

## **PRIVACY POLICY**

This Privacy Policy describes in general terms how Northeast Iowa Community Action Corporation (“NEICAC” and also referred to as “we,” “us” or “our”), collects and uses your Personal Information (defined below) in connection with your access to and use of the website located at [www.neicac.org](http://www.neicac.org) (collectively with all webpages and websites linked thereto or otherwise accessible therefrom that are owned, operated or maintained by NEICAC, the “Website”).

BY ACCESSING AND/OR USING THE WEBSITE, YOU ACCEPT THE TERMS OF THIS PRIVACY POLICY AND CONSENT TO NEICAC TAKING THE ACTIONS DESCRIBED HEREIN.

### **Modifications of this Privacy Policy**

NEICAC reserves the right, in its sole discretion, to amend, modify or replace this Privacy Policy. The most current version of the Privacy Policy posted on the Website will supersede all previous versions. When we do, we will revise the "last updated" date at the top and bottom of the Privacy Policy and take such additional steps as may be required by law. You acknowledge and agree that the posting of such updated Privacy Policy to the Website shall constitute notice to you, effective as of the next business day after posting.

### **Personal Information and Collection**

The personal information that we collect about you can be divided into two categories, personally identifiable information and non-personal data. Personally identifiable information means information that specifically identifies you as an individual. Non-personal data is information that does not identify you.

#### **Personally Identifiable Information**

NEICAC collects Personal Identifiable Information (“PII”) supplied to us voluntarily by supporters, volunteers, and visitors to this Website. This PII may include your name, phone number, email address, and shipping and billing addresses.

#### **Non-Personal Data**

We also collect non-personal data through our website that does not identify you, directly, including “automatically collected data,” “aggregated” or “anonymized” information that we collect to inform us how others use our Website. Non-personal data includes, (i) device software platform, operating system, IP address, type of Internet browser, your Internet Service Provider, and firmware; (ii) mobile phone carrier; (iii) web browsing patterns, including websites visited and time of access; (iv) geographical data such as zip code, area code, and other non-precise location information; and (v) the way in which you use the Website, including frequency and duration of usage.

#### **Cookies and Similar Technologies**

A cookie is a small piece of data sent from a website and stored on the user’s web browser while the user is browsing. Cookies cannot be used to run programs or deliver viruses to your computer, read data from elsewhere on your computer, or misappropriate any personally identifiable information about you. Cookies are uniquely assigned to you, and can only be read by a webserver in the domain that issued you the cookie. Cookies are useful because they help arrange the content and layout of our Website and recognize authors and administrators who have logged into our sites with a username and password which in turn allows us to recognize those computers or other devices that have been used to visit our Website. Cookies serve many purposes, such as managing user authentication, allowing our Website to remember your preference settings and

helping us to enhance the usability and performance of our Website and your experience using it; for example, a cookie could store your personally identifiable information that you have entered into a form on our Website. These cookies are set to manage the experience with these solutions, which allow us to understand how users navigate to and interact with our Website. You have the ability to accept or decline cookies. Most web browsers automatically accept cookies, but you can modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you will not be able to fully experience the interactive features of our Website.

## **Use and Sharing of Personal Information**

NEICAC uses the Personal Information it collects for the following purposes:

### **Services and Transactions**

We may use your personal information to deliver services to you or carry out transactions you have requested, including, but not limited to, providing information on our services or otherwise use, processing transactions, answering customer service requests and facilitating the use of our services. We may also use your personal information to send you email or postal mail, or provide customer support. We may use the information you provided to contact you directly in order to notify you of updates to the platform, provide you with offers or promotions associated with the platform. We may share your information with third party companies who assist us in performance of the Website and related services. We provide these companies with only those elements of your personal information they need to deliver those services. These companies and their employees are prohibited from using that personal information for any other purpose.

### **Improving our Services**

We may use your personal information to perform business analyses or for other purposes that help us to develop and improve the quality of our Website and related services; for example, by customizing our services to your particular preferences or interests.

### **Marketing**

We may use your personal information to inform you of products or services which may be of interest to you, and to otherwise communicate with you about offerings, events and news, surveys, special offers, and related topics. You are able to opt-out from marketing communications sent via e-mail at any time, free of charge by using the “unsubscribe” link in any e-mail marketing materials you receive from us, or by contacting us using the contact information listed in this Privacy Policy. Depending on your country of residence, you may also be able to opt out of other types of marketing communications; please contact us using the contact information listed in this Privacy Policy for more information.

### **Compulsory Disclosure**

We may also disclose your personal information if we are required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on us; (b) protect and defend our rights or property; or (c) act under exigent circumstances to protect the personal safety of any individual.

## **Third Party Websites**

NEICAC uses third party service providers to help provide you with the Website and related services. There are a number of places on our Website where you may click on a link to access other websites that do not operate under this Privacy Policy. For example, if you click on an advertisement or to make a donation on our Website, you may be taken to a website that we do not control. These third-party websites may independently solicit and collect information, including personal information, from you and, in some instances, provide us with information about your activities on those websites. We

recommend that you consult the privacy statements of all third-party websites you visit by clicking on the “privacy” link typically located at the bottom of the webpage you are visiting.

### **Security of Your Personal Information**

Without limiting your obligations under, and subject to the limitations set forth in, the Terms of Service and this Privacy Policy, NEICAC takes commercially reasonable measures designed to prevent the accidental or unlawful access or disclosure of your Personal Information. YOU ACKNOWLEDGE AND AGREE THAT NEICAC MAKES NO WARRANTIES OR GUARANTEES THAT YOUR PERSONAL INFORMATION WILL NOT BE ACCIDENTALLY OR UNLAWFULLY ACCESSED OR DISCLOSED.

### **Your Rights to Your Information**

You may have certain rights with respect to personal information about you that is collected through the Website or when you contact us. If you are a resident of the European Union, the rights described below may apply to you. For other users, the rights that apply to you will depend on the laws of your state or country of residence. We will facilitate your exercise of the rights that apply to you in accordance with applicable law. We will respond to any requests from you to exercise your rights within the timeframes required by law. We may charge a fee to facilitate your request where permitted by law. To exercise any of your rights, please contact us using the contact details set out at the end of this Privacy Policy. We may take steps to verify your identity before taking action on a request.

### **Children’s Information**

We do not knowingly collect information from children and do not target or direct our Website to children. The meaning of “children” is subject to the laws and regulations in the jurisdiction in which you are located. In the United States, this means that we do not knowingly collect or solicit personally identifiable information from or about children under the age of 13 except as permitted by law. If you believe NEICAC has any information from or about anyone under 13 or as specifically defined in your jurisdiction, please contact us at the address listed below.

### **Dispute Resolution**

Any disputes will be resolved according to the Terms of Service.

### **Contact information**

NEICAC welcomes your comments regarding this Privacy Policy. If you believe that we have not adhered to this Privacy Policy, please contact us at \_\_\_\_\_ or at the mailing address below. We will use commercially reasonable efforts to promptly determine and remedy the problem.

### **Mailing Address**

Northeast Iowa Community Action Corporation