



Neighbors Link

PRIVACY POLICY Neighbors Link Website

Most Recent Update: August 2024

This Privacy Policy explains how Neighbors Link collects, uses and discloses personal information of its customers, prospective customers, and visitors to its website at <https://neighborslink.org/>.

COLLECTION OF PERSONAL INFORMATION

We collect directly from the user (client, prospective client, volunteer) personal, demographic information through our website, google forms, text messages and intake paper forms. This information is recorded in our Salesforce instance.

Information collected directly from you: We may collect personal information directly from you, for example through web forms during an online or in-person registration. Personal information we collect directly from you may include first and last name, address, email address, and phone number.

Information collected from your device: Our website may use tracking technologies such as cookies, web beacons, and other similar technologies to automatically collect certain information from your device, including for example your IP address, browser and operating system information, geographic location, referring website address, and other information about how you interact with the website.

Our website may also use cookies to personalize your experience. You may disable cookies in your web browser, but if these are disabled then parts of our website may not function properly. More information about blocking and deleting cookies is available at <http://www.allaboutcookies.org>. Our email campaigns may also use tracking technologies such as web beacons, pixels and other similar technologies to automatically collect certain information such as your IP address, browser type and version, and email engagement statistics. Our text campaigns may also use tracking technology to automatically collect certain information such as delivery status and whether we are using a phone number number that is valid for the purpose of receiving text messages.

USE OF PERSONAL INFORMATION

We use information collected directly from you to provide you with our programs, services, events, support and other relevant information. We may also use this information to market our programs and services to you, including by email and text message subject to your consent. We



use information collected automatically from your device to provide our website to you, to optimize our website, and to assist with our advertising and marketing efforts.

DISCLOSURE OF PERSONAL INFORMATION

We don't disclose your personal information to any third-party service providers. We do not sell your Personal Information or use it for marketing purposes.

We may share your Personal Information if required to do so by law to protect Neighbors Link from fraudulent, abusive, or unlawful uses or activity; to protect the security or integrity of our website; to investigate and defend ourselves against any third party claims or allegations; to assist government enforcement agencies; or to comply with state and federal laws, in response to a court order, judicial or other government subpoena or warrant.

EMAIL AND TEXT MESSAGE COMMUNICATIONS

If you wish to unsubscribe from our email campaigns, please click on the Unsubscribe link at the bottom of any marketing email sent from us.

If you wish to stop receiving text messages from us, reply STOP, UNSUBSCRIBE to any text message sent from us.

YOUR PRIVACY RIGHTS

You may have the right to request access to the personal information we hold about you and to request that your personal information be corrected or deleted. To exercise any of these rights, please contact us at info@neighborslink.org

DATA SECURITY PRACTICES

We use certain physical, managerial, and technical safeguards that are designed to protect the integrity and security of your personal information; however, no security measures are perfect or impenetrable, so we cannot ensure or warrant the security of any information you transmit to us through our website, and you do so at your own risk. We also cannot guarantee that such information may not be accessed, disclosed, altered, or destroyed by breach of any of our physical, technical, or managerial safeguards. We are not responsible for the circumvention of any privacy settings or security measures contained on the site.

CHILDREN; INTENDED AUDIENCE

We do not allow children under 13 years of age to use our website, we do not knowingly collect or maintain information from persons under 13 years of age, and no part of the website are directed to persons under 13 years of age. If you are under 13 years of age, then please do not use or access the website at any time or in any manner.



Neighbors Link requires that users of this service be limited to US residents only.

CHANGES TO THE THIS PRIVACY POLICY

We may update this Privacy Policy at any time. Please review it frequently.

CONTACT INFORMATION

If you have any questions about this policy or our privacy practices, please contact us at info@neighborslink.org