



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# MEMBERSHIP

## POLICIES & PROCEDURES



**OAHE FAMILY YMCA**

[www.oaheymca.org](http://www.oaheymca.org)

## OAHE FAMILY YMCA MISSION STATEMENT

The mission of the Oahe Family YMCA is to put Christian principles into practice through programs that build healthy spirit, mind and body for all.

### **Opportunities for All**

The Y is for everyone. Our programs, services and initiatives enable kids to realize their potential, prepare teens for college, offer ways for families to have fun together, empower people to be healthier in spirit, mind and body; prepare people for employment, welcome and embrace newcomers and help foster a nationwide service ethic. And that's just the beginning.

The rules and guidelines of the YMCA are intended to assure each member the best services which the facility and programs can provide. Rules are made for the protection of our members and the enforcement of regulations is everybody's responsibility. The YMCA is yours and we hope that all members will assist the staff in keeping your YMCA facility neat and clean, and most of all, a useable, functional and pleasant experience for everyone!

**MEMBERSHIP IS A PRIVILEGE-NOT A RIGHT!** Members are privileged full use of the facility and programs. **THE YMCA RESERVES THE RIGHT TO REFUSE SERVICE TO ANYONE FOR JUST CAUSE.** Vandalism will not be tolerated. The cooperation of our members and guests is requested so that all may be better served. Misuse of any YMCA facilities, equipment, machines, etc. could result in suspension and/or loss of membership privileges.

These policies were submitted, reviewed and approved by the Board of Directors.

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## **MEMBERSHIP INFORMATION**

The Oahe Family YMCA Board of Directors sets all policies and fees. Memberships can be taken out at any time and are available to all persons regardless of race, religion, or educational background.

All memberships in the Oahe Family YMCA may be paid in full or monthly cash or Electronic Fund Transfer. If you have any questions regarding these plans or policies, please contact the business office, 224-1683.

**PAID IN FULL MEMBERSHIPS:** Are valid for one year from the date of purchase and can be purchased at any time.

**MONTHLY MEMBERSHIPS:** Memberships will be prorated through the end of the month on initial sign up. This payment covers your first month. Beginning with the second month of your membership, the monthly amount is automatically withdrawn from your checking or savings account on or around the 1<sup>st</sup> of each month indefinitely or until you cancel your membership. To cancel a monthly membership you must notify the office **in writing** 5 days prior to the 1st of the month that you wish your membership to stop. If a rate increase is made effective by the Board of Directors, EFT draft rates will be raised immediately and members will be notified by mail.

**FINANCIAL ASSISTANCE POLICY:** It is the policy of the Oahe Family YMCA to provide services to all those who need them regardless of ability to pay established fees. The intent of this policy is to set fees at rates affordable to the majority of the residents in the service area and to provide financial assistance to those for whom the YMCA's fees are not affordable. Those not able to pay a fee may be awarded full or partial assistance based on their demonstrated ability to pay and the YMCA's ability to fund the amount requested. Financial assistance applications are available at the welcome center.

## **MEMBERSHIP CATEGORIES**

**Youth** - 0 thru 13 years of age

**Student** - 14 thru 18 years of age

**College Student** - Must be full-time college student (12 credit hours) for local and out of town college students.

**Adult** - 19 thru 64 years of age.

**Senior Citizen Adult** - 65 years of age and up.

**Senior Citizen Couple** - A married couple 65 years of age and up.

**Family** – A married couple and all legal dependents and wards, including former dependents and wards up to age 24.

**Single Parent Family**- One unmarried adult and all legal dependents and wards, including former dependents and wards up to age 24.

**Corporate Memberships** – Businesses may receive a discount for their employees by sending in the employees membership dues in one lump sum. A 10% discount is given if the business sends the dues once a month. A 15% discount is given if the business sends the dues once a year. Must have at least five employees participating to qualify. Call Carmen at 224-1683 for more information.

**Active Military and Veterans** – Discount for our service men and women. Thank you for your service!

## MEMBERSHIP POLICIES

1. Your membership entitles you to the use the aquatic center, Y pool, aerobic classes, saunas, gymnasium, running track, racquetball courts, free weight room, cardio room, and dressing facilities at no extra fee; allows you to reserve the handball/racquetball courts; and also entitles you to pay a reduced amount for any program that requires a fee.
  
