

## PRIVACY POLICY

There With Care is committed to supporting families with critically ill children. This support is based on care and trust and that includes respecting your privacy and confidentiality.

There With Care is the sole owner of this site, and we maintain all family, volunteer and donor information with the strictest confidentiality. We will not share information with any other person, company, or organization without the express written request and consent of the person (or his/her legal guardian).

We cannot guarantee the confidentiality of email communications, which are potentially vulnerable to misdirection, interception, and/or eavesdropping by third parties unknown to us.

We have prepared this Privacy Policy to provide you with important information about our privacy practices.

### INFORMATION YOU GIVE US VOLUNTARILY

There With Care collects, retains and uses information you provide to us or give us permission to obtain. For example, you voluntarily provide or allow us to obtain information when you:

- **Donate to or Purchase from There With Care.** We request, collect and retain certain information necessary to verify your identity, prevent fraud and process your requested donation or purchase. This includes your name, e-mail address, billing address, credit card information (credit card numbers not retained after donation or purchase), phone number, donation and/or purchase amount, and other personally identifiable information you share with us. We collect, transmit and retain credit card transaction information in conformity with the Payment Card Industry Data Security Standards.
- **There With Care's Website.** We request, collect and retain certain information when you complete a form, register for an event, subscribe to our electronic newsletter, respond to surveys, post to community forums or use other features of our site. This includes your name, e-mail address, mailing address, phone number and other personally identifiable information you share with us.
- **Use of our Program Services.** There With Care's program services provide day-to-day support to families and children facing critical illness. If you participate in our program services, we request, collect and retain your name, e-mail address, mailing address, phone number and other personally identifiable information you share with us. We also collect and retain the services in which you participate and the content of the messages you wrote and/or sent.
- **Communications with us Online.** Sometimes we request, collect and/or retain information when you communicate with us online, which may include your name, e-mail address, mailing address, phone number, and other personally identifiable

information you share with us. For example, you may ask us to update your contact information through [info@therewithcare.org](mailto:info@therewithcare.org).

The above information is collected and processed, based on your consent, to fulfill your purchases and/or donations, to keep you up to date with There With Care's work and our mission that is important to you to maintain and expand our relationship with you and other supporters, for our other legitimate purposes.

### **INFORMATION WE COLLECT AUTOMATICALLY WHEN YOU VISIT OUR WEBSITE**

Similar to most websites, certain kinds of information are automatically or passively collected, retained and used when you visit our website:

- **Log Data.** When you visit or use any website, including the There With Care websites, your browser or mobile device creates certain information, which is logged. Log data may include your Internet Protocol (IP) address, searches, browser and system type settings, the date and time you used the Site, how you used the Site, cookie data, and your device data. We use third parties to collect, retain, evaluate and make available to us this information when you visit our Site. We use this information to maintain and monitor the Site, including its availability, functionality, speed and security to make the Site more user-friendly and to improve your experience when you visit it.
- **Cookies and Similar Technologies.** We use Cookies to improve our Site, auto-populate your preferences and settings, and collect analytic data. For example, if cookies are enabled on your computer or mobile device, our Site uses them to determine if you previously used our volunteer services and auto-populates certain information field to make it easier for you to join future volunteer opportunities.
- **Information from Third Parties.** We sometimes collect information about you, including personal information from third parties we work with or through publically available sources. We may combine that information with other information we collect through the Site or that you voluntarily provide or authorize us to obtain. We do not have any control over the third parties that provide us with your information, including how they collect, process or disclose your personal data.
- **Device Information.** We use third parties to collect information about the device you use to visit the Site, including device type, operating system and settings. Whether we collect some or all of this information depends on the device you use and its privacy settings. We do not have any control over the third parties that provide us with your information, including how they collect, process or disclose your personal data.
- **Site Use.** We use third parties to collect information about your and other visitors' interactions with the Site. These services use cookies to measure how users interact with our Site. The data that is collected and made available to use includes search terms used to reach our Site, which websites visitors came from, event data (pages and

content viewed or clicked upon), the event date and time, searches within our Site and visitors' IP addresses. This allows us to understand how many people visit our Site, how they use it, whether they are new or returning, how often they visit and how they interact with the Site. We can also use this information to test and to improve our Site to provide you with a more relevant and meaningful experience. We do not have any control over third parties that provide us with your information, including how they collect, process or disclose your personal data.

