

General

Backgrounds USA does not use, sell, or distribute any of the information that we collect from you in the course of our investigations.

If you feel that Backgrounds USA is not abiding by its posted privacy policies, or if you have questions or concerns regarding this statement of our Privacy Policies, then you should first contact Customer Service by e-mail or phone on (800) 315-7678, or (303) 455-8855, if outside the US.

If you do not receive acknowledgment of your inquiry or your inquiry has not been satisfactorily addressed, then send us a letter with your concerns to the address listed on our Contact Us web page. Please note that we receive a very large volume of email transactions both from existing clients, and general inquiries regarding our services. We do our very best to reply in a timely fashion, but please be patient, as complex or unusual requests always take longer.

Information Collection and Use

Backgrounds USA obtains its information from the relevant state and county repositories, courts and record offices where records are stored. We do not sell any non-public information. We will not sell, share, or rent this information to others in ways different from what is disclosed in this statement. Backgrounds USA collects information from our users at several different points on our website and uses the information for internal marketing and administration purposes only. All users must have an appropriate use for the information and agree to abide by all local and federal laws regarding the purchase and dissemination of said information.

Our web page does not automatically collect specific information (i.e. e-mail addresses) about visitors. Aggregate and summary statistics are ONLY collected as a measure of our web site's effectiveness.

Registration

In order to use this website, a user must first complete the online registration form. During registration a user is required to give their contact information (such as name and email address). This information is used to contact the user about the services on our site for which they have expressed interest.

Order

We request information from the user on our order form. Here a user must provide contact information (like name and shipping address) and financial information (like credit card number, expiration date). This information is used for billing purposes and to fill customer orders. If we have trouble processing an order, this contact information is used to get in touch with the user.

Sharing

We use an outside credit card processing company to bill users for goods and services. These companies do not retain, share, store or use personally identifiable information for any secondary purposes.

Links

This web site may contain links to other sites. Please be aware that Backgrounds USA is not responsible for the privacy policies of such other sites. We encourage our users to be aware when they leave our site and to read the privacy policies of each and every web site that collects personally identifiable information. These privacy policies apply solely to information collected by this Web site.

Supplementation of Information

Backgrounds USA does not supplement user information collected on our site with information from third party sources.

Newsletter, Site and Service Updates

We also occasionally send out periodic e-mails with site and service announcement updates. Registered members are encouraged to receive e-mail service announcements, which contain important information about the service. We communicate with the user to provide requested services and in regards to issues relating to their account via email or phone.

Correction/Updating Personal Information

If a users personal information changes (such as your address or telephone number), or if a user no longer desires our service, we will endeavor to provide a way to correct, update or remove that users personal data provided to us. This can be done by emailing our Customer Service department.

Notification of Changes

If we decide to change our privacy policies, we will post those changes on this Privacy Policy web page, so our users are always aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. If at any point we decide to use personally identifiable information in a manner different from that stated at the time it was collected, we will notify users by way of an email. Users will have a choice as to whether or not we use their information in this different manner. We will use information in accordance with the privacy policy under which the information was collected.

Your Consent

By using this site, you signify your assent to abide by the Privacy policies and practices of Backgrounds USA, as outlined in this document. If you do not agree with the terms of this policy, please do not use our site. Should we change the way in which we use your personal information, we will get your consent before using your information in this new way.

Feedback

The accuracy and validity of our site is very important to us. If you spot inaccuracies of any kind, or if you feel that statements we making are not fully representational of our services, then please email our Customer Service.