

# **Food Lifeline's Privacy Policy & Terms and Conditions of Use**

## **Privacy with Food Lifeline**

Food Lifeline appreciates your support and participation. Your willingness to place your trust in our organization is important, and we are dedicated to making the most of your generous donations. Food Lifeline is committed to your privacy and not only maintains strict customer privacy policies, but also ensures a safe environment when you make a donation. We are also proud to follow the Better Business Bureau's Wise Giving Alliance *Standards for Charitable Accountability*.

Food Lifeline does not share your information. We will not take your personal information and sell, exchange or rent it to any other organization or individual.

Any personal information you share with Food Lifeline is only handled by those individuals necessary to transact, fulfill, and/or account for donations.

Food Lifeline does not use telemarketers to solicit funds from individuals. Food Lifeline will not divulge your information to any telemarketing center.

It is up to the discretion of each donor as to whether or not they would like their names printed in Food Lifeline's published reports.

## **What Information Does Food Lifeline Collect?**

If you choose to make a donation, Food Lifeline will ask for pertinent information to complete your transaction and/or inquiry, such as: your name, business, address, phone, fax and email address.

Other information Food Lifeline collects when you visit the web site includes: the number of individuals visiting the site and what pages are being viewed.

## **How Food Lifeline Uses the Information Collected**

Food Lifeline may use your phone number to make sure we have the correct information about your gift, to say "thank you" for your donation or invite you to a special event.

The personal information that Food Lifeline collects from you is used to fulfill your transaction and/or inquiry. This includes: a) fulfilling a donation request, from credit card verification to sending you a tax receipt; b) replying to inquiries about promotions, food drives and/or employment; c) following-up on volunteer inquiries; d) making changes to personal information, per individual request; e) confirming a donation request; f) to say "thank you"; g) to send you additional Food Lifeline materials, per your request; g) to protect the security and integrity of the site; h) to protect against a threat of safety or property damage; i) to protect against legal liability.

In terms of credit card donations, Food Lifeline works with several designated credit card companies. To fulfill these transactions, it is necessary that the third party has your correct name, business (if applicable), address, credit card number and expiration date. The third-party entity's firewalls and encryption technology are state-of-the-art and provide the highest levels of security to ensure the confidentiality of your transaction.

For Food Lifeline monthly donors who choose to make a direct electronic donation with their credit card or from their bank account, Food Lifeline works with a third party to enact automatic deductions from a donor's credit card or bank account, per the donor's authorization and specifications. If a donor's information changes, it is important that the donor contact Food Lifeline's Fund Development Coordinator at [give@fll.org](mailto:give@fll.org) or via telephone at (206) 545-6600, ext. 228, with the information.

To reiterate, Food Lifeline will not use your personal information in any other way than what has been stated in the privacy policy. Food Lifeline employees, agents and contractors who have access to personal information are required to protect the data pursuant to the Privacy Policy.

### **Third Party Links**

Food Lifeline's web site may contain links to other web sites. It's important that you are aware that the privacy practices of other web sites may differ from Food Lifeline's site, and that Food Lifeline is not responsible for the privacy practices of other web sites. If you do choose to leave Food Lifeline's site, Food Lifeline encourages you to read the privacy statements of each and every web site that collects personal information before providing them with information. The privacy policy you are reading currently only applies solely to personal information collected by Food Lifeline's web site.

### **Children**

Please note that Food Lifeline does not knowingly collect any personal information from children under the age of 18. If you are under the age of 18, you should not provide personal information through Food Lifeline's web site and should ask your parent or guardian to do so for you.

### **How You Can Opt Out or Update Information**

If you choose to make a donation to Food Lifeline, you can elect to have Food Lifeline materials and any other pertinent information sent to you. If you want to make any changes to this decision, simply email Food Lifeline at [give@fll.org](mailto:give@fll.org); put it in writing and send it to: Fund Development Coordinator, 1702 NE 150<sup>th</sup> Street, Shoreline, WA 98155; or give Food Lifeline a call at (206) 545-6600 and ask for the Fund Development Coordinator.

