



## **Open Hand Website and Donor Privacy Policy**

Open Hand takes the usage of personally identifying information (“Personal Information”) very seriously. We do not share or sell Personal Information to outside parties for their usage. By accessing or using the Open Hand website, you agree to the terms of this Privacy Policy. If you do not agree with the terms of this Privacy Policy, please do not use the Open Hand website.

As a donor or volunteer submitting Personal Information to us or any of our staff, you consent to the terms and conditions of the policy and to our processing and use of Personal Information for the purposes stated below.

### **Personal Information**

“Personal Information” is information that identifies you personally, such as your name, address, telephone number, and email address. We collect and store the personally identifiable information that you have provided us via email or when you otherwise contact us in person, by phone or email, with a question. We collect your name, email address and other contact information if you register for an event or to volunteer. We also collect your name, email address, telephone number, and payment information when you make a contribution, either on our website, at a special event, over the phone, or by mailing in a check. The above list provides a sample of personal information that may be collected by Open Hand. From time to time, we may collect personal information from you in ways not described above.

### **Use and Disclosure of Personal Information**

- We will collect payment information, billing address, and other information necessary to process a donation, event registration, or volunteer application.
- We will not share your personal information with third parties.
- We will not send you mailings on behalf of other organizations.
- We reserve the right to employ cookies and similar tracking technologies to track the activity on our website(s) and hold certain information. Cookies are files with a small amount of data which may include an anonymous unique identifier.
- We may use pixel tracking technology to track user activity on our website and to understand how users interact with our content. Pixel tracking involves placing small, transparent images on web pages and in email communications. These pixels allow us to collect information such as IP addresses, browser types, device types, and other technical information about your interactions with the Open Hand website.
- 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 or comply with legal process served on us.
- We will use personal information to protect against potential fraud. We may verify with third parties the information collected in the course of 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 matches the information that you supplied to us and that the card being used has not been reported lost or stolen.



- Our website(s) employ data-sharing software from various partner companies. Each of these utilizes data encryption methods and each has a separate Privacy Policy which can be reviewed on their respective websites.
  - Donation Page and Database – GivEffect ([giveeffect.org](http://giveeffect.org))
  - Volunteer Applications – VolunteerHub ([volunteerhub.com](http://volunteerhub.com))
  - E-Newsletter and E-Mail Marketing - MailChimp ([mailchimp.com](http://mailchimp.com))
  - Google Analytics ([google.com](http://google.com))
- If a data breach occurs where there is a reasonable likelihood of material harm to consumers, Open Hand will inform those consumers who may be affected in the most expedient time practical (or as required by state laws) unless requested by legal authorities to delay such notification due to an ongoing criminal investigation.
- You have the right to opt out of receiving physical mail, email, and/or telephonic fundraising calls from us at any time. To opt out of any or all of these contact methods please contact us in writing. Please see “Contact Open Hand” section below for more details.
- You also have the right to review information that we have collected about you. To review that information please contact us in writing. Please see “Contact Open Hand” section below for more details.

Except as described in this Privacy Policy or at the time we request the information, we do not otherwise disclose your personal information to any third parties.

## **Changes to the Privacy Policy**

We reserve the right to change this Privacy Policy from time to time. When we do, we will note the last update at the bottom of this Privacy Policy.

## **Contact Open Hand**

If you have concerns regarding your personal information or wish to be removed from one or all of our communication lists, please contact us in writing at 1380 West Marietta St NW, Atlanta GA 30318 or email us at [Info@OpenHandAtlanta.org](mailto:Info@OpenHandAtlanta.org).

Because we plan our communications in advance, it may take several weeks for your request to become effective. If, due to human error, you continue to receive our communications, please contact us again and we will make every effort to correct the situation.



## Open Hand Social Media Policy

We welcome and encourage open discussion on Open Hand social media sites – including but not limited to our blogs, Facebook, Twitter, Instagram, and YouTube pages – and look forward to any comments, stories, pictures, and experiences you want to share. That said, we do make reasonable efforts to monitor participation to ensure that you stay on topic, are courteous, and avoid making offensive comments. Please be aware that once you post something online, there's the potential for thousands (or hundreds of thousands) of people to read your words, even years from now.

The opinions and or views expressed on Open Hand social media platforms, including, but not limited to, our blogs, Facebook, Twitter, Instagram, LinkedIn, and YouTube pages, represent the thoughts of individual bloggers and online communities, and not those necessarily of Open Hand or any of their respective employees, or members of its board of directors. The opinions and views expressed on these pages do not in any way reflect the views of the site they are posted on, other sites affiliated with the site, the staff involved with maintaining the site or any members of the site.

While Open Hand makes reasonable efforts to monitor and/or moderate content posted on its social media platforms, we do not moderate all comments and cannot always respond in a timely manner to online requests for information. Open Hand reserves the sole right to review, edit and/or delete any comments it deems inappropriate. Comments including but not limited to the following may be deleted or edited by the moderators:

- Abusive or hurtful comments about a blogger or another participant
- Off-topic and redundant comments (this includes promotion of events, groups, pages, websites, organizations and programs not related to or affiliated with the organization)
- Comments that use foul language or “hate speech” (for example, including but not limited to racial, ethnic or gender bashing language)
- Personal attacks or defamatory statements or comments (i.e., making negative personal or untrue comments about a participant), instead of just criticizing his/her posting, opinion or comments

All links to other websites found linked from Open Hand' social media sites are provided as a service to readers, but such linkage does not constitute endorsement of those sites by Open Hand, and as such we are not responsible for the content of external websites.

By submitting content to any of Open Hand social media sites, you understand and acknowledge that this information is available to the public, and that Open Hand may use this information for internal and external promotional purposes and fundraising purposes. Please note that other participants may use your posted information beyond the control of Open Hand. If you do not wish to have the information you have made available via this site used, published, copied and/or reprinted, please do not post.

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