

## Privacy Policy

**Last Updated/Effective Date:** 8/29/23

**Help at Home Community Foundation** values your privacy. This Privacy Policy ("Policy") will help you understand how we collect and use personal information, and what we will and will not do with the personal information we collect. Our Policy has been designed and created to ensure those affiliated with Help at Home Community Foundation comply with our commitment and realization of our obligation not only to meet but to exceed, most existing privacy standards.

We reserve the right to make changes to this Policy at any given time. If you want to make sure that you are up to date with the latest changes, we advise you to frequently visit this page. If at any point in time Help at Home Community Foundation decides to make use of any personal information on file, in a manner vastly different from that which was stated when this information was initially collected, the users shall be promptly notified by email. Users at that time shall have the option as to whether to permit the use of their personal information in this separate manner.

Specifically, this Policy will inform you of the following:

- 1- What personal information is collected from you;
- 2- The sources of personal information we collect;
- 3- Why we collect personal information and how long we retain it;
- 4- How we use the collected personal information and with whom it may be shared;
- 5- What choices are available to you regarding the use of your personal information;

### **Personal Information We Collect**

- We collect a range of personal information, which means information that uniquely identifies, relates to, describes, or is reasonably capable of being associated with or linked to you. The types of personal information we collect may include: Contact information such as first and last name, mailing address, e-mail address, and phone number.
- Financial information such as payment information. Please note that we do not directly collect payment information; such information is collected by our third-party payment processing vendor on our behalf.
- Website usage information such as your IP address, browser type, the website you visited before coming to our website, information regarding your interaction with our website, and other similar information.

### **Sources of Personal Information**

We collect your personal information from the following sources:

Directly from you: We collect personal information directly from you when you complete donation forms, submit an inquiry on our website, or apply for a grant,

Automatically as you navigate our website: We and our service providers may use cookies, device identifiers, and similar technologies such as pixels, web beacons, and local storage to collect usage and browser information about how you use our website.

### **Why We Collect Personal Information and How Long We Retain It**

We are collecting your personal information for several reasons:

- To gather important information about you and the need that you have for support
- To register you into our donor management and/or grant applicant system for a timely funding process

- To contact you to fill out important documentation requested by Help at Home Community Foundation team
- To communicate with you as needed to fulfill meeting grant criteria or to assist with the completion of a voluntary donation to the Foundation

The length of time we retain your personal information will be determined based upon the following criteria: the length of time your personal information remains relevant; the length of time it is reasonable to keep records to demonstrate that we have fulfilled our duties and obligations; any limitation periods within which claims might be made; any retention periods prescribed by law or recommended by regulators, and our legitimate interest in keeping such personal information as stated in this Policy and the grant provided to you.

### **Use of Personal Information Collected**

Help at Home Community Foundation may collect and may make use of personal information to assist in the operation of our website and to ensure delivery of the donation and/or grant application process you have filed. At times, we may find it necessary to use personal information as a means to keep you informed of the current status of your grant application or your donation at Help at Home Community Foundation.

Help at Home Community Foundation may also be in contact with you with regards to any inquiries you send to us or completing additional grant information and other application requests as needed. Donors may be contacted with receipts for tax purposes and future solicitations for donations.

### **Disclosure of Personal Information**

Help at Home Community Foundation discloses the personal information provided by you under the following circumstances:

- As necessary to complete the grant application process;
- To validate employment information with Help at Home human resources department;
- In other ways described in this Policy or to which you have otherwise consented;
- As required by law, or in response to a subpoena or search warrant;
- To outside auditors who have agreed to keep the information confidential;
- As necessary to enforce the terms of the grant application; and
- As necessary to maintain, safeguard and preserve all the rights and property of Help at Home Community Foundation.

### **Cookies and Other Tracking Technologies**

We process personal information collected through cookies and other tracking technologies, which may include or be combined with personal information, to help operate certain features of our website, to enhance your experience through personalization, and to help us better understand the features of the website that you and other users are most interested in.

Most browsers provide you with the ability to block, delete, or disable cookies, and your mobile device may allow you to disable transmission of unique identifiers and location data. If you choose to reject cookies or block device identifiers, some features of our website may not be available, or some functionality may be limited or unavailable. Please review the help pages of your browser or mobile device for assistance with changing your settings.

Some of our service providers or plug-ins may use cookies or other methods to gather information regarding your use of our website and may combine the information in these cookies with any personal information about you that they may have. The use of such tracking information by a third party depends on the privacy notice of that third party. We do not respond to Do Not Track ("DNT") signals sent to us by your browser at this time. To learn more about how DNT works, please visit <http://allaboutdnt.com/>.