- **Payment Transaction Information.** If you donate or make a purchase using a credit card, your card information is processed by our contracted merchant service providers. We do not retain information about your online payment transactions, but through a third-party platform we use, we can access the last four digits of your credit card and transaction information, such as the date and the amount.
- **Other sources.** To the extent permitted by applicable law, we may receive additional information about you, which as demographics, fraud detection information or other personally identifiable information from third-party service providers. We may combine this and other information we have about you.

#### HOW WE USE OR SHARE THE INFORMATION WE COLLECT

In addition to specific uses discussed below, we generally use the information we collect to improve your Site's function and content, to stay in touch with our supporters about activities, news, programs, to expand our supporter base and to notify you about updates to our Site.

#### DATA COLLECTED FOR A FINANCIAL TRANSACTION

The data we collect from you if you make a donation or purchase is used to verify your identity and to complete your requested transaction. We also use your phone number and/or e-mail address to contact you if there is a problem with a transaction, and we use your e-mail address to confirm your donation and/or purchase. This information is necessary to fulfill your order or donation transaction. The personal financial information we collect and control to conduct financial transactions is kept private and secure and is not sold, rented or traded to third parties.

To the extent allowed by law, we collect, retain and use your name, e-mail address, phone number, address and any other personally identifiable information you provide voluntarily or give us permission to obtain. We use this information to keep you up to date on There With Care's programs, including family stories, financial oversight and other ways you can help support us.

### **DATA COLLECTED WHEN YOU SIGN UP FOR E-MAILS OR TEXTS, REGISTER FOR AN EVENT OR COMMUNICATE WITH US FOR OTHER REASONS**

To the extent allowed by the law, we collect, retain and use your name, e-mail address, phone number, address and any other information you provide voluntarily or give us permission to obtain. This allows us to keep you up to date on There With Care's programs and other ways you can help support us.

### **DATA SHARED WITH THIRD PARTIES IN WHICH WE CONTRACT**

We sometimes contract with third-party companies or employ persons to collect and process information on our behalf based on our instructions and in compliance with this Policy.

For example, we share information with credit card payment processing companies and advocacy platforms. We also share data with security consultants. In addition, we share certain information to improve and expand our fundraising capabilities, our donor and supporter databases, and our outreach efforts. This may include information we independently acquire about you, some of which may be collected by third-party providers at our request.

For example, we use third-party platforms to send out newsletter e-mails, event invitation e-mails and volunteer opportunity e-mails.

### **HOW LONG WE KEEP YOUR INFORMATION**

We keep your information as long as necessary to accomplish the uses described in this Policy. When we no longer need to use your information and there is no requirement that we keep it, we'll either delete or depersonalize it so you can't be identified.

### **CHILDREN'S ON-LINE PRIVACY**

Our Site is not directed to children under 13 years of age, and we do not knowingly collect information from children under 13. Additionally, if you are in the European Union you must be over the age at which you can consent to data processing under your country's laws or you must provide parental consent. If you are a parent and believe your child is receiving There With Care communications and you do not wish them to, or if you believe we are collecting your children's personal information, please contact us.

### **LINKS TO OTHER SITES**

Our Site may contain links to other websites from time to time. We are not responsible for other websites' content, cookies policies or privacy policies. Please be aware when you leave our Site. We suggest you read the privacy policies of these other websites, which may collect your personally identifiable information.

## COOKIE POLICY

This policy explains There With Care's use of cookies and similar technologies when you visit our therewithcare.org and bayarea.therewithcare.org website. When you visit our Site, you will be consenting to the use of cookies.

Cookies are small text files that are placed on your computer and mobile device, through your browser, by the website that you visit. These text files can be read by these websites, through the browser, and help to identify you when you return to the website. Cookies can be very useful and do not run programs or deliver viruses to your computer. Some cookies are set by third-parties that can recognize the device you use to visit our Site as well as when you visit other websites. Cookies are used to make the Site work properly, help the user experience be more efficient, and to track metrics to help us improve our Site and the information we provide.

Cookies serve many useful purposes. For examples:

- Cookies can remember your sign-in credentials so you do not have to enter those credentials each time you visit a Site.
- Cookies can help us and third-parties understand which part of our organization is most popular because they help us see which pages and features visitors access and how much time they spend on pages. By studying this information, we can better adapt our opportunities for community engagement and to provide you with a better experience.