2. Membership expiration date will be the last date a member will be allowed to use the facility without renewing or purchasing a day membership.
  
3. Misuse of membership privileges will result in suspension or loss of membership privileges. Knowingly allowing someone to use your membership card will result in a suspension of membership privileges. Further infractions could result in permanent loss of membership privileges. Suspension may apply to a whole family on a family membership even if the infraction was done by only one person on that membership. The person allowed to use the membership card will face a suspension from either purchasing a membership or a day membership.
  
4. Membership cards are issued to all members (except those under the age of 7) on a family membership. **ALL MEMBERS ARE REQUIRED TO HAVE THEIR MEMBERSHIP CARD SCANNED AT THE WELCOME CENTER WHEN USING ANY PART OF THE YMCA FACILITY AND A PHOTO MUST BE TAKEN FOR OUR COMPUTER SYSTEM . MEMBERSHIP CARDS ARE NOT TRANSFERABLE!!**

## MEMBERSHIP POLICIES continued

7. ALL CHILDREN UNDER THE AGE OF 7 MUST BE SUPERVISED BY AN ADULT OR BY A YMCA EMPLOYEE OR INSTRUCTOR IN ORDER TO USE THE YMCA FACILITY. If a child under the age of 7 is dropped off at the YMCA and is not enrolled in a scheduled program at that time, parents will be notified that the child needs to be taken home or a parent must attend with them.
  
8. Parents will also be notified if any of their children that are in the facility misbehave. There is a 10 p.m. curfew for children under the age of 16 to be in the facility without adult supervision. We appreciate your efforts in making sure children are picked up in a timely manner.
  
9. **For EFT Memberships NO REFUNDS will be given. For Members who pay in full: Within 30 days a full refund LESS \$20 processing fee. There will be NO REFUND after 30 days and any exceptions to this must be submitted in writing to the Board Of Directors for approval.**
  
10. Articles found in the facility will be placed in the lost and found at the welcome center for a period of two weeks. Unclaimed articles will be disposed of after this period. AGAIN, the YMCA is not responsible for articles left in the facility.
  
11. Rented lockers are permanent lockers rented on a monthly or yearly basis to adult members 18yrs or older. Expiration date will coincide with expiration of membership. Rental fees will be pro-rated accordingly. Only current members of the Oahe Family YMCA are allowed to rent lockers. Small lockers are also available for keys and wallets in the lobby for .25 per visit.

### **MEMBERSHIP POLICIES continued**

12. **The YMCA will not be responsible for valuables or articles left lying in the facility or in lockers. We urge that items of any value be left at home or some other arrangements be made for their care. Staff members are not allowed to hold valuables while members are in the facility.**
13. Daily use lockers are available for use by members while in the facility. Members must provide their own locks. Locks are to be taken off each day. Locks left on overnight will be cut off.
14. **Radios without the use of private listening devices are not allowed anywhere in the facility.**
15. **PHONE CALLS** – The YMCA staff makes every attempt to make sure that members receive necessary phone calls. Please refrain from calling members in the facility unless it is an emergency. During busy times it difficult to hear a page and there is not always staff available to find the person being called.
16. At times the YMCA facility may close one or several areas for regular maintenance and repair. No extra time will be extended on membership for this. Any time the facility (or any part thereof) is closed, every attempt is made to reopen at the earliest possible time.
17. Program schedules appear twice a year in the local newspaper. Please keep for future reference. We attempt to keep members informed of any changes or new occurrences. This represents a service to you and a lot of time and materials expended by us. If you need extra copies of any of our literature, please feel free to stop in at any time and pick up what you need or you can visit our website [oaheyymca.org](http://oaheyymca.org) or follow us on Facebook to find program information and scheduling. Members may also receive YMCA member emails which go out several times per month.



## **MEMBERSHIP POLICIES continued**

18. Credit for program member fees will not be extended towards purchase of membership
19. If you have a change of name, address, phone number, have a new child to add to the membership, etc., please stop by the YMCA Welcome Center and fill out a new application so that we can update our records.

