

**ONLINE PRIVACY POLICY**  
**OF**  
**HOPE LIFE CENTER**

Effective 29 August 2023

Hope Life Center (hereinafter "Foundation") respects your privacy as a visitor to its website (the "Website") and has developed the following privacy policy ("Online Privacy Policy" or "Policy") to inform you about how the Foundation handles your personal information after receiving it.

Please read this Online Privacy Policy carefully to understand our policies and practices regarding your information and how we will treat it. If you do not agree with our policies and practices, your choice is not to use our Website. By accessing or using this Website, you agree to this Policy. This Policy may change from time to time. Your continued use of this Website after we make changes is deemed to be acceptance of those changes, so please check the Policy periodically for updates.

This website is not intended for children and we do not knowingly collect data relating to children.

**1 TYPES OF INFORMATION COLLECTED AND STORED**

**1.1 Personal Information.**

When you communicate with Foundation staff through the Website or over the phone, sign up to receive a Foundation publication, register for a Foundation event, make a donation, or otherwise use the Website, the Foundation may gather your personally identifiable information ("Personal Information"):

- 1.1.1 Your name, address, phone number, email address, birthdate, electronic signature, or any other personally identifying data collected from you by the Foundation or its authorized agents; and
- 1.1.2 Information required to make a donation or to purchase services and materials, gathered and stored through PCI compliant third-party payment processors, such as credit card numbers and other sensitive payment-related information.

By using the Website, you agree to allow the Foundation and its agents to gather, store, and share your Personal Information, subject to the limits of this Online Privacy Policy.

**1.2 Analytics Information.**

In an effort to improve visitors' experiences on the Website, the Foundation gathers certain information related to individuals' website visits. This information is used solely to measure and improve our Web site and services and to better serve our members and customers. the Foundation uses aggregate statistical data to compile reports. Such information so gathered is likely to include the following:

- 1.2.1 Device and network specific information, such as your unique device identifier, operating system and version, the browser you use, your Internet service provider (ISP), and your IP address.
- 1.2.2 Non-personal information, such as language, zip code, area code, location, and the time zone.

1.2.3 Website visit information, such as the domain from which you came to our website, details of how you use our website, what webpages you visit, the duration of your visit.

### 1.3 Cookies and Browser "Do Not Track" Notice

1.3.1 The Foundation may use cookies on your computer. A cookie is a small piece of data sent from a website and stored in a user's web browser while the user is browsing that website. Every time the user loads the website, the browser sends the cookie back to the server to notify the website of the user's previous activity. If you have any questions about targeted content, you should contact the responsible provider directly.

1.3.2 The Foundation does not respond to browser Do Not Track ("DNT") Signals. The Websites may utilize page tags or web beacons to track information related to user visits as a part of Foundation data analytics herein described below.

1.3.3 The Foundation may employ third party data analytics firms to track and analyze traffic on the Website, to analyze visitor trends, browser types and usage trends, and to present targeted ads based on anonymous information collected through tracking.

1.3.4 Third parties that are referenced on the website may have content embedded that sets cookies on a visitor's browser and/or tracks visitor information that a web browser visited a specific the Website. Such information may contain a visitor's IP address. Third parties may not collect other Personal Information from the Website unless you provide it to such third parties.

## 2 SECURITY OF PERSONAL INFORMATION

The Foundation takes the security of your Personal information very seriously. When your Personal Information is stored by the Foundation, we use limited access protected servers. The Foundation does not collect, store, or transmit user social security numbers, driver's license numbers, or credit card numbers. Unfortunately, data transmission over public networks cannot be guaranteed to be one hundred percent secure. While the Foundation will use all reasonable means to protect your Personal Information, the Foundation cannot guarantee the security of your transmissions of such Personal Information, and you use the Website at your own risk. If you suspect your Personal Information has been compromised, please notify the Foundation Customer Service using the contact information provided below.

## 3 HOW THE FOUNDATION USES AND SHARES YOUR PERSONAL INFORMATION

The Foundation may use or share your Personal Information in the following ways.

### 3.1 The Foundation's Services to You.

The Foundation may use your Personal Information to provide services to you upon your request. Such services may include sending you newsletters and publications, responding to your questions and comments, to communicate with you concerning your financial transactions conducted on the Website, to email you updates concerning the Foundation's products and services, and to personalize your visits to the Website.

### 3.2 The Foundation's Internal Data Sharing

The Foundation may also share your personal information with other the Foundation offices or the Foundation's subsidiaries and affiliates in the country in which you reside and in other countries.

### 3.3 Information Sharing with Third Parties

The Foundation may share aggregated demographic information with our partners and third parties. This is not linked to any personal information that can identify any individual person.

The Foundation may share collected information to service providers that work in conjunction with the Foundation's services;

The Foundation may partner with third parties to provide other specific services. When the user signs up for these services, we may share names, or other contact information that is necessary for the third party to provide these services. These parties are not allowed to use your Personal Information except for the purpose of providing these services.

