer systems. In addition, due to the inherent nature of the Internet as an open global communications vehicle, we cannot guarantee that information, during transmission through the Internet, will not be destroyed, hacked, hijacked, misdirected, stolen, modified or otherwise interfered with or misused. **Accordingly, your transmission of information to or through the Sites is at your own risk.**

## **8. Third-Party Links**

Our website may contain links to external sites. We are not responsible for the privacy practices of these third parties.

## **9. Children's Privacy**

Our website is not intended for children under the age of 13. We do not knowingly collect personal information from children without parental consent. If we learn that the personal information of a child has been collected without parental consent, we will take reasonable measures to promptly delete such data. If you become aware of any data we may have collected from children without parental consent, please contact us at [registrar@luzerne.edu](mailto:registrar@luzerne.edu).

## **10. Data Retention**

Please refer to the LCCC Data Retention Policy.

## **11. Accessibility**

Luzerne County Community College is committed to ensuring its website is accessible to all users, including individuals with disabilities, and strives to conform to the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA standards in accordance with the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act. Please refer to <https://www.luzerne.edu/supportservices/accessibility/>

## **12. Changes to This Policy**

We may update this Privacy Policy periodically. Changes will be posted on this page with an updated effective date.

## **13. Contact Us**

For questions or concerns about this Privacy Policy, please contact:  
**Registrar's Office**

Phone: 570-740-0339

Email: [registrar@luzerne.edu](mailto:registrar@luzerne.edu)