### **Guests**

20. Non-local guests who are accompanied by an Oahe Family YMCA member may receive two visits per year. After that time, then guest fees apply. Non-local guests who are not accompanied by an Oahe Family YMCA member must pay guest fees. Any member bringing a guest must report to the front desk.

### **Guest Fees**

**Youth** (age 0-13) \$2 per day  
**Student** (age 14 – 18, or in college) \$4 per day  
**Adult** (age 19 -64) \$8 per day  
**Family\*** \$10 per day \*(A married couple and all legal dependents and wards)  
**Senior Citizen** (age 65+) \$4 per day

21. If a non-member is found using the facility without having purchased a day membership, they will not be given the opportunity to purchase a day membership at that time and will be asked to leave the facility.
22. **A.W.A.Y. Program/Nationwide Membership**  
"Always Welcome At YMCAs"  
While traveling, your membership card allows you the use of most YMCA facilities throughout the country. We will be happy to help you locate the closest YMCA to your travel destination.

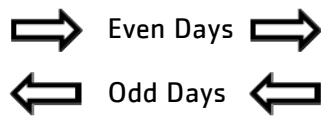
## **CARDIO/TRACK/FREE WEIGHT ROOM POLICIES**

1. No children under the age of 11 years allowed at any time.
2. Members and guests, 12-13 years of age, must have an adult with them at all times and successfully complete an
3. Members and guests, 14 years of age and up may use all facilities as long as they are following facility guidelines.
4. All members are encouraged to complete orientation training before using any equipment. Please contact the Welcome
5. Proper attire must be worn while using the cardio/free weight room. Shirts and proper shoes must be worn at all
6. For your safety, privacy and the respect of others, turn off your cell phone or set it to silent/vibrate mode.
7. To ensure fair and equal access to cardio equipment, there is a 30 minute time limit when others are waiting.

8. Please return weight and dumbbells to the racks when finished.
9. The YMCA strongly recommends the use of a spotter at all times.
10. Be mindful of others using the track.

**TRACK GUIDELINES**

1. Walkers/Slower Runners stay to the inside.
2. 12 Laps per mile.
3. Youth must be supervised by a parent/adult
4. Direction:



## EQUIPMENT POLICIES

1. Black soled shoes that mark the floors are not allowed on any "Y" courts.
2. All racquets must have protective guards and must have safety straps.
3. **PROTECTIVE EYE WEAR IS STRONGLY SUGGESTED!** Eye guards are available for use at the Welcome Counter at NO CHARGE.
4. Members will be asked to leave the courts if they misuse equipment.
5. Racquets and eye guards are available at the Welcome Center.
6. Proper attire must be worn. T-shirts are mandatory.

## **COURT POLICIES**

### **WHO CAN RESERVE A COURT**

1. Only current Oahe Family YMCA Members in good standing may reserve a handball/racquetball court or be placed on the reservation waiting list.
2. Non-members or day members may not reserve a court ahead of time but may walk in and take a court that is open at that time.
3. Members of other YMCA's may make reservations by presenting a current card at the Welcome Center.

### **HOW AND WHEN COURTS CAN BE RESERVED**

1. Court reservations can be made up to 2 days in advance anytime during business hours.
2. When making reservations, please give first and last name of ALL players.
3. All court periods are reserved every 45 minutes. When reserved time is up, players must immediately leave the court. Players will not be allowed to finish a game they have started.
4. If those that have reserved a court are not present and signed in after their scheduled time, another person may take the reserved time.

## POOL AND SAUNA POLICIES

More rules are listed in the Aquatic Center and Y Pool areas for your safety.

The Lifeguard is not limited to posted rules. Space does not permit posting all the rules for a safe, clean pool. Proper attire is a swimsuit, no cut offs allowed. **You must take a shower prior to entering the pool.**

### POOL

- ❖ Check the current brochure or website for pool schedules.
- ❖ Pool usage may be limited or closed during certain times due to scheduled programming.
- ❖ Persons with or suspected of having a communicable disease shall not use the pool.
- ❖ Any person with exposed tissue, open blisters or cuts is advised not to use the pool.
- ❖ A cleansing shower with soap is required before using the pool.
- ❖ No rough play or running.
- ❖ Diving is allowed in the deep end only.
- ❖ Long hair needs to be in a swim cap or hair tie.
- ❖ Children under 7 must be accompanied by an adult (18 yrs.), in the water
- ❖ One person may use the slide at a time, going feet first only.
- ❖ Aquatic Center toy is for children ages 2-4

### LAP SWIM POLICIES

- \* If more than two swimmers per lane they must circle swim.
  - a. Always swim on the right side of the lane
  - b. Pass on the left
- \* Lap swimmers must be able to swim 25 yards continuously.

