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## Donor Privacy Policy

Hope for Haiti's Children Ministries, Inc. (HFHC) is committed to respecting the privacy of our donors. We have developed this policy to ensure our donors that donor information will not be shared with any third party. This privacy policy applies to collection of information, including information collected on our website, via text messaging, or through other communication channels. By submitting your information to us or any of our staff, you consent to the terms and conditions of the policy and to our processing personal information for the purposes stated below.

### Personal Information

"Personal Information" is information that identifies you personally, such as your name, church or organization, address, telephone number, and email address. We collect and store the information that you provide to us. Here are three examples of ways in which we may collect your information.

When you request information via one of the email addresses identified on our website or contact us in person, by phone, text message, or email. We may then collect your personal information to respond to that inquiry.

We may collect your name, email address and other contact information if you register for an event or participate on a mission trip.

We may collect your name, email address, telephone number and payment information when you make a contribution, either on our website, over the phone, via text message, or by mail.

The above list provides a sample of personal information that may be collected by HFHC. From time to time, we may collect personal information from you in ways not specifically described above.

### Use and Disclosure of Personal Information

HFHC uses your information to understand your needs and provide you with better service. Specifically, we use your information to help you complete a transaction, communicate back to you, and update you on ministry happenings. Payment information is used only for donation or payment processing and is not retained for other purposes. We use the comments you offer to provide you with information requested, and we take seriously each recommendation as to how we might improve communication.

- We will not sell, trade, or share your personal information, collected on the website or through any other business activities with anyone else.

- Text messaging originator opt-in data, consent, and personal information collected through the SMS program will not be shared, sold, or rented to third parties for any purpose, including their own marketing, unless required by law.
- We will not send you mailings on behalf of other organizations.
- We will only share your personal information if you give us specific permission to do so.
- We will collect payment information, billing address, and other information necessary to process a donation or event registration.
- We will use your information to comply with the law or in the good faith belief that such action is necessary to conform to the requirements of law, protect and defend our rights, or act in urgent circumstances to protect the personal safety of others.
- We will use the personal information to protect against potential fraud. We may verify with third parties the information collected while processing a gift, event registration, or other donation. If you use a credit or debit card on the website, we may use card authorization and fraud screening services to verify that your card information and address match the information that you supplied to us and that the card being used has not been reported lost or stolen.
- You have the right to review information that we have collected about you.

### **SMS Text Messaging Terms**

Hope for Haiti's Children may send SMS messages to individuals who opt in through website forms, event registrations, donor forms, volunteer sign-ups, or direct communication with our organization.

- Messages may include event updates, volunteer coordination, donor communications, appointment reminders, and organizational updates.
- Message frequency varies.
- Message and data rates may apply.

You can opt out at any time by replying STOP. After you send STOP, you will receive a final confirmation message, and no further SMS messages will be sent.

For help, reply HELP or contact us at <https://hopeforhaitischildren.org/contact/>.

### **Security**

HFHC is committed to ensuring the security of your personal information. To prevent unauthorized access, maintain data accuracy, and ensure the proper use of information, we have established and implemented appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect online, via text messaging, or through other channels.

Online donations are processed through Network for Good or Raise Donors. These platforms which use industry-leading Secure Sockets Layer (SSL) technology to keep your personal information as secure as possible and protect against the loss, misuse and alteration of the information under our control. All information is stored in a secure database. All in-house donations are processed through STAX, which uses secure server software (SSL) and firewalls to protect your information from unauthorized access, disclosure, alteration, or destruction.

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

It is our desire to not send unwanted mail, email, or text messages to our donors. Please contact us if you wish to be removed from our mailing or text messaging list. To opt out of text messages, you may also reply STOP to any text message you receive from HFHC.

### **Contacting Us**

If you have comments or questions about our donor privacy policy, please send us an email at [info@hopeforhaitischildren.org](mailto:info@hopeforhaitischildren.org) or call us at (866) 314-9330.