

# Privacy Policy

Last modified: December 1, 2021

## **Introduction**

City of Hope | CLT Campaign, a charitable campaign of Moments of Hope Church, Inc. (“MOHC”) (“**Campaign**” or “**We**” or variants thereof) respect your privacy and are committed to protecting it through our compliance with this policy.

This policy describes the types of information we may collect from you or that you may provide when you visit <https://www.cityofhopeclt.org/> (our “**Site**”) and our practices for collecting, using, maintaining, protecting, and disclosing that information.

This policy only applies to information we collect in this Site and in email, text, and other electronic communications sent through or in connection with the Site.

This policy DOES NOT apply to information collected by:

- Us offline or through any other means, including on any other website operated by Campaign or any third party; or
- Any third party, including through any application or content (including advertising) that may link to or be accessible from or on the Site.

We may offer links to the websites of third parties, including the companies listed in Online Donations and our charitable partners. These external websites are not subject to this policy, and the websites and mobile applications of third parties may have their own privacy policies or approaches to the handling of information, which we encourage you to read before providing information on or through them. We have no control over the content of these websites and mobile applications.

Please read this 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, do not visit, access, register with, or use this Site. By visiting, accessing, registering with, or using this Site, you agree to this privacy policy. This policy may change from time to time (see Changes to Our Privacy Policy). Your continued use of this Site after we revise this policy means you accept those changes, so please check the policy periodically for updates.

## **Persons Under the Age of 18 or the Applicable Age of Majority**

Our Site is not intended for persons under 18 years of age or the age of majority in the jurisdiction in which such person resides. No such person may provide any personal information to or on the Site. We do not knowingly solicit or collect personal information from such persons. If we learn we have collected or received personal information from any such person, we will delete that information. If you believe we might have any information from or about any such person, please contact us at [cityofhope@momentsofhopechurch.org](mailto:cityofhope@momentsofhopechurch.org).

## **Information We Collect About You and How We Collect It**

We collect several types of information from and about users of our Site, including information:

- By which you may be personally identified, such as name, postal address, e-mail address, telephone numbers, or OTHER PERSONAL INFORMATION THE SITE COLLECTS THAT IS DEFINED AS PERSONAL OR PERSONALLY IDENTIFIABLE INFORMATION UNDER APPLICABLE LAW (“**personal information**”);
- About your internet connection, the equipment you use to access our Site, and usage details.

We collect this information:

- Directly from you when you provide it to us.
- Automatically as you navigate through the Site. Information collected automatically may include usage details, IP addresses, and information collected through cookies, web beacons, and other tracking technologies.
- From third parties, including our charitable partners.

#### *Information You Provide to Us*

The information we collect on or through our Site may include:

- Information that you provide by filling in forms on our Site. We may also ask you for information when you report a problem with our Site.
- Records and copies of your correspondence (including email addresses), if you contact us.
- Details of donations you provide through the payment gateway available through our Site. You may be required to provide financial information before donating.

#### *Information We Collect Through Automatic Data Collection Technologies*

As you navigate through and interact with our Site, we may use automatic data collection technologies to collect certain information about your equipment, browsing actions, and patterns, including:

- Details of your visits to our Site, including traffic data, logs, and other communication data and the resources that you access and use on the Site.
- Information about your computer and internet connection, including your IP address, operating system, and browser type.

The information we collect automatically may include personal information, and we may maintain it or associate it with personal information we collect in other ways or receive from third parties. It helps us to improve our Site and to deliver a better and more personalized service, including by enabling us to:

- Estimate our audience size and usage patterns.
- Store information about your preferences, allowing us to customize our Site according to your individual interests.
- Recognize you when you return to our Site.

- Improve the navigation functions of the Site.
- Implement other quality control methodologies to improve our Site.

The technologies we use for this automatic data collection may include:

- **Cookies (or browser cookies).** A cookie is a small file placed on the hard drive of your computer. You may refuse to accept browser cookies by activating the appropriate setting on your browser. However, if you select this setting you may be unable to access certain parts of our Site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you direct your browser to our Site.
- **Flash Cookies.** Certain features of our Site may use local stored objects (or Flash cookies) to collect and store information about your preferences and navigation to, from, and on our Site. Flash cookies are not managed by the same browser settings as are used for browser cookies. For information about managing your privacy and security settings for Flash cookies, see Choices About How We Use and Disclose Your Information.
- **Web Beacons.** Pages of our the Site and our e-mails may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit the Campaign, for example, to count users who have visited those pages or opened an email and for other related Site statistics (for example, recording the popularity of certain Site content and verifying system and server integrity).

### **Third-Party Use of Cookies and Other Tracking Technologies**

Some content on the Site is served by third-parties. These third parties may use cookies alone or in conjunction with web beacons or other tracking technologies to collect information about you when you use our Site. The information they collect may be associated with your personal information or they may collect information, including personal information, about your online activities over time and across different Sites and other online services. They may use this information to provide you with interest-based (behavioral) advertising or other targeted content.