### SAUNA

You must be 16 years or older to use the sauna. For safety, limit use to a maximum of 10 minutes. Individuals at high risk (women who are pregnant, individuals who take prescribed medicine, elevated blood pressure, diabetes, or heart disease) should not use the sauna unless cleared by a physician.

## **PROGRAM POLICIES**

1. All programs require pre-registration through the Welcome Center. Any program which require an additional fee must be paid before you are officially registered for, or allowed to participate in a program. In addition, all youth registrants must have a release form signed before participation in the program will be allowed. Telephone registration will be taken, only if secured with a credit card. If a class or program is canceled by the "Y" after you have registered, you will receive a refund or credit on your account.
2. Most classes require a minimum registration and minimum attendance or they will be canceled.
3. Proper attire should be worn for all activities. Shorts, T-shirts, sweat suits, leotards and tights, etc. may be worn. Clean tennis shoes or athletic shoes and gym clothes are required to be worn when using the gymnasiums. T-shirts must be worn when using the racquetball courts and weight rooms.
4. The YMCA does not have accident insurance for its members and other program participants, Each person participates at his/her own risk, and agrees to hold the YMCA harmless for any injury incurred. Release forms must be signed for youth and adult program participants.
5. If any person knowingly participates in a program without having paid a required fee, that person could face a 30-day suspension and must pay the required fee before participation resumes.
6. To insure flexibility in it's programming, the "Y" reserves the right to periodically amend its program schedule as well as its rate schedule.

## NURSERY POLICIES

The YMCA Child Center provides a loving environment for infants 6 weeks to 7 years while you are in the YMCA facility. We reserve the right to cancel service if participation at that time is low. Services are limited to a two-hour stay and children are expected to be picked up on time. Fees are due when services are rendered. Parents may purchase punch cards from the Welcome Center. Although the Child Center services are for use while parents are in the YMCA facility, we ask parents to fill out an emergency contact list.

For current schedules, rates and specific policies, please see Child Center attendant.

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**THE YMCA RESERVES THE RIGHT TO  
ADJUST ALL SCHEDULES, FACILITY TIMES AND  
PROGRAM TIMES IF PARTICIPATION AT  
SCHEDULED TIMES DOES NOT WARRANT  
CONTINUATION.**

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## **CODE OF CONDUCT**

All persons involved with the YMCA are expected to model our core values of *Caring, Honesty, Respect and Responsibility*.

Expectations include:

1. All members and guests must check in at the welcome center upon arrival.
2. Food and drink is limited to the front entry lobby area with the exception of water.
3. Appropriate attire must be worn at all times.
4. No angry or vulgar language including swearing, name-calling or shouting.
5. No physical contact with another person in an angry, sexual, or threatening way.
6. No use or possession of illegal chemicals or alcohol is allowed.
7. YMCA facilities and grounds are tobacco free.
8. Behavior that results in the loss and/or destruction of property is not tolerated.
9. The use of cameras or video recording devices, including those on cell phones are prohibited in locker & rest rooms.
10. Children ages 6 and under must be under the direct supervision of a parent/adult or enrolled or participating in a YMCA program.

Violation of the Code of Conduct may result in the suspension or termination of YMCA privileges as determined by the staff management.

### **Inclement Weather Policy**

While every effort is made to help ensure your YMCA maintains regular schedules, if weather or road conditions are poor, we may adjust our hours of operation to ensure your safety and that of our staff.

All notifications will be posted in as timely a manner through the radio as well as our Facebook page, member email and push notifications through our mobile app.

The YMCA will attempt to reopen as quickly as possible following a storm and resume normal business hours as long as conditions permit.

Outdoor YMCA programs will cancel due to lightning or severe weather.

Please continue to check Facebook/Twitter for constant updates regarding storm conditions and any changes to program schedules.

