



## Family Lifeline Website Privacy Policy

### **OUR POLICY:**

Welcome to the official website of Family Lifeline. This website is owned and operated by Family Lifeline, a 501(c)(3) non-profit organization headquartered in Richmond, Virginia.

Family Lifeline is committed to protecting the privacy of our website visitors. This privacy policy discloses how we collect, protect, and use information that you provide to us online. By using the pages on this site, you are accepting the practices described in this Privacy Policy.

### **DATA COLLECTION:**

Family Lifeline uses its best efforts to respect and protect the privacy of our online visitors. At our site, we do not collect personally identifiable information from individuals unless provided to us voluntarily and knowingly. In other words, we do not require you to register or provide information to us in order to view our site. Family Lifeline only gathers personally identifiable data, such as names, addresses, zip/postal codes, email addresses, etc., when voluntarily submitted by a visitor. For example, personally identifiable information is collected in order to process online donations, join our mailing list, or request information about volunteer opportunities. Additionally, we do not sell, trade, or otherwise, share our mailing list. In fact, if at any time, you wish to be removed from our mailing list, simply contact us by phone or via email. Please allow 30 days for us to update our records accordingly.

We will only share personally identifiable information with third parties when (i) the person submitting the information authorizes us to share it; (ii) sharing the information is a necessary operation of the site, for instance, to process a credit card transaction, or (iii) we are required to by law. Family Lifeline has no control over or responsibility for the data collection and use practices of third parties processing online transactions.

### **USE OF COOKIES:**

Visitors should be aware that non-personal information and data may be automatically collected by the Family Lifeline's website through the use of "cookies." Cookies are small text files used by a website to recognize repeat visitors, facilitate the visitor's on-going access to and use of the site, and allow a site to track usage behavior and compile aggregate data that will allow content improvements. Cookies will not damage your computer files. Generally, cookies work by assigning a unique number to the visitor that has no meaning outside the assigning site. If a visitor does not want information collected through the use of cookies, there is a simple procedure in most browsers that allows the visitor to deny or accept the cookie feature. Family Lifeline uses cookie technology only to obtain non-personal information from its online visitors in order to improve visitors' online experience within our site.

**LINKS TO OTHER WEB SITES AND SERVICES:**

This site may have links to other sites and services that are not maintained by Family Lifeline. These websites have their own privacy policies, which you should review prior to visiting them. We have no responsibility for linked websites and provide these links solely for the convenience and information of our visitors.

**OUR SECURITY SAFEGUARD:**

The safety and security of your online experience is of the utmost concern to us. We ensure the appropriate physical, electronic, and managerial procedures are in place to safeguard and help prevent unauthorized access, maintain data security and correctly use the information collected online.

**CREDIT CARD SAFETY:**

We care about the safety and security of your transaction. We use high-grade encryption and the https security protocol (SSL) to communicate with your browser software. This method is the industry standard, which makes it extremely difficult for anyone else to intercept credit card information submitted online. The companies we work with to process credit card transactions also use high-grade encryption and security protocols. If you wish, contributions may also be made via telephone by contacting Mr. Jeffrey Wilt at (804) 249-5407.

To make sure you are accessing our secure server before you submit financial or personal financial information, look to the right of the address line of your web browser. If you see an unbroken key or a closed lock (depending upon your browser) then the SSL technology is active. To double-check for security, the first characters of the web address should change from "http" to "https."

In addition to maintaining privacy and security controls over information you share with us, Family Lifeline works to accurately process your contribution information. During business hours, our staff is available to answer questions about your financial donation.

**CHILDREN:**

Family Lifeline welcomes children to our website. However, we encourage this to be done only with their parent's knowledge and supervision. If you are under 18, you need parent/guardian permission to use a credit card to make donations online.

**HOW TO CONTACT US:**

Questions about our privacy policy may be directed to Ms. Grace Sparks at (804) 249-5405 or [gsparks@familylifeline.org](mailto:gsparks@familylifeline.org). If you have questions regarding a contribution, please contact Mr. Jeffrey Wilt at (804) 249-5407 or [jwilt@familylifeline.org](mailto:jwilt@familylifeline.org).