



A. Donor Privacy Policy

This policy relates specifically to Family Promise of Los Angeles donors.

Family Promise of Los Angeles Donor Privacy Policy

This privacy policy applies to collection of information by Family Promise of Los Angeles, including but not limited to information collected on our website. By submitting your information to us or any of our staff, you consent to the terms and conditions of the policy and to our processing personal information for the purposes stated below.

Personal Information

“Personal Information” is information that identifies you personally, such as your name, address, telephone number, and email address. We collect and store the personal information that you have provided us in the following ways:

- When you request information through an email address identified on our website or otherwise contact us in person, by phone, or by email, we may then collect your name, address, telephone number and email in order to respond to your inquiry.
- We may collect your name, email address, address, telephone number and other contact information if you register for an event.
- We may collect your name, email address, telephone number and payment information when you make a contribution, either on our website, over the phone, in person, or by mailing a check.

The above list is a sample of personal information that may be collected by FPLA. From time to time, we may collect personal information in ways not described above.

Use and Disclosure of Personal Information

- We will not sell, trade, or share your personal information, collected on the website, by other means, or through any other business activities with anyone else.
- We will not send you mailings on behalf of other organizations.
- We will only share your personal information if you give us specific permission to do so.
- We will collect payment information, billing address and other information necessary to process a donation or event registration.
- We will use your information to comply with the law or in the good faith belief that such action is necessary to conform to the requirements of law or comply with legal process served on us, protect and defend our rights or act in urgent circumstances to protect the personal safety of others.
- We will use the personal information to protect against potential fraud. We may verify with third parties the information collected in the course of processing a gift, event registration or other donation. If you use a credit card or debit card, we may use card authorization and fraud screening services to verify that your card information and



address matches the information that you supplied to us and that the card being used has not been reported lost or stolen.

- You have the right to review information that we have collected about you. To review that information, please contact us in writing at Family Promise of Los Angeles (2930 El Dorado St., Torrance, CA 90503).

Except as described in this Privacy Policy or at the time we request the information, we do not otherwise disclose your personal information to any third parties. FPLA will not sell, trade or share your personal information with any third parties.

Changes to Privacy Policy

We reserved the right to change this Donor Privacy Policy from time to time. When we do, we will note the last update at the bottom of this page. For changes to this policy that may be materially less restrictive on our use of disclosure of your personal information, we will obtain your consent before implementing the change by sending a notice to your primary email address and/or home address specified in our records and by placing a prominent notice on our website.

B. Privacy Policy for Guest Families

We respect you and your family's confidentiality and privacy; all the information you tell the staff is private and confidential. Information about your participation in any of FPLA's programs is also private and confidential. No mobile information will be shared with third parties/affiliates for marketing/promotional purposes. All other categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

We will only break confidentiality (meaning share your information) for these reasons:

1. **If you give us written permission.** Prior to sharing any information at your request, you will need to sign a Release of Information (ROI) that is specific to your needs. This release can be revoked verbally or in writing at any time.
2. **If we think you are in danger of hurting yourself or someone else.** In this instance, we would contact the appropriate authorities with your name, a description of the situation, and additional information they ask for.
3. **If we suspect child abuse.** We report suspected child abuse and neglect to Child Protective Services (CPS). This does not include past instances. In reports made to CPS, we only share information that we have observed, along with names of individuals involved, and any information required of us to share.
4. **If there is a medical emergency.** In this instance, we would contact an appropriate medical service and communicate information that would assist them in attending to your needs, such as allergies, medications, disabilities, etc.
5. **When a court or judge requires information from us.** This is most commonly through a subpoena or a warrant. In this instance, FPLA would adhere to current, written law.