## **Nationwide Membership External Privacy Notice**

This privacy policy will advise you about our guidelines concerning the use of your personal information, including the reasonable efforts we make to protect your personal information in accordance with these guidelines, and about what choices you have concerning our use of such information. Please read this policy carefully.

### **1.0 PRIVACY**

We keep your private information private by

**Not selling your information.** You have entrusted the National Council of Young Men's Christian Associations of the United States of America and its independent and autonomous member associations (collectively "The Y") with your personal information, and we're committed to using it wisely. The Y will not sell, share or otherwise transfer your personal information to anyone without your consent.

**Restricting who has access to your information.** The Y takes reasonable precautions to restrict access to your Internet account and personal information only by employees who are authorized to have such access for business purposes. If you have any questions or concerns about our privacy policy, please contact us at (605) 224 – 1683.

Please refer to this policy regularly. The Y may need to change this policy from time to time to address new issues and reflect changes on our websites or within YMCA branches. We will post material changes on our websites or otherwise notify you and update the "Last Date Updated" field in the "Revision History" at the bottom of this page so that you will always know our policies regarding what information we gather, how we might use that information, and whether we will disclose that information to anyone.

## Scope of Privacy Policy

This policy applies to the personal information that you provide to The Y, either through our websites and mobile applications or in person at a YMCA branch or program site. This policy does not apply to your use of unaffiliated sites to which our websites link. This policy does not apply to Personal Health Information ("PHI") collected through the YMCA Diabetes Prevention Program or any other program offered by The Y that requires the collection of PHI or other HIPPA protected information.

## Collection of Personally Identifiable Information

The Y collects personally identifiable information (PII) from you when you voluntarily submit such information to us. The collection of PII may occur in person or on a website or mobile application operated, provided or otherwise controlled by The Y. This information may include your name, home address, email address, telephone number, date of birth, demographic information, sex-offender status, membership status, emergency contact information, and other information that we may need to collect in connection with certain events, including but not limited to:

- registration for, or participation in, events, classes, camps, and other activities or programs offered by The Y;
- participation in YMCA Nationwide Membership
- registration for surveys, forums, content submissions, chats, bulletin boards, discussion groups, requests for suggestions, or other services or activities offered on our website;
- answering your inquiries about our websites, organization, membership, or other services or activities;
- registration as a member of The Y

## Collection of Photographs

The Y may also collect your photograph, by capturing your image at a YMCA or scanning your personal identification card, for the purpose of identifying you as a member, volunteer or program participant. Your photograph will not be used for any commercial purpose without your authorization, and shall not be retained longer than three years from your last interaction with The Y.

## Use and Disclosure of PII

If you do provide us with PII, The Y may contact you based on the information you provide to communicate with you about YMCA activities that may be of interest to you and your family.

The Y will use its best efforts to never disclose any PII about you to any third-party for purposes unrelated to the YMCA without having received your permission except as provided for herein or otherwise as permitted or required under applicable law.

We do not rent or sell PII, including information provided about children, to third-parties. The Y may share PII with trusted service providers, such as payment processors, technology partners or other providers that need access to your information to provide operational or other support services while you are a YMCA member or program participant. In certain circumstances, we may also share information with select similar nonprofit organizations that may offer activities of interest to you.

We may also provide PII to regulatory authorities and law enforcement officials in accordance with applicable law or when we otherwise believe in good faith that the provision of such information is required or permitted by law, such as in connection with the investigation or assertion of legal defenses or for compliance matters.

## Collection of Payment Transaction Information

When you make a payment or donation, we collect information to process the financial transaction and may use that information to contact you in the future about The Y and its programs. Your payment information is transmitted to us, using a secure Internet method that helps maintain the privacy of this information. During the time your payment information resides on our computers, it is in an encrypted format and can only be accessed by authorized personnel with a decryption key.

## Collection of Non-Personally Identifiable Information

We collect non-personally identifiable information without limitation, through the use of the following types of methodology:

**“Cookie” technology:** A cookie is an element of data that a website can send to your browser, which may then store it on your system to help enhance your experience in using our sites and to provide us with technical information about your usage.

**IP address tracking:** An IP address is a number that is assigned to your computer when you are on the Internet. When you request pages from our Sites, our servers log your IP address.

