

Privacy Policy

Protecting your data is important to us and in line with our Traditions. We do not share or sell your information to anyone. This privacy policy explains in detail the security measures that protect personal data published on the SerenityOnline Group's website and in our Email Lists.

Email/Phone Lists

All personal email addresses and telephone numbers are kept in a secure file. At any time, you can ask us to remove you from any list and delete your information. It is not technically possible to ensure intermediate mail servers do not keep a copy of the transmission or the content of an email.

Members must personally add their contact information and agree to opt-in indicating they understand the privacy policy and related risks to having their personal data stored and transmitted electronically. When a member agrees to opt-in for their contact information to be stored on the group list, the date of their agreement will be recorded for administrative purposes. All member information will automatically expire and be deleted from the list after a period of 18 months or when the Email List is discontinued.

In the absence of active contact for a year, members will be presumed to have left the Group and their contact information will be deleted.

Names and other information on any contact list will be kept up-to-date by an active member of the group.

The Use of Cookies and Displaying Content from External Platforms

The website uses cookies from various sources to: save browsing preferences, optimize the user's browsing experience, and the management of statistics. Users can set their preferences for cookies directly in their own browser.

Our site uses third-party services to enable the site to work and to make the experience better for users. Some of those services may not be known to SerenityOnline. They may collect anonymized and aggregated statistics without requiring the consent of the user.

When You Contact Us

Any information submitted to us will be treated in confidence. SerenityOnline will not disclose any personal information to any third parties.

When You Provide Personal Contact Information in a Support Request

To receive a response to their Support Request, Members and Visitors may provide their name, email, and/or phone number. Their request will be relayed to our member volunteers; possibly using non-encrypted data.

We suggest that generic email accounts are used wherever possible. We recommend to members they do not use any existing email address which they may use for important personal or business purposes.

When You Use our Website

This website is staffed by AA member volunteers who respond to email queries received.

The website shall not provide Member-Member communication, nor online Comments/Posts.

Our email services use encrypted connections. This security encrypts data only between the systems used for sending the email data – there is no protection against computer viruses of any kind. It offers no protection against errors like addressing the email to the wrong person.

We scan any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send is within the bounds of the law. We encourage you to use good virus and malware protection.

Anonymous logging of the number of people who use the service may be collected to monitor usage. This helps us to improve our service.

We will store the emails sent to us and replies from that address for six months. Only specific members of the SerenityOnline volunteer team have access to this data and it is not shared with anyone else. All emails older than six months are deleted.

Online File Storage

We use commercial file storage for documents created by SerenityOnline service members for: site administration; distribution to subscribed members; and for reading by authorized users. Such documents shall have review and/or expiry schedules clearly marked.

Access to Personal Information

SerenityOnline tries to be as open as it can be while keeping in mind the Twelfth Tradition: “Anonymity is the spiritual foundation of all our Traditions, ever reminding us to place principles before personalities.” We only store the data we need to do our service work.

Any material which could reasonably lead to identification of a member shall have that member’s express permission, in writing (by mail or email only); that permission shall be retained for six months after any relevant material has been removed from our website.

Links to Other Websites

Our website’s policy is to have no links to other websites other than to Alcoholics Anonymous nationally and the local Intergroup websites.

This Privacy Notice

We have written this notice in a way which we hope is clear and easy to understand. We are happy to provide any additional information or explanation needed. We will try to deal with your data request informally, by providing you with the specific information by email.

Initiate requests for information by submitting a Support request on our website.

We keep our privacy policy under review, making updates as and when required.

Approved by Serenity Online Group Conscience on December 4th., 2021