

## Donor and Website Privacy Policy

Facing Hunger has created this policy to honor the privacy of our donors, supporters, and website visitors. We are committed to the security of any personal information you supply to us, whether through a donation, our website, by mail, or by any other method. By using this site, donating to Facing Hunger through any payment method, or providing personal information to Facing Hunger, you consent to the collection and use of this information by Facing Hunger as described in this policy. Should we change our privacy policy, we will post any changes on this page so that you are always aware of what information we collect, how we use it, and under what circumstances we disclose it.

### Information Collected

Personal information is information that identifies you personally, such as your name, address, telephone number, and email address. Here are some examples of ways in which we may collect your information:

- If you have a request or question, we may ask for your personal information in order to respond to you.
- We may collect personal information if you register for an event or for a volunteer opportunity.
- We may collect your personal information when you make a contribution, regardless of whether it is made through our website, by mailing a check, over the phone, received in person, or by any other method.

Here are the types of personal information that we collect and maintain:

- Contact information: name, organization, complete address, phone number, and email address.
- Payment information: credit card number, expiration date, and billing information
- Information you wish to share: questions, comments, suggestions, etc.

### How We Use Your Information

We never sell, rent or exchange our supporters', applicants' or survey respondents' personal information without their express consent. We will not send you mailings on behalf of other organizations.

We may enter your personal information into our secure database so we can contact you to provide information about our programs and events, provide donation acknowledgments, respond to your questions and comments, request contributions, and continue relationships.

When we receive personal information in applications or requests, we collect and use personal information only to the extent necessary to process the application or respond to the request. We will collect payment and billing information necessary to process a donation or event registration.

When our supporters respond to surveys, any personally identifiable information that could be linked to any survey is kept strictly confidential.

Facing Hunger collects only aggregate data about web site visitors from web server traffic reports. These reports provide data that shows how long visitors stay on the site and which pages are visited most without identifying individual users. By collecting this information, we are able to develop and maintain our web site so that it will be most helpful to users.

On occasion, Facing Hunger may share information about you with vendors and service providers that assist us with our activities and programs. These vendors and service providers help us with functions such as sending newsletters and emails, ensuring the security of electronically stored information, processing donations, or data management. Such vendors and service providers are bound by strict confidentiality rules and use such information only as needed to provide services for the Food Bank. They are strictly forbidden from using or disclosing your information in any other way, except as may be required by law. In addition, we make disclosures as required by law.

### **Removing Your Name From Our Mailing List**

If supporters wish to receive only certain mailings (like our newsletter, for example), or wish to receive no correspondence at all, or if any personal information needs to be corrected, please let us know by contacting us via any method described below. We will try to ensure that all requests are honored.

### **What We Do to Keep Your Information Secure**

Facing Hunger values your trust and uses several safeguards to secure any personal information you provide to us. We use technologies and processes such as encryption, access controls, network firewalls, professional network security services, and other measures to protect this information. These precautions make it extremely difficult for anyone to intercept personal information you send to us. When we work with other companies to process credit card transactions, those companies also use encryption and other security measures.

### **Privacy Policies at Other Websites May Be Different**

Our web site contains links to other sites. Facing Hunger is not responsible for the privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of each and every web site that collects personally identifiable information.

### **Use of Cookies On Our Website**

A cookie is a small text file that a web server places on a user's computer hard drive to be a unique identifier. Cookies enable sites to track usage patterns and deliver customized content to users. We do not use cookies in our web sites.

### **Contact Us**

Feel free to contact Facing Hunger with any comments, questions, or issues about this policy via any of the methods listed below:

1327 7th Avenue  
Huntington, WV 25701

Phone (304) 523-6029

Fax (304) 523-6086

Email [info@facinghunger.org](mailto:info@facinghunger.org)