

PRIVACY POLICY, HABITAT FOR HUMANITY OF MONROE COUNTY

Approved by the Habitat for Humanity of Monroe County Board of Directors, March 2021

Habitat for Humanity of Monroe County (HFHMC) respects your privacy and preferences. This privacy policy sets forth the terms under which you share your personal data with HFHMC, how HFHMC collects and uses your data, and your rights with respect to understanding and modifying how your data will be collected and used.

Any information supplied to HFHMC shall not be shared outside the Habitat network except as specified below.

- All requests to remain anonymous shall be honored.
- Habitat for Humanity does not sell or share supporter lists.
- Supporters who supply HFHMC with their postal address or email address may be contacted periodically for solicitation purposes and/or information regarding upcoming events.
- All supporters have the option to contact us via email, phone or postal mail to request to be placed on a "do not solicit" list.
- All requests to be removed from HFHMC's mailing list shall be honored.

If you have questions or comments about our privacy policy, please call 812-331-4069, or email habitat@monroecountyhabitat.org, or write to us at 213 E Kirkwood Ave Bloomington, IN 47408.

How does this Privacy Policy apply to you?

This Privacy Policy applies to the personal data provided to HFHMC when you make a donation, volunteer, register for an event, sign up for a newsletter, or otherwise provide us with information via the HFHMC website located at monroecountyhabitat.org. It also applies to personal data you may provide to HFHMC via telephone, email, regular mail, social media, texting, mobile applications, at a special event, in response to a solicitation, or face-to-face.

Minors: It is HFHMC's policy not to solicit knowingly any personally identifiable information from children under the age of 16. Children under 16 are not authorized to make a donation, sign up for an event or program, or otherwise provide any personally identifiable information without consent from a parent or legal guardian.

Why do we hold and process personal data?

HFHMC may request from you, or you may volunteer to provide, your contact information, including your name, mailing address, phone number(s), social media handles and email address(es). We hold and process supporters' personal data for a number of reasons:

- To keep a record of donations made and actions taken by our supporters and our communications with them.
- To send our supporters information about our projects, fundraising activities and appeals where we have their consent or are otherwise permitted to do so.
- To fulfill contractual obligations entered into with supporters.
- To support volunteers, such as during builds or fundraising events.
- To support community-based or peer-to-peer fundraising and campaigns.
- To ensure we do not send unwanted information to supporters or members of the public who have informed us they do not wish to be contacted.
- To manage supporters' accounts and provide customer service.
- To perform other functions as described at the time HFHMC collects the information.

If you make a donation to HFHMC, or otherwise provide us your information, HFHMC may contact you from time to time about opportunities to make additional donations or to provide you information about upcoming programs.

We may also keep a record of your interests and preferences. This allows us to ensure communications are relevant and timely, to contact you in the most appropriate and relevant way and in general to provide you with a relevant user experience. It also helps us to understand the background of our supporters so that we can make appropriate requests for support, enabling us to raise funds and help beneficiaries sooner and more cost-effectively.

When will we send you personalized marketing communications?

HFHMC will contact you for marketing and informational purposes—for example, to keep you up to date on our work, or let you know how you can support that work—only where we have your consent or we are otherwise allowed to do so because of your prior engagement with HFHMC.

We will not send you marketing material if you tell us that you do not wish to receive it. If you are a U.S. or Canadian resident, your ongoing consent is presumed unless you inform us that you wish to be removed from our contact list.

What personal information might Habitat for Humanity of Monroe County collect?

HFHMC will only collect personal data about you that is relevant to the type of transaction or project you have engaged in with us.

For example, we may receive and retain personal information about you when you contact HFHMC to make a donation, or sign up to any of HFHMC's activities or online content (such as newsletters); or when you telephone, email, or write to us, or engage with us via social media channels. In each of these cases, the information we collect is relevant to the type of transaction you are entering into. Data such as your name email or postal address, telephone or mobile number will be necessary both to execute these transactions as well as to enable us contact you for further engagement. Bank account or credit card details will be necessary to process any donations, but are not stored by HFHMC. Age will be relevant if you are volunteering for a build.

Credit card and billing information: In addition to your contact information, when you make a donation or purchase, HFHMC asks for your billing address and credit card or other financial services information. HFHMC uses a third-party banking agent to process your payments via a secure connection to a secured server that verifies your credit card/bank information. They return a unique tracking number only, which cannot be decrypted to obtain the payment card information, and HFHMC never retains your complete credit card number. Only employees who need access to your personal information to perform a specific job are granted access to that information, and HFHMC and our banking agent will not share your credit card/bank information with any other third party.

Sensitive Personal Data: We do not collect your "sensitive personal data" (e.g., health or dietary information) unless there is a clear reason for doing so—such as your participation in a sponsored physical event or a Global Village build—and then only to the extent such data is required to ensure that we provide appropriate facilities or support to enable you to participate in the event.

How will Habitat for Humanity of Monroe County use your personal data?

HFHMC will use your personal information for the following purposes:

- "Service administration", which means that HFHMC may contact you for reasons related to administering any donations you have made, the completion of commercial or other transactions you have entered into with us, or the activity or online content you have signed up for;
- to confirm receipt of donations (unless you have asked us not to do this), and to say thank you and provide details of how your donation might be used;
- in relation to correspondence you have entered into with us by letter, email, text, social media, message board or any other means, and to contact you about any content you provide;
- for internal record keeping so as to keep a record of your relationship with us;
- to implement any instructions you give us with regard to withdrawing consent to send marketing information;
- to share marketing and fundraising information;
- for reporting in aggregate (so that no individuals are identified) for analysis, marketing, and strategic development purposes.

Will we share your information outside the Habitat network?

We may need to share your information with service providers who help deliver our projects and fundraising activities. These “data processors” will only act under our instruction and are subject to contractual obligations containing strict data protection clauses. We do not allow these organizations to use your data for their own purposes or disclose it to other third parties without our consent, and we will take all reasonable care to ensure that they keep your data secure.

We will also comply with legal requests where disclosure is required or permitted by law (for example to government bodies for tax purposes or law enforcement agencies for the prevention and detection of crime, subject to such bodies providing us with a relevant request in writing).

How long will Habitat for Humanity of Monroe County keep your personal information?

We will hold your personal information on our contact lists only for as long as you continue to provide your consent. If you are a U.S. or Canadian resident, your ongoing consent is presumed unless you inform us that you wish to be removed from our contact list. If you request that we stop sending you marketing materials, we will keep a record of your contact details and appropriate information to enable us to comply with your request not to be contacted by us.

Legacy income is vital to the running of HFHMC. We may keep data you provide to us indefinitely, to carry out legacy administration and communicate effectively with the families of people leaving us legacies. This also enables us to identify and analyze the source of legacy income we receive.

How to control what we send you and update your personal information

The accuracy of your information is important to us. We want to ensure that we are able to communicate with you in ways that you are happy with, and to provide you with information that is of interest. To amend your contact preferences for any type of communication, email us habitat@monroecountyhabitat.org, call 812-331-4069, or write to us at: Data Privacy; Habitat for Humanity of Monroe County, 213 E Kirkwood Ave, Bloomington, IN 47408

Additionally, you can opt out of marketing emails at any time by clicking the unsubscribe link in any marketing email from HFHMC.

Timing of implementation: In responding to requests to not receive marketing information, we will take all reasonable steps to remove you from all HFHMC marketing lists. If you have already been selected for inclusion in an HFHMC marketing campaign at the time you requested to not receive such information, we may be unable to remove you from that campaign within these time periods.