

## Compassion Services International (“CSI”) Privacy Policy

This privacy policy has been compiled to better serve those who are concerned with how their 'personally identifiable information' (PII) is being used online. PII, as used in US privacy law and information security, is information that can be used on its own or with other information to identify, contact, or locate a single person, or to identify an individual in context. Please read our privacy policy carefully to get a clear understanding of how we collect, use, protect or otherwise handle your PII in accordance with our website.

### **What personal information do we collect from the people that visit our blog, website?**

When donating or registering on our site, as appropriate, you may be asked to enter your name, email address, mailing address, phone number, credit card information or other details to help you with your experience.

### **When do we collect information?**

We collect information from you when you register on our site, subscribe to a newsletter, make a donation or enter information on our site.

### **How do we use your information?**

We may use the information we collect from you when you register, make a purchase, sign up for our newsletter, respond to a survey or marketing communication, surf the website, or use certain other site features in the following ways:

- To personalize user's experience and to allow us to deliver the type of content and product offerings in which you are most interested.
- To quickly process your transactions.
- To send periodic emails regarding your order or other products and services.
- To get in contact with you, if necessary, to accomplish the above purposes.

### **Do we use 'cookies'?**

CSI may place Internet cookies on your hard drive. Internet cookies are small files that may be placed on your hard disk for record-keeping purposes. Cookies are used to (a) remind us of who you are in order to deliver you better service; (b) estimate our audience size by determining repeat usage of the Web site; (c) track your progress and entries in promotions, sweepstakes and contests, if any; (d) measure certain traffic patterns for use as a research tool to understand how our users' habits are similar or different from one another. You can set your browser to notify you when you receive a cookie, giving you the chance to decide whether or not to accept it. By not accepting cookies, some Web pages may not display properly or you may not be permitted to access certain information and some features may be disabled that make your site experience more efficient and some of our services may not function properly.

### **Third Party Disclosure**

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include website hosting partners and other parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others' rights, property, or safety.

However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising or other uses by CSI.

### **Third party links**

Occasionally, at our discretion, we may include or offer third party products or services on our website. These third party sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these sites.

### **COPPA (Children Online Privacy Protection Act)**

When it comes to the collection of personal information from children under 13, the Children's Online Privacy Protection Act (COPPA) puts parents in control. The Federal Trade Commission, the nation's consumer protection agency, enforces the COPPA Rule, which spells out what operators of websites and online services must do to protect children's privacy and safety online.

We do not specifically market to children under 13.

### **Social Media Policy**

CSI uses social media platforms to raise awareness, network with supporters, and communicate needs and opportunities related to our mission. However, we do not collect the names of those who link with us on social media unless the person consents and we do not seek to network or link with individuals who are under the age of 13. CSI will not contact anyone through social media for the purposes of collecting PII.

### **Fair Information Practices**

The Fair Information Practices Principles form the backbone of privacy law in the United States and the concepts they include have played a significant role in the development of data protection laws around the globe. Understanding the Fair Information Practice Principles and how they should be implemented is critical to comply with the various privacy laws that protect personal information.

### **Security:**

We keep your sensitive data secure with payment processing from PushPay. Whether we need to accept online, mobile or POS payments, PushPay provides the highest levels of security to keep your credit/debit card and eCheck/ACH information safe from data breaches.

- PushPay follows PCI DSS standards to ensure the security of your clients' sensitive payment data.
- PushPay's secure payment processing helps prevent losses, fines and damage to your business reputation.
- PushPay provides highly advanced security methods like Point-to-Point Encryption (P2PE) and tokenization.

### **Why You Need PCI-Compliant Security**

Compliance with PCI standards is required for all businesses that accept credit cards. Fines are imposed if your security is breached. And, if customers don't trust you to protect their information, you risk losing credibility and business.

- **Encryption:** Encryption is the encoding of credit/debit card numbers and data in such a way that only authorized parties can read the information.
- **PCI Compliance:** PushPay is PCI compliant. This means that PushPay adheres to the PCI DSS (Data Security Standard) requirements for keeping payment card data secure.

- **Point-to-Point Encryption (P2PE):** This security measure protects data from the point of card swipe, during information transit, all the way through authorization.
- **Tokenization:** At the point of sale, data is intercepted and replaced with “tokens” that are useless to hackers and thieves. Because only a token is stored, not payment data, there is a reduced likelihood of a data breach.
- **Fraud Filters:** PushPay helps detect and respond to fraudulent transactions in a timely manner by identifying potentially fraudulent activity...

**In order to be in line with Fair Information Practices we will take the following responsive action, should a data breach occur:**

We will notify the users via email

- Within 7 business days of discovery by CSI.

We will notify the users via website notification

- Within 7 business days of discovery by CSI.

## **CAN SPAM ACT**

The CAN-SPAM Act is a law that sets the rules for commercial email, establishes requirements for commercial messages, gives recipients the right to have emails stopped from being sent to them, and spells out tough penalties for violations.

**We collect your email address in order to:**

- Send information; respond to inquiries, and/or other requests or questions.
- Market to our mailing list or continue to send emails to our clients after the original transaction has occurred.

**To be in accordance with CANSPAM we agree to the following:**

- NOT use false or misleading subjects or email addresses
- Identify the message as an advertisement in some reasonable way
- Include the physical address of our business or site headquarters
- Monitor third party email marketing services for compliance, if one is used.
- Honor opt-out/unsubscribe requests quickly
- Allow users to unsubscribe by using the link at the bottom of each email

**If at any time you would like to unsubscribe from receiving future emails, you can email us at [info@compassionservices.org](mailto:info@compassionservices.org)**

- Follow the instructions included in each email and we will promptly remove you from **ALL** correspondence.

## **CSI Contests and Surveys**

From time to time CSI requests information via surveys or contests. No purchase or donation is required to participate. Participation in these is completely voluntary and you may choose whether or not to participate and disclose personal information. Information requested may include contact information and demographic information. Contact information is used to notify winners and award prizes. Survey information will be used for purposes of monitoring or improving the use and satisfaction of CSI, and this website. Email addresses and mailing addresses may be used to send communications about CSI to those who provided their contact information.

## **Google Analytics**

CSI uses Google Analytics, a tool that helps website owners understand how visitors engage with their website. Google Analytics customers can view a variety of reports about how visitors interact with their website so they can improve it. Google Analytics collects information anonymously. It reports website trends without identifying individual visitors. We may share Google Analytics data with Google in order to obtain web analytics and benchmarking services. All website owners using Google Analytics are required to have a privacy policy that fully

discloses the use of Google Analytics. To read the full Google Analytics Privacy Policy, please visit:  
<https://support.google.com/analytics/answer/6004245>

### **Acceptance of Terms**

By using this website, you signify your acceptance of this policy. If you do not agree to this policy, please do not use this website. Your continued use of this website following the posting of changes to this policy will be deemed your acceptance of those changes.

### **Update**

This policy was last updated on 6/6/2017

### **Contacting Us**

To be removed from our mailing or email list you may contact us using the information below. Also, if there are any questions regarding this privacy policy you may contact us using the information below.

Compassion Services International  
3333-1 Rue Royale  
Saint Charles, MO 63301  
United States  
info@compassionservices.org  
636-724-0328