We may also use analytics services, including Google Analytics, to assist us with analyzing our website traffic through cookies and similar technologies. To learn more about how Google uses data, visit [Google's Privacy Policy](#) and Google's page on "[How Google uses data when you use our partners' sites or apps.](#)" You may download the [Google Analytics Opt-out Browser Add-on](#) for each web browser you use, but this does not

prevent the use of other analytics tools. To learn more about Google Analytics cookies, visit [Google Analytics Cookie Usage on Websites](#).

### **Non-Marketing Purposes**

Help at Home Community Foundation greatly respects your privacy. We do maintain and reserve the right to contact you, including via email, SMS, and other electronic means, if needed for non-marketing purposes (such as bug alerts, security breaches, account issues, and/or changes in this Policy). In certain circumstances, we may use our website to post a notice that we communicate to you about Help at Home Community Foundation.

### **Links to Other Websites**

Our website does contain links to affiliates and other websites. Help at Home Community Foundation does not claim nor accept responsibility for any privacy policies, practices and/or procedures of other such websites. Therefore, we encourage all users and applicants to be aware when they leave our website and to read the privacy statements of every website that collects personal information. This Privacy Policy Agreement applies only and solely to the personal information collected by us.

### **Security**

We use commercially reasonable technical and organizational measures to help secure personal information against loss, misuse, and alteration appropriate to the type of personal information processed. If a breach of your personal information occurs, we will notify you of the breach if required under applicable law. NO DATA TRANSMISSION OVER THE INTERNET OR DEVICE CAN BE GUARANTEED TO BE 100% SECURE. WHILE WE STRIVE TO PROTECT PERSONAL INFORMATION, WE DO NOT GUARANTEE THE SECURITY OF PERSONAL INFORMATION AND YOU PROVIDE PERSONAL INFORMATION AT YOUR OWN RISK.

## **Your Rights**

### **Your Rights**

Depending on where you live, and subject to certain exceptions, you may have the following rights regarding your personal information:

- *Access*: the right to know what personal information we have collected about you and to access such personal information.
- *Data portability*: the right to receive a copy of your personal information in a portable and readily usable format.
- *Deletion*: the right to delete your personal information that we have, subject to certain exceptions.
- *Correction*: the right to correct inaccuracies in your personal information.
- *Opt out of certain processing*: if applicable, the right to opt out of the processing of your personal information for purposes of (a) targeted advertising, (b) the sale of your personal information; or (c) profiling, which has legal or other significant effects on you.

To submit a request, please contact us at [wecare@hahcommunityfoundation.org](mailto:wecare@hahcommunityfoundation.org).

### **Verification and Response**

We will need to verify your identity to respond to certain requests. If you have an account with us that is password-protected, we may verify your identity through our existing authentication practices for your account. If you do not have an account with us, we will request additional personal information from you to verify your identity depending on the nature of the request. Where you request specific pieces of personal information, we may also request a signed declaration under penalty of perjury to attest to/verify your identity.

Once you have submitted a request, we will respond to you within forty-five (45) days. If we cannot verify your identity within the forty-five day (45) time period, we may deny the request. If necessary, we may take up to an additional forty-five (45) calendar days to respond to a request, for a maximum total of ninety (90) calendar days from the date the request is received, provided that we contact you with the reason why

we will take more than forty-five (45) days to respond to the request. If we are unable to assist you, we will notify you within forty-five (45) days of the date you submitted the request and provide you with notice and the reason why we are not able to fulfill your request.

#### *Appeals*

If your request is denied or you are otherwise unsatisfied with our response, please send us an email to [wecare@hahcommunityfoundation.org](mailto:wecare@hahcommunityfoundation.org) with the subject line "Privacy Rights Appeal." We will respond within a reasonable time or sixty (60) days of receipt of your appeal.

#### *Sensitive Personal Information*

Where required under applicable law, we will obtain your express consent before we collect and process sensitive personal information (which may include, for example, information relating to your health, gender, or precise geolocation).

#### *Sale of Personal Information*

We do not sell personal information.

#### *Profiling*

We do not use profiling or make any decisions based solely on the automated processing of your personal information.

#### *Non-Discrimination*

We will not discriminate against you in the event you exercise any of the aforementioned rights. Specifically, we will not deny you goods or services; charge you different fees or rates for services; provide you with a different level or quality of services; or suggest that you will receive different rates for services or services at a different level or quality.

#### *Accessible Format*

This Policy is available to individuals with disabilities. To access this Policy in an alternative downloadable format, please click [here](#).

### **How to Contact Us**

If you have any questions or concerns regarding this Policy, please feel free to contact us at the following email, telephone number and mailing address.

Email: [wecare@hahcommunityfoundation.org](mailto:wecare@hahcommunityfoundation.org)

Mailing Address:

33 S State Street

Fifth Floor

Chicago, IL 60602