## **Food Lifeline's Secure Environment**

Food Lifeline protects your online donation information by using Secure Sockets Layer ("SSL"). This technology works by encrypting the information you disclose to Food Lifeline during a donation transaction to prevent anyone other than Food Lifeline from decoding your personal information.

## **No Liability**

Security measures of any kind are not immune to any loss, misuse or alteration of information on the site, and Food Lifeline is not responsible for any damages or liabilities relating to any such security failures. By using this site, individuals understand that any information, communication (including email and other electronic communications) may be accessed by unauthorized third parties when communicated over the Internet.

*Food Lifeline reserves the right to change its Privacy Policy at any time. Food Lifeline will post and highlight any changes at this site.*

## **Terms & Conditions of Use**

By using, browsing and/or accessing Food Lifeline's web site, you acknowledge that you have read, understood and agree to be bound by these terms and conditions of use, including the Privacy Policy (collectively, the "terms"), and comply with all United States laws and regulations that are applicable. In effect, by agreeing to the terms and using Food Lifeline's web site, you understand that the agreement has the same legal force and effect as a written contract with your signature, and satisfies any laws that require a signature or writing. This includes applicable statute of fraud. You also consent not to challenge the validity, enforceability or admissibility of the terms on the grounds that it is electronically transmitted or authorized. Additionally, you acknowledge that you have the opportunity to print the terms.

## **Permission & Copyright**

All content, data, logos and trademarks are subject to the copyright and trademark laws of the United States, and, unless otherwise noted, the property of Food Lifeline. If an individual and/or organization would like to use the information (text or images) for commercial use, electronic re-publication or print publication, he or she/they must receive written permission from Food Lifeline. To receive this permission, please contact [info@fl.org](mailto:info@fl.org) or call (206) 545-6600. If any of the information is used, Food Lifeline must be named as the original source of the information.

## **Links**

Food Lifeline's web site may include links to other web sites that are not under Food Lifeline's control. By linking to another site, Food Lifeline does not endorse or imply

any association with a linked site. Food Lifeline is not responsible for the accuracy, legality, content or virus-free operation of any linked site.

### **Warranty and Disclaimer**

The content on Food Lifeline's site, including services, information and access are provided "as is," without any type of warranty, expressly or implied. Food Lifeline does not guarantee the site in terms of its quality, correctness, accuracy, reliability or otherwise. Furthermore, Food Lifeline does not guarantee that the site will work uninterrupted or error-free, that defects will be corrected, or that the site or the server that makes it available are free of viruses or other harmful components, or that transmission and/or access to and from the site will not be disrupted, continuous or error-free. In no event will Food Lifeline, its staff, agents, related entities, or anyone else involved in the creation, production or delivery of these pages, be liable for any direct, incidental, punitive, or consequential damages resulting from the use of this site [or any linked site].

### **Disputes**

Food Lifeline's web site is operated from Food Lifeline's offices in the State of Washington, USA. Any dispute relating to Food Lifeline's web site shall be governed by the laws of the State of Washington without regard to its conflict of law provisions. You agree to personal jurisdiction by and venue in the state and federal courts of the King County, Washington.

### **Donation Disclosure**

Food Lifeline greatly appreciates your generosity and trust in our organization. Food Lifeline will work to the best of its abilities to ensure that your contribution is used in the most efficient and effective way possible to feed hungry people in Western Washington. ***Food Lifeline is a nonprofit 501 (c) (3) organization that meets the Better Business Bureau's Wise Giving Alliance "Standards for Charitable Accountability." A copy of our most recent Annual Report may be obtained from the Secretary of State.*** < a href="mailto:secstate.wa.gov"> secstate.wa.gov < /a>

### **How to Contact Food Lifeline**

If you have any questions or comments concerning this Privacy Policy, please call Food Lifeline at (206) 545-6600, or mail Food Lifeline at: 1702 NE 150<sup>th</sup> Street, Seattle, WA 98155.