Most cookies on the There With Care websites come automatically from third-party companies that we use to monitor and improve the user's experience. We also set a small number of cookies to ensure the website platform functions properly and securely.

You can control cookies and other types of automatic data collection and storage through your browser and/or mobile device settings. Please check your software or device manufacturer's instruction to learn more about your options.

We also use these technologies:

- **Social Media Plug-Ins.** To enable people to share our content across social platforms, we may sometimes include social media plug-ins such as Facebook and Twitter. These may send information such as which pages you viewed, length of visit, etc. If you have a social media account, this information can be stored in your account. There With Care does not have direct access to information stored in your social media account.
- **Google Analytics.** These services are provided by Google, Inc and require a cookie to run. The information is transmitted and stored by Google on its servers located in the United States. It allows, in aggregate, for us to monitor which Site pages are visited, what types of devices are used, how long people stay on the site, what part of the country people visit the Site from and so forth. Because Google only receives truncated IP address, it can approximately identify your country and state location, but it cannot

identify you, your computer or mobile device, individually. Learn how to opt out by contacting Google Analytics.

- **Tracking Pixels.** In e-mails, we include a tracking pixel, which is a tiny image. This image lets us know whether or not you opened the mail. You can unsubscribe from our e-mails at any time by contact us at the address and/or phone below.

## YOUR CHOICE REGARDING YOUR INFORMATION

You have choices about your data and how we collect, use or disclose it. We want to send you only communications, which you have agreed and wish to receive. You can unsubscribe at any time.

- If you would like to opt out of postal or e-mail communications from There With Care, you can do so through by contacting us by clicking “Unsubscribe” on the e-mail communications or by sending an e-mail to [info@therewithcare](mailto:info@therewithcare) or by phone (303) 447-2273. To contact us via mail, please write to:

There With Care  
2825 Wilderness Place, Suite 100  
Boulder, Colorado 80301  
(303) 447-2273  
[info@therewithcare.org](mailto:info@therewithcare.org)

- If you would like to stop receiving mobile messages, please contact us via e-mail, phone or mail at the address above.
- You can control cookies and other automatic data collection and storage through your browser and/or mobile device settings. Please check your software or device manufacturer’s instructions and/or read our Cookie Policy to learn more about how we use cookies or how to disable cookies on your computer or mobile device.

Through our site is not specifically directed towards the European Union (“EU”), and we don’t have a physical location in the EU, if you’re located in the EU or the European Economic Area, you can contact us at the address, e-mail or phone number above to:

- Request we share with you the information we have collected about you. This will take approximately 30 days;
- Request we correct or delete your information;
- Object to the processing of your information; or
- Request we send the information we have collected about you to other organizations.

### **CHANGES TO THIS POLICY**

There With Care reserves the right, in its sole discretion and without any obligations, to modify or correct any errors or omissions in any portion of this Site, including its terms of use and privacy policy.

If our information practices or privacy policy changes in the future, we will update our privacy policy to notify you of the changes and provide you with the ability to opt out of these new uses. Please check back at our Site periodically as we'll post any changes to this page. If you continue to use our Site after changes go into effect, you agree to the new policy.

If changes are significant, we may provide a more prominent notice or ask for your consent, if required by law. If you feel we are not following our privacy policy, or wish to review or request changes to your contact information, please contact us at the address above.

We may collect limited personal information about our users for our organization. For example, we may collect information that you provide us, and information that we collect from publicly available sources or third parties.

## **DONOR PRIVACY POLICY**

### **Our Promise to our Supporters**

There With Care is committed to supporting families with critically ill children. This support is based on care and trust and that includes respecting your privacy and confidentiality.

There With Care is the sole owner of this site, our mobile applications, and we maintain all donor information with the strictest confidentiality. We will not share, trade or sell our donor information with any other person, company or organization and will not send mailings to our supporters on behalf of other organizations.

This policy applies to all information received by There With Care on-line and off-line or through any other platforms, including written, oral and electronic communications. Information collected from our donors will only be used to provide donors with information on behalf of the There With Care and to process donations. Donor information collected through donations processed through a third party service will only be used for processing the donation. We cannot guarantee the confidentiality of email communications, which are potentially vulnerable to misdirection, interception, and/or eavesdropping by third parties unknown to us.

If you have any questions or concerns about your privacy, please contact us at the address and/or phone above.