**Web beacons:** A web beacon, or “clear gif,” is a small graphic image on a webpage or web-based document that a website can use to determine information about a user.

Non-personally identifiable information might include the browser you use, the type of computer you use, technical information about your means of connection to our websites (such as the operating systems and the Internet service providers utilized), and other similar information. Our systems may also automatically gather information about the areas you visit and search terms you utilize on our websites and about the links you may select from within the sites to other areas of the World Wide Web or elsewhere online.

Although an industry-standard do-not-track (DNT) protocol has not yet been established, The Y’s information collection and disclosure practices and the choices it offers to consumers will continue to operate as described in this Policy.

## Use of Non-Personally Identifiable Information

We use non-personally identifiable information for our purposes related to running YMCAs and their programs, and, in particular, to administering websites, and, in the aggregate, to determine what technologies are being used. We may also share aggregate, non-personally identifiable information with third-parties.

## Collection of Sensitive Information

Where necessary, The Y may collect certain sensitive information from you, including

payment card or bank account information to process fees or donations;

health information in connection with various fitness programs, programs in which we are responsible for supervising children, health screenings, or other health service events that we may provide from time to time

Access to sensitive information is restricted to those individuals who have a legitimate need for access. We will not use or disclose your information to third-parties unless such disclosure is necessary to accomplish the purpose for which the information is collected.

## Privacy of Children

We are mindful that young people need special safeguards and privacy protection. We realize that they may not understand all the provisions of our policy or be able to make thoughtful decisions about the choices that are made available to our adult users. We strongly urge all parents or legal guardians to participate in their children's exploration of the Internet and any online services and to teach their children about protecting their personal information while online.

If we ask for PII from children under 13 we will take additional steps to protect the privacy of such information, including

- obtaining consent from the parent or legal guardian of the child before collecting or using the child's PII;
- notifying parents about what PII is being requested and how that PII will be used and/or shared, such as through this policy;
- limiting the collection of PII from children to no more than is reasonably necessary to accomplish the purpose of the collection; and
- giving parents access to the PII we have collected from their children and offering them the opportunity to request that such PII be changed or deleted.

### Links to Other Sites

Users may find other content on our websites that link to the sites and services of other third-parties. We do not control the content or links appearing on these sites. Third-party sites or services, including their content and links, may be constantly changing and may have their own privacy policies and customer service policies. We encourage you to review the privacy policies of any third-party sites or services before providing any of them with your personal information.

### Choice/Opt-Out

If you opt-in to receive information from us, you can change your mind later. If at any time you would like to stop receiving such information or opt out of a feature, you may change your options by contacting the front desk at (605) 224-1683. You should be aware, however, that it is not always possible to completely remove or modify information in our databases and servers, although we will make reasonable efforts to do so upon your request, and we are unable to have your information removed from the records of any third-party who has been provided with your information in accordance with this policy.



## Personal Data Access and Accuracy

You may contact The Y with inquiries or complaints regarding the use of information about you. We will use reasonable efforts to grant reasonable requests to access data about the requester. We will also make reasonable requests to correct any incorrect or misleading data about the requester.

### **2.0 SECURITY**

YMCAs take appropriate administrative, technical, and physical measures to safeguard against unauthorized processing of personal information, and against the accidental loss of, or damage to, personal data. However, The Y cannot provide an absolute guarantee of the security of any of our websites or any other site on the Internet.

#### Consent to Transfer

YMCA websites are operated in the United States. If you are located outside of the United States, please be aware that any information you provide to The Y will be transferred to the United States. By using YMCA websites, participating in any YMCA services, and/or providing us with your information, you consent to this transfer.

#### California Privacy Rights

The California "Shine the Light" law permits California residents to annually request and obtain information free of charge about what personal information is disclosed to third-parties for direct-marketing purposes in the preceding calendar year. The Y does not distribute your personal information to outside parties for their direct marketing without your consent.

#### Updating your Personal Information

You can update your personal information by emailing us at [carmen@oaheymca.org](mailto:carmen@oaheymca.org) or via a written request mailed to: Oahe Family YMCA, 900 E Church St, Pierre, SD 57501. Please do not send Social Security numbers or other sensitive information to us via unencrypted email.