



# Privacy Policy and Procedures

Guidelines/Policy & Procedure

Effective: August 11, 2011

Updated August 29, 2018

## **Purpose:**

To detail how the use of personal information is collected on websites and through paper. Read before submitting any personal information. By providing information to us you are accepting the practices described in this privacy policy.

## **Membership, Guest, Special Events, and other Personal Information Storage:**

Four software programs are used for storage of personal information: SimpleChurch CRM (members info., guest info., contributions, accounting, etc...), Approved Workman (Awana information only), MailChimp (email database), and MinistryTracker (student information only).

## **Correcting and Updating Your Personal Information:**

To review and update personal information electronically, log into the secure church account through our website and make appropriate corrections. Contact the church office at 865.588.6855 if access is needed.

## **Distribution of Information:**

No personal information of its members, guests, and/or special event attendees will be shared with any third-party organizations or businesses.

## **Cookies/Tracking Technology:**

The website may use cookies and tracking technology depending on the features offered. Cookies and tracking technology are useful for gathering information such as browser type and operating system, tracking the number of visitors to the site, and understanding visitor's use of the site. Cookies may also help customize the site for visitors. Personal information cannot be collected via cookies and other tracking technology.

## **Links to and from the Web Page:**

Business, members, etc.. wanting to link a website to [www.ridgedale.org](http://www.ridgedale.org) should notify the church office by calling 865.588.6855 or by emailing [ridgedale@ridgedale.org](mailto:ridgedale@ridgedale.org).

Links from [www.ridgedale.org](http://www.ridgedale.org) to others will occur from time to time. These links are for reference only and do not imply any endorsement of the activities of these third-party websites or any association with their operators. Ridgedale Baptist Church is not responsible for the privacy practices or the content of such websites.

## **Online Giving:**

Information is securely processed and held by SimpleChurch Giving. This information will remain private and will never be given to a third party, other than to process a scheduled contribution or payment.

SimpleChurch CRM in conjunction with SimpleChurch Giving provides access to contribution records and allows individuals to make donations and payments online. SimpleChurch Giving and SimpleChurch CRM software provide all security for their systems.

**Credit Card Giving using Offering Envelope:**

Making an offering envelope contribution is as safe as an online contribution. The credit card information shared on the offering envelope is shredded immediately after processing. The signature and the amount specified to be charged is retained for records.

**Refund Policy (Contributions and Payments):**

Online contributions and payments can be scheduled, modified or canceled at anytime. Modifications and cancelations of either contributions or payments must be completed three (3) days prior to their scheduled payment. Once the contribution or payment has been processed, it cannot be canceled.

Payments related to events, registration, and similar are non-refundable unless otherwise stated as part of the event, registration, product or service information.

**Bookstore Purchases and Other Purchases Online:**

All payments processed through our store will be processed through SimpleChurch CRM.

This privacy statement may be updated to reflect changes to our information practices. Please return to this page periodically. Check effective date for most current policy statement.