

# Privacy Policy

*NeighborImpact is committed to maintaining your confidence and trust, and accordingly maintains the following privacy policy to protect your personal information.*

## NeighborImpact's Commitment to Security

NeighborImpact uses secure, third-party services, such as Square and PayPal, to accept online payments. Recurring pledges are processed through online deduction systems maintained and process by NeighborImpact's bank, currently Bank of the Cascades. No electronic records are maintained by NeighborImpact regarding credit card or checking account numbers.

Personal information is accessible only by staff and volunteers who have signed a confidentiality agreement.

## Personal Information that NeighborImpact May Collect

NeighborImpact collects the following types of personal information: names, postal and email addresses, phone and facsimile numbers. From individuals seeking services, we also may collect program-eligibility information required by various federal and state programs, including but not limited to sources of income, household expenditures and family composition. All such information is entered into databases provided by and maintained by federal- and state-mandated third-party administrators. NeighborImpact does not retain such information in electronic form. Paper applications are preserved under lock and key with access limited to employees only. All employees must pass criminal background checks.

The board of directors of NeighborImpact maintains the privacy policy.

## How NeighborImpact May Use Personal Information

NeighborImpact uses personal information to solicit donors and share information about the agency. Personal information related to applying for services is kept on file and may be reviewed by third-party monitors and auditors examining program compliance. Information may aggregated without revealing individual identify for purposes of describing program performance for funders, donors and the public.

## Opting Out of Solicitation

Donors may request at any time to opt out of future solicitations. Requests to opt out are accepted through telephone, email, through social media and written communication with the Development Department. If you are uncertain how to request opt out, contact NeighborImpact at 541-548-2380 and ask for the Development Department.

## NeighborImpact Will Release Personal Information under the Following Circumstances

- Where release is required by law (for example, a subpoena) or regulation, or is requested by an agency for governmental investigative purposes or governmental proceedings;
- To appropriate persons, where your communication suggests possible harm to others, and where such release is not prohibited by law or agreement with funding agency.

## Keep Your Profile Up to Date

If your personal information changes or you would like to review the personal information BBB may have on file, please contact NeighborImpact with the new information.

## Computer Tracking and Cookies

NeighborImpact's website does not collect or distribute personal information that is not expressly provided by its visitors (such as during class and workshop registration). NeighborImpact's site log does generate certain kinds of non-identifying site usage data, such as the number of hits and visits to the site. This information is used for internal purposes by technical support staff to provide better services to the public and may also be provided to others, but again, the statistics contain no personal information and cannot be used to gather such information.

A cookie is a small amount of data that is sent to your browser from a Web server and stored on your computer's hard drive. NeighborImpact does not set cookies. You may use the NeighborImpact website even if your browser is set to reject cookies.

NeighborImpact uses Google Analytics to collect statistics and compile reports about visits to our website. Personally identifiable information is not collected. You may read [Google's privacy policy](#). If you choose, you may install a browser add-on to [opt out of Google Analytics](#). NeighborImpact also is on Facebook, Twitter and other social media platforms. Accessing NeighborImpact through social media may result in the collection of your personal data and you being targeted with advertising by social media companies.

## Problems

If you have a complaint about NeighborImpact's compliance with this privacy policy, you may email [administrator@neighborimpact.org](mailto:administrator@neighborimpact.org).