



Special Love, Inc. Donor Privacy Policy

The privacy of all Special Love, Inc. ("Special Love") donors is extremely important to us and we are committed to maintaining the utmost confidentiality.

Special Love collects personal information (e.g., name, address, email address, telephone number) which is voluntarily provided through donations and events and also captures a cookie ID and IP address through its website. In general, the personal information provided to us is used to help Special Love communicate with donors. For example, we use personal information to contact donors in response to questions and solicit donations and feedback from donors. We do not collect any personal information from users browsing our website. Website visitors may have general access to the website without providing any personally identifiable information.

This Donor Privacy Policy provides information on the ways in which information collected is used and secured as well as information about your personal rights to privacy.

Any personal information collected by Special Love is subject to the following policy and procedures:

Security

Special Love takes a number of security measures to protect all collected data.

- All donor information collected is retained in a secure database, allowing Special Love to track each donor's giving history as well as interests.
- Personal information stored in the Special Love database is protected by a secure login with authentication as well as assignment of a unique ID to each staff member who has access to the donor records.
- Special Love does not retain personal credit card information after the donation has been completed. All online donations are securely transmitted using Secure Socket Layer (SSL) encryption and the credit card information is not retained.
- Special Love also treats as confidential any and all information regarding which programs or events each donor supports as well as any materials shared with the donor (e.g., events and camps information, newsletters, etc.).

Notwithstanding the foregoing measures, no method of transmission over the internet or via mobile device, or method of electronic storage, is 100% secure. Accordingly, the security measures taken by Special Love do not guarantee that a person's personal information will be protected against unauthorized access, disclosure, alteration, or

destruction; nor does Special Love represent or warrant that such information will not be accessed or used in an unauthorized manner or compromised. By using our website, you acknowledge that you understand and agree to assume these risks and, subject to applicable law, Special Love will not be liable or responsible for any damages or expenses arising from or related to any breach of security.

Website and Cookies

- Special Love’s website has security measures in place to protect the alteration or misuse of information. In addition to SSL technology, the website maintains active firewalls and the website is reviewed on a monthly basis for updates as well as suspicious activity and clean-up.
- Special Love’s website includes links to other websites whose privacy practices may differ from those of Special Love. If you submit personal information to any of those third-party websites, your information is governed by their privacy policies. We encourage you to carefully read the privacy policy of any website you visit. Special Love is not responsible for the content provided by third parties and third party maintains its own privacy and security policies.
- Special Love uses session cookies on its website. Cookies are small pieces of data in text files that are stored on a computer or other devices when websites are loaded in a browser. Cookies on Special Love’s website capture information about whether a user has logged in before, page visits, and actions taken, and used by Special Love to measure page views, number of downloads, and effective content.
- Cookies also allow for participants of Special Love programs to maintain a login of their personal email address and password, edit their personal information, and register for program events.
- The use of cookies by third parties is not covered by this Privacy Policy. We do not have access to or control over those cookies. Third parties and service providers may use session ID and persistent cookies to make it easier for users to navigate our website.

Analytics and Demographic Information

As noted above, Special Love collects “cookies” on its website to capture information about page visits and actions. Special Love also gathers certain information automatically and stores it in log files. This information includes internet protocol (IP) addresses, browser type, internet service provider (ISP), referring/exit pages, operating system, date/time stamp, and other data. We use this information, which does not identify individual users, to analyze trends, to administer the website, to track users’ movements

around the website, and to gather demographic information about our user base as a whole.

Sharing of Personal Information

Special Love does not trade, rent, sell, distribute, or loan any donor information to any third party. We may disclose such information to respond to subpoenas, court orders, regulatory requirements or governmental request, and/or any other type of legal process, or to establish or exercise our legal rights or defend against legal claims. We may also share such information if we believe it is necessary in order to investigate, prevent, or take action regarding illegal activities, suspected fraud, address security or technical concerns, situations involving potential threats to the physical safety or security of any person, protect against harm to the rights, property, or safety of our users or the public, or as otherwise required or permitted by law.

Removing Name From Our Mailing List

It is important to Special Love to honor each donor's preferences with regard to the method and frequency of communication.

Donors may at any time contact us at info@speciallove.org at any time to request removal from our mailing list(s).

Special Love also provides donors the opportunity to remove their name from select mailing lists and/or donor solicitations.

Social Media

Special Love recognizes that the internet provides unique opportunities to participate in interactive discussions and share information on particular topics using a wide variety of social media (e.g., Facebook, Twitter, LinkedIn, Instagram, Tumblr, Reddit, blogs, and wikis) and use of social media can pose risks to Special Love's confidential and proprietary information, reputation, goodwill, and brand, and can expose Special Love to discrimination and harassment.

It is a priority to Special Love to facilitate respectful information and discussions on all of our social media channels. Therefore, Special Love will not tolerate discrimination, foul or hateful language or personal attacks based on age, race, disability, religion, gender identity or sexual orientation, and inappropriate comments discovered or called to the attention of Special Love will be removed. Additionally, Special Love reserves the right to turn off comments on posts, remove user-submitted content, and block any harassing or otherwise disruptive users.

If you have any questions or want to report any inappropriate or offensive comments or content, please contact us at to info@speciallove.org.

Changes To Privacy Policy

Special Love may update this Privacy Policy from time to time in its sole discretion. You can review the most current version of the Privacy Policy at any time at <https://speciallove.org/donorprivacy>.

Your continued use of the website constitutes your agreement to be bound by such changes to the Privacy Policy. Your only remedy, if you do not accept the terms of this Privacy Policy, is to discontinue use of the website.