

# Hospice of Charles County

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## Privacy Policy

### Donor Privacy Policy

#### *Our Commitment to Privacy*

The Hospice of Charles County respects the privacy of every visitor to our websites and every user of our mobile apps. Your privacy is a priority, and we go to great lengths to protect it. This Privacy Policy describes how we collect and use information about our online visitors. We know you care about your information and we want you to be fully informed about our practices.

This Policy may be changed or updated from time to time. By visiting the Hospice of Charles County website or using one of our mobile apps, you accept the practices described in this policy.

#### *The Data We Collect*

Our websites and mobile apps provide convenient ways for you to access our services and learn about important Hospice of Charles County opportunities and events. We collect information about our online visitors both directly from our visitors and indirectly from other companies that provide data to us. We use this information to communicate with our supporters and clients and process their transactions. We do not sell it to other organizations.

When you use our websites or apps to make a financial contribution, register for special event, sign up to volunteer, apply for a job, or sign up for our newsletter, we may ask you for your name, address, phone number(s), and other information relevant to the transaction. We will ask for standard credit card information when you make a financial donation, pay for a class, or make a purchase. Hospice of Charles County is committed to respecting the privacy of its financial, in-kind donors, and non-donors whether the transaction is made online, by mail, or any other method. When you make any transaction with us, we use industry standard safeguards to protect your information. Many donors use credit cards for donations and other financial engagements. We will not sell, share or trade our donors' personally identifiable information with any other entity, except as described below. In addition, we will not send mailings to our donors on behalf of other organizations, unless a donor has given us specific permission to do so. Hospice of Charles County has vendors that assist with processing and managing donations and donor data. We give these vendors access to donor data. Our vendors are bound by strict confidentiality rules and are permitted to use donor data only to support Hospice of Charles County operations.

We obtain information about our online visitors from other sources as well. For example, we engage vendors that provide contact information and other data. We use this data to

help us engage with people who may be interested in participating in Hospice of Charles County activities or contributing to our mission.

We also collect non-personal information about our online visitors using “cookies”, pixels, IP addresses, browser, web beacons, and other technologies that operate automatically when you visit our website. We use this information to give our website visitors a more relevant online experience and to help us make website improvements. The information helps us understand which parts of our websites are the most popular, where our online visitors are going, and how long they spend there. If you do not want us to collect information using cookies, you can disable this function in your browser. If you block cookies from us, however, you may not be able to see personalized content and our website may not function optimally.

### *How We Secure Data*

We use a variety of security measures to protect your data. We maintain physical, electronic and procedural safeguards to help prevent unauthorized access to and improper use of personally identifiable information.

We protect the security of credit card transactions using a number of measures such as encryption, access controls, network firewalls, and physical security. These measures make it extremely difficult for anyone to intercept the credit card information you send to us. When we work with other companies to process credit card transactions, those companies also use encryption and other appropriate security measures. For those financial donations from our Text to Donate program, please see the full terms and privacy policy at <http://mobilegiving.org/terms-and-conditions/>

No website or electronic data can ever be completely secure, but we are always working to maintain up-to-date and appropriate security mechanisms.

### *GDPR Compliance*

Hospice of Charles County does not have any presence or fundraising outside of the United States, but we occasionally receive unsolicited donations from EU residents. Even though we are not subject to General Data Protection Regulations (GDPR), we use Blackbaud’s Raiser’s Edge and Online Express which include features that enable us to collect and evidence opt-ins and opt-outs in a GDPR-compliant way.

### *How We Use Your Information*

If you provide the Hospice of Charles County with personal information when you visit our websites or use our mobile apps, we may use the information in our programs and activities. We may enter your information into one of our databases so we can contact you to obtain your input, provide information about our programs and events, request donations, or provide a more personalized online experience.

The Hospice of Charles County does not sell, trade, or share our donors' personally identifiable information with any other entity, except as described below. We do not send mailings to our donors on behalf of other organizations unless the donor has given us specific permission.

On occasion, the Hospice of Charles County may share your information with our vendors and other partners that help us with our activities and programs. For example, we share information with vendors that help us fulfill orders, manage data, and process donations and credit card payments. These vendors are bound by strict confidentiality rules and are permitted to use the information only to support Hospice of Charles County operations. We also disclose information as required by law.

#### *Other Organizations Linked to Our Web Site*

We are not responsible for the practices employed by other organizations with websites linked to or from our website nor the information or content contained therein. Often links to other websites are provided solely as pointers to information on topics that may be useful to the users of our website.

Please remember that when you use a link to go from our website to another website, our Privacy Policy is no longer in effect. Your browsing and interaction on any other website, including websites which have a link on our website, is subject to that website's own rules and policies. Please read over those rules and policies before proceeding.

#### *Your Consent*

By using our website, you consent to our collection and use of your personal information as described in this Privacy Policy. If we change our privacy policies and procedures, we will post those changes on our website to keep you aware of what information we collect, how we use it and under what circumstances we may disclose it.

#### *We Care About Doing It Right*

The Hospice of Charles County is committed to accuracy and precision in processing your information. We have procedures to check for errors, and our systems are periodically audited to make sure we process your information securely and accurately.

If you need to contact us to review your information or make corrections, please use email us at

#### *Contact Us About Privacy*

To let us know how you would like us to contact you, or to opt-out of receiving phone calls, e-mails, texts or mail from Hospice of Charles County, or if you have questions about this Privacy Policy, you may send us an email at [\[redacted\]](#) or write to:  
Hospice of Charles County

Attn: Philanthropy Dept.  
2505 Davis Road  
Waldorf, MD 20603

Revised Dec 2020