

The Caregiving Support Network Online Privacy Policy

Effective Date: October 10th, 2022

This Privacy Policy applies to personal and other information that may be collