

## Appendix B: Privacy Policy and Use of Cookies

### Privacy Policy and Use of Cookies

Many websites use "cookies" to help personalize a respondent's online experience. A cookie is a text file that is placed on the hard drive of a computer by a web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you. You have the ability to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer.

If you choose to decline cookies, a request to respond to this survey will appear every time you visit the HUD USER website during the survey period.

HUD USER survey places a session-level cookie on each respondents' browser to track which sections of the website were visited. Session level cookies are automatically deleted at the end of a session. We use this technique to generate a customized survey based on the visitor's interest in a particular section of the website. Persistent cookies are automatically deleted on a set expiration date. The expiration date will be no more than 12 (twelve) weeks from the date of your visit. This persistent cookie will only be used to track that a particular respondent has seen the survey and has completed or denied the survey, so as not to be asked to take it again. In no way will HUD USER collect any personal information with this persistent cookie, nor will we track any visitor once they have left the site.

## Appendix C: Bibliography

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## Appendix D: Web Survey Invitation

Thank you for visiting [www.HUDUSER.org](http://www.HUDUSER.org).

HUD USER needs your feedback and assistance. Please tell us about your experience at the website. The survey should take about 1-2 minutes of your time. The feedback you provide will help us enhance our site and serve you better in the future. All results will be kept strictly confidential.

If you have any questions or concerns about this survey, please email PD&R at [webmaster@huduser.org](mailto:webmaster@huduser.org).

**Yes, I will help HUD USER**

**Decline**

**Remind Me Later**