



Donor Privacy Policy

Mission

The mission of the Ronald McDonald House Charities of Northeastern Pennsylvania (RMHC OF NEPA) is to find, create and support programs that directly improve the health and well-being of children.

Our Commitment to Privacy

Your privacy is important to us. To better protect your privacy, we provide this notice explaining our online information practices and the choices you can make about the way your information is collected and used. To make this notice easy to find, we make it available on our homepage: <https://rmhc-nepa.org/>

Types of Information We Collect

This notice applies to all information collected or submitted on RMHC OF NEPA's website, <https://rmhc-nepa.org/>. On some pages, you can order products, make donations, send us a message, register for events, and sign up to receive materials. The types of personal information collected at these pages are:

- Name
- Address
- Email address
- Phone number
- Credit/Debit Card Information – not retained

The Way We Use Information

We use information you provide about yourself to send you communications, such as thank you letters and emails with RMHC OF NEPA updates, upcoming events, or family and House news. You can register with our website to make changes to your communications preferences.

Companies may be engaged by RMHC OF NEPA to perform a variety of functions, such as, assisting with donation collection, providing technical services for our web sites, etc. These companies may have access to personal information if needed to perform such functions. However, these companies may only use such personal information for the purpose of performing that function and may not use it for any other purpose. Other than as provided in this privacy policy, RMHC OF NEPA does not sell, transfer or disclose personal information to third parties without prior consent.

We never use or share the personally identifiable information provided to us online in ways unrelated to the ones described above without also providing you an opportunity to opt-out or otherwise prohibit such unrelated uses.

If you elect not to receive such communications, you may opt to remove your name from our mailing list. (For legal and accounting purposes, your donation records will remain in the organization database.) To opt out of receiving communications from RMHC OF NEPA send us a written letter providing your exact name and address.

RMHC OF NEPA reserves the right to use or disclose any information as needed to satisfy any law, regulation or legal request, to protect the integrity of the site, to fulfill your requests, or to cooperate in any law enforcement investigation or an investigation on a matter of public safety.

Our Commitment to Data Security

All data is encrypted during transmission using SSL (HTTPS), using some of the strongest encryption available. Your sensitive data is encrypted at rest following industry best practices, using either one-way or two-way hashing. Our company's policies and procedures ensure that only the right people are able to access your data. We perform thorough background checks for all new employees and exercise the principle of "least privilege" when it comes to staff access to customer data. We do not host any sensitive payment information on our own servers. All payment information is transmitted and stored in a fully PCI-compliant environment. Our payment processor maintains PCI compliancy through ControlScan, a third-party auditor, through which security audits are submitted on a quarterly basis.

How You Can Access or Correct Your Information

You are in control of any personal information you provide to us. If at any time, you would like to correct the personal information we have about you or change your preferences for contact from us, you can register with our website and login to your account. You can also let us know by contacting us at the email or postal address listed below. Please contact us directly to review any personal information we may have, to ask us to delete that information, or to ask us to stop further use of the information. To protect your privacy and security, we will also take reasonable steps to verify your identity before granting access or making corrections.

Cookies

"Cookies" are pieces of information that a website transfers to an individual's hard drive for record-keeping purposes. Cookies allow the web site to remember important information that will make your use of the site more convenient. Like most web sites, RMHC OF NEPA uses cookies for a variety of purposes to improve your online experience. For example, we track the total number of visitors to our site on an anonymous aggregate basis. We may also employ cookies so that we remember you when you return to the site. We may associate personal information with a cookie file in that instance.

Adjust the options in your web browser if you do not wish to receive cookies, or if you wish to set your browser to notify you when you receive a cookie. Click on the "Help" section of your browser to learn how to change your cookie preferences. If you disable all cookies, you may not be able to take advantage of all the features of this web site.

Links to Other Sites

We may include embedded content (e.g. videos, images, articles, etc.) and links to sites that are not operated by RMHC OF NEPA. Embedded content from other website behaves in the exact same way as if the visitor has visited the other website. If you visit one of these linked sites, you should review their privacy and other policies. We are not responsible for the policies and practices of other companies and any information you submit to those companies is subject to their privacy policies.

Changes to our Privacy Policy

This privacy policy is effective as of January 1st, 2019. From time to time, it may be necessary for RMHC OF NEPA to change this privacy policy. If we change our policy, we will post the revised version here. We suggest that you check here periodically for the most up-to-date version of our privacy policy. Rest assured that any changes will not be retroactively applied and will not alter how we handle previously collected information.

How to Contact Us

Should you have other questions or concerns about these privacy policies, please contact us at rmhcnepa@comcast.net (RMHC OF NEPA)