We do not control these third parties' tracking technologies or how they may be used. If you have any questions about any targeted content, you should contact the responsible provider directly. For information about how you can opt out of receiving targeted advertising from many providers, see Choices About How We Use and Disclose Your Information.

### **How We Use Your Information**

We use information that we collect about you or that you provide to us, including any personal information:

- To present our Site and its contents to you.
- To provide you with information that you request from us.
- To communicate with you, including responding to your comments, questions, and requests.

- To process and complete transactions, and send you related information, including donation acknowledgements and receipts.
- To notify you about changes to our Site or any causes we support though it.
- To provide donor service and support.
- To provide, operate, maintain, improve, personalize, and promote our services and donor opportunities and activities.
- To solicit financial and other support for our mission.
- To carry out our obligations and enforce our rights arising from any contracts entered into between you and MOHC.
- In any other way we may describe when you provide the information.
- To fulfill any other purpose for which you provide it.
- For any other purpose with your consent.

### **Online Donations**

To make an online donation, you will be directed to a payment gateway which uses security features and encryption to ensure your data remains safe. The payment gateway encrypts your bankcard information through the use of tokens, so we never keep your bankcard information in our records.

We work with the following companies to facilitate online donations:

- Bank of America – Bank Wire
- Stripe – Bankcard Processing and Tokenization
- Stripe – Online Payment Gateway
- Planning Center Online/Stripe – Online Payment Processing and Receipting

These companies have payment gateways operated on behalf of and under contract by MOHC. These companies process your donation on behalf of the Campaign and MOHC. They use, retain, and disclose your personal and bankcard information for this purpose only. For further information regarding the collection and use of personal data you provide through a gateway, please see the terms of use and privacy policy of the applicable company.

When you make a donation, we may collect certain information from you, including your name, phone number, email address, so that we can thank you for your donation.

### **Disclosure of Your Information**

We do not rent or sell your information. We may disclose aggregated information about our users and information that does not identify any individual without restriction.

We may disclose personal information that we collect or you provide as described in this privacy policy:

- To MOHC’s affiliates and successors-in-interest.
- To contractors, service providers, agents, and other third parties we use to support the Campaign and perform services on our behalf, such as analytics, fundraising, marketing, and public awareness.
- To fulfill the purpose for which you provide it.
- For any other purpose disclosed by us when you provide the information.
- With your consent.

We may also disclose your personal information:

- To comply with any court order, law, or legal process, including to respond to any government or regulatory request.
- To enforce or apply our Terms of Use, this policy, and other agreements.
- To protect the security and integrity of the work of the Campaign.
- If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of the Campaign, MOHC, its affiliates, their donors, parishioners, and other supporters, those we serve, or others.
- To prevent harm or illegal activities.
- To investigate and defend ourselves against any third-party claims or allegations.
- On any other legal basis under applicable law.

### **Choices About How We Use and Disclose Your Information**

We strive to provide you with choices regarding the personal information you provide to us. We have created mechanisms to provide you with the following control over your information:

- **Tracking Technologies and Advertising.** 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 Site. If you disable or refuse cookies, please note that some parts of this site may then be inaccessible or not function properly.
- **Promotion by the Campaign.** If you do not want us to use your information to promote the Campaign or the causes we support, you can opt out by contacting us at email address listed in Contact Information or via any other opt-out method we may make available from time to time. This opt-out does not apply to information provided by the Campaign as a result of any transaction between you and us.

We do not control third parties’ collection or use of your information to serve interest-based advertising. However these third parties may provide you with ways to choose not to have your information collected or used in this way. You can opt out of receiving targeted ads from members of the Network Advertising Initiative (“NAI”) on the NAI’s Site.

### **Accessing and Correcting Your Information**

You can review and change your personal information by sending us an email at **cityofhope@momentsofhopechurch.org** to request access to, correct or delete any personal information that you have provided to us. We may not accommodate a request to change information if we believe the change would violate any law or legal requirement, cause the information to be incorrect, or on any other legal basis.

### **Data Security**

We have implemented measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration, and disclosure.

The safety and security of your information also depends on you. Where you have chosen a password for access to a payment gateway available through our Site, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted to our Site. Any transmission of personal information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on the Site.

### **Changes to Our Privacy Policy**

It is our policy to post any changes we make to our privacy policy on this page with a notice that the privacy policy has been updated on the Site home page.

The date the privacy policy was last revised is identified at the top of the page. You are responsible for ensuring we have an up-to-date active and deliverable email address for you, and for periodically visiting our Site and this privacy policy to check for any changes.

### **Contact Information**

To ask questions or comment about this privacy policy and our privacy practices, contact us at **cityofhope@momentsofhopechurch.org**.