All the Website-originated donation transactions are processed by a third-party PCI compliant payment processor ("PCI Processor"), using technologies which transfer donors to the PCI Processor's website, display transaction details to donors, and redirect donors back to the Foundation's site upon payment completion. Your Personal Information may be disclosed to such PCI Processors. The transactions are handled by established third party banking, processing agents and distribution institutions. They receive the information needed to verify and authorize your credit card or other payment information and to process your donation. These companies are authorized to use your Personal Information only as necessary to provide their services to you and in order to comply with their legal obligations, such as to provide to the Foundation with your Personal Information, including your name, address, phone number, email address, and amount donated for tax or other purposes.

When you click on our website links that take you to third-party websites, you will be subject to the third parties' privacy policies. While we support the protection of privacy on the Internet, we cannot be responsible for the actions of any third-party websites. We encourage you to read the posted privacy policies of any and every website you visit, whether you are linking from our website or browsing on your own.

### 3.4 Personal Messaging.

If you participate in a chat session or phone call with Foundation staff, you should be aware that the information disclosed and shared will be made available only to Foundation personnel. The Foundation creates transcripts of chat sessions and phone calls for internal use only and to enable the Foundation to serve its users more effectively.

### 3.5 Other Possible Disclosures.

In addition to the other disclosures stated herein, the Foundation may share your Personal Information in the following ways:

- 3.5.1 To comply with applicable laws, regulations, legal processes, or government enforced orders,
- 3.5.2 To enforce applicable terms of service, protect our legal rights or defend against legal claims,
- 3.5.3 To defend, prevent, take action, and otherwise address security or technical issues, as well as suspected or potential fraud,

- 3.5.4 To guard against harm (whether actual or potential) to the legal rights, property or safety of the Foundation, our visitors or the general public as required or permitted by law.
- 3.5.5 To facilitate communications with social media platforms, such as Facebook. These social media platforms may have their own data collection, use, and sharing practices that may also be applicable to your personal information. You should review their applicable privacy policies and methods for changing the privacy or sharing settings on such services.
- 3.5.6 To a buyer or other successor in the event of a merger, divestiture, restructuring, reorganization, dissolution or other sale or transfer of some or all of the Foundation's assets, whether as a going concern or as part of bankruptcy, liquidation or similar proceeding, in which Personal Information held by the Foundation about our users is among the assets transferred.
- 3.5.7 To fulfill the purpose for which you provide it. For example, if you give us an e-mail address to use for the purpose of the Foundation sending you a regular newsletter, the Foundation may use it to regularly send you newsletters.
- 3.5.8 We may use or share your Personal Information for any other purpose to which you expressly consent.

#### 4 EMAIL USES

The Foundation may use your email address subject to the following terms.

- 4.1.1 The Foundation never rents or sells email addresses to outside parties. Occasionally, you may wish to receive information or communications from the Foundation. In that instance, you will be asked for permission to share your email address.
- 4.1.2 If you make a donation through the website, or otherwise requests goods or services provided by the Foundation, you will receive information about the Foundation's products, services, marketing information, and related offerings unless you choose to opt-out. If you have questions or concerns about the Foundation's Online Privacy Policy or wish to no longer receive such offers, please contact the Foundation's Customer Service using the contact information provided below.
- 4.1.3 We may use your email address, usage data, or other Personal Information to provide you with technical support, send you detailed summary emails regarding your donation history and provide you with important tax information, or send you notices about the website or other promotional offers you have elected to receive.
- 4.1.4 We may occasionally work with data partners and other third parties to users of our website. In doing so, we may provide such companies with information representing an encrypted or hashed value derived from information you have provided to us, such as your email address. We may retain the content of your emails, your email address, and our responses in order to service your needs.

#### 5 HOW TO CHANGE YOUR PERSONAL INFORMATION

To make changes to the content of your Personal Information, or to request that we limit the use of your Personal information, you may make changes and updates by logging into your user profile and making such changes. Alternatively, you may request such changes by contacting the Foundation Customer Service using the contact information provided below.

You can set your browser to refuse all or some browser cookies, or to alert you when cookies are being sent. To learn how you can manage your Flash cookie settings, visit the Flash player settings page on

Adobe's website. If you disable or refuse cookies, please note that some parts of this site may then be inaccessible or not function properly.

In your request, clearly state what information you would like to have changed or updated. the Foundation will try to comply with your request as soon possible. Please note further that we are not responsible for updating information shared with third parties.

## 6 NOTICES OF CHANGES TO PRIVACY POLICY

In the event of any change to the Foundation's Online Privacy Policies, notice of such changes will be posted on the Website. Any changes to this Online Privacy Policy will become effective when we post the revised Online Privacy Policy on the Website. Your use of the Website following these changes means that you accept the revised Online Privacy Policy.

## 7 CONTACT THE FOUNDATION

For any questions, comments, or further information concerning the terms of this Online Privacy Policy, or to request changes to your Personal Information, subject to such limitations as provided herein, please contact:

The Foundation's Customer Service  
info@hlcil.org