

REFUND POLICY

Refunds will be made **ONLY** if Student Orientation & Leadership Development is notified **IN WRITING** at least 10 working days prior to the confirmed program date. Your refund request may be faxed to 865-974-1373, mailed to Student Orientation & Leadership Development, 412 Student Services Building, Knoxville, TN 37996-0247, or emailed to sold@utk.edu. Please note that there will be a processing fee subtracted from your refund amount.

PRIVACY STATEMENT

The Student Orientation & Leadership Development on-line credit card payment website is provided by the University's Office of Information Technology and is designed to facilitate payments for Orientation registration.

I. Privacy and Security

The Office of Student Orientation & Leadership Development does not sell any information collected by the Orientation registration system. Information collected is used strictly for University and Orientation related purposes in processing payments for programs we provide and/or facilitate.

The Office of Student Orientation & Leadership Development has taken all reasonable precautions to secure the personal information available through this website. This website is password protected to restrict access to personal information to registered University employees, who are bound by confidentiality obligations and may be subject to disciplinary actions if they fail to meet these obligations. Although these precautions should effectively protect any personal information available through the website from abuse or outside interference, a certain degree of privacy risk is faced any time information is shared over the Internet.

II. Policy and Guidelines for Proper Use

To safeguard the Student Orientation & Leadership Development website, the Office of Student Orientation & Leadership Development has adopted many guidelines and policies that are used by the University to govern conduct, particularly conduct that occurs in an online environment.

In addition to the University's policies and guidelines, users of the Office of Student Orientation & Leadership Development website must abide by the following specific rules and regulations located at the following web links:

Federal Government Red Flag Policy:

<http://www.ftc.gov/opa/2009/07/redflag.shtm>

UT Acceptable User Policy (AUP):

https://my.tennessee.edu/portal/page?_pageid=34,140536&_dad=portal&_schema=PORTAL&p_policy=IT0110&p_search=privacy&p_start=1

UT Information and Computer System Classification policy:

https://my.tennessee.edu/portal/page?_pageid=34,140536&_dad=portal&_schema=PORTAL&p_policy=IT0115&p_search=phi&p_start=1

When visiting the Website the following information will be collected and stored:

The name of the domain from which you accessed the Internet

The date and time of the transaction

The Card Holder name address, and contact information.

This information is retained for billing processes only. The University's payment processor will use this information to process your request, and it will be retained for billing and contact purposes.