

Hampton Roads Community Action Program Privacy Policy

Last Updated: November 4, 2021

This Policy explains our privacy practices and describes the information we collect about you when you use any Hampton Roads Community Action Program (HRCAP) website or mobile application, how the information may be used, with whom it may be shared, and your choices about such uses and disclosures. We encourage you to carefully read this Policy. We use the phrase "Online Properties" in this Policy to collectively refer to our websites and mobile apps.

By using our Online Properties, you are agreeing to the practices described in this Policy. We may change this Policy from time to time, and we'll post the updated Policy on our Online Properties. Your use of our Online Properties after we post the updated Policy will mean you accept the updated Policy. If you do not agree with the updated Policy, please don't continue to use our Online Properties. We'll include a "Last Updated" legend at the top of the Policy so that you'll know if there have been any changes.

Information We Collect About You

When you use our Online Properties, we collect information that you submit to us, and we collect usage and other technical information automatically as you interact with our Online Properties.

- **Information We May Collect from You**

Account Set-Up

We may provide you with an opportunity to establish an account with us so that you can access certain resources and content available only to registered users. If you register for an account, we collect the information you provide to us in that sign-up process, which may include such things as your name, phone number, email address, mailing address, city, state, country and zip code.

Email Sign-Up

We may provide you with an opportunity to sign-up for email communications from us or other organizations we work with or support as a part of our mission ("Partners"). When you sign up to receive communications or information from us or our Partners, we collect the information you provide to us in that sign-up process, which may include such things as your name and email address.

Request for Services

When you request or apply for services through us, we may ask you for (and collect from you) personal information about yourself and others in your household, including such things as name, email address, postal or physical address, city, state, estimated income, marital status, ethnicity, last four digits of your social security number and date of birth. Depending upon the services you request or apply for, we may also collect from you copies of your social security card, birth certificate, state identification card or number, lease documents and bank statements.

Volunteering

When you sign up to volunteer, we may collect information we need to process your application, such as your name, address, email, phone number, and area of interest for volunteering.

Payment Information

If you make a donation to us, we'll collect the credit card, debit card or ACH information you provide for that purpose, along with information needed to complete the donation, such as your name, address and telephone number. (Please note that we do not save or store your credit or debit card information on our servers – it is provided to our payment processors in order to complete the particular transaction.)

Information about Others

We may collect and store personal information about other people that you provide to us. If you use our Online Properties to send others (friends, relatives, colleagues, etc.) information that may interest them or messages (such as invitations), or site content through our system, we may store your personal information and the personal information of each such recipient.

- **Information Collected through Technology**

Cookies and Other Technologies

We automatically collect information from your browser and the device you use when you visit or use our Online Properties. This information may include your IP address, geolocation information, your browser type and version and language, access times, pages viewed, content accessed, the content of any undeleted cookies that your browser previously accepted from us and the referring website address.

Cookies

When you visit our Online Properties, we may assign your computer one or more cookies to facilitate access to our Online Properties and to personalize your online experience. A cookie is a piece of data stored on your hard drive containing information about you. Cookies enable us to automatically collect information about your online activity on our Online Properties, such as the pages you visit, the links you click, and the searches you conduct on our Online Properties. This allows us to target your interests to enhance your experience on our Online Properties. Most browsers automatically accept cookies, but you may be able to modify your browser setting to decline cookies. If you choose to have your browser refuse cookies, please note that you may not be able to sign in or use some of the features offered on our Online Properties.

Other Technologies

We may use standard Internet technology, such as web beacons, pixels and other similar technologies, to track your use of our Online Properties. We also may include web beacons in email messages or newsletters to determine whether messages have been opened and acted upon. The information we obtain in this manner enables us to customize the services we offer our Online Property visitors, to deliver targeted messages and advertisements, and measure the overall effectiveness of our online content, programming, or other activities.

How We Use Information

HRCAP may use your collected information for a variety of reasons. In addition to other uses described in this Policy, we use your information:

- To manage any account you set up with us;
- To determine your eligibility for services and to provide you with services;
- To set up a secure video link for video chats;
- To determine your eligibility for and potential opportunities for volunteering;
- To improve our Online Properties;
- To provide you with a better and personalized online experience;
- To communicate with you about our programs and resources (on our Online properties, via email, and on social media platforms);
- To complete any transaction or request from you;
- To contact you to provide information on upcoming events, Online Property and service updates, and volunteer opportunities;
- To perform research and analysis about your use of, or interest in, products, services, content, or other resources available through our Online Properties;
- To analyze trends, administer our Online Properties, and create aggregated information and insights;
- To manage our organization and operations; and
- To perform functions as otherwise described to you at the time of collection.

To Whom We Disclose Information

- **Third Party Service Providers**

We disclose your information to our third-party service providers who help us operate our organization or Online Properties or who help us provider requested services, including those that help us process financial transactions through our Online Properties, send surveys, send our communications to you, analyze user activities on our Online Properties, or manage our databases.

- **Providers of Resources and Services for You**

We share your information with the entities (private and government) that provide services for which you have applied or that we believe may be helpful to you based on your application or requests.

- **Transfer of Assets**

In the event that all or substantially all of the assets relating to HRCAP are transferred or sold to another entity, personally identifiable information submitted to us may be transferred to the acquiring entity, and may be shared with our legal and other advisors, and any potential acquirers, in connection with any actual or potential transaction.

- **Subpoena, Law Enforcement, or Protection of Rights or Safety**

We also may disclose personally identifiable information to third parties in order to comply with the law, a court order or requests by law enforcement, or when we believe in good faith that disclosure is necessary to protect our rights, or to protect your safety or the safety of others.

Third-Party Websites

Our Online Properties may contain links to third-party websites and documents located on websites maintained by other organizations or individuals. Once you access a link to another website, please be aware that HRCAP is not responsible for the privacy practices or the content of such websites. Third-party websites may independently solicit and collect information,

including personal information, from you and, in some instances, provide us with information about your activities on those websites. We recommend that you consult the privacy statements of all third-party websites you visit by clicking on the “privacy” link typically located at the bottom of the webpage you are visiting.

Updating Your Information and Preferences, and Opting Out

You can choose not to provide us with certain information, but that may result in your being unable to use certain features of, or to apply for or receive services through, our Online Properties. To update your contact information, change your mail or email preferences on how we contact you, or instruct us not to share your information with a third party, you may contact us as described below. Please remember that it may take time for all of our systems to be updated. To opt out of receiving electronic newsletters or emails from HRCAP at any time, follow the instructions in an email from us or contact us as described below. We try to keep emails and other digital communications to a minimum, and we give you the ability to update your preferences. By clicking on the link in the bottom of any email we send you, you can control the types of messages you receive from us. Even if you have opted out of receiving promotional communications from us, please be aware that we may still contact you for other purposes. For example, we may contact you to provide communications you have consented to receive, regarding services you have requested, or if you contact us with an inquiry.

Security

We take commercially reasonable steps to protect the personally identifiable information we collect about you. However, no method of transmission over the Internet or electronic storage of information is completely secure, and we do not guarantee the absolute security of your information. To help protect your information, please be careful to maintain the confidentiality of any login credentials, and always sign off and clear your information from any shared device used to access our Online Properties.

How to Contact Us

If you have any questions about this Privacy Policy or our information-handling practices, or if you would like to request information about our disclosure of personal information to third parties, please contact us at kevinotey@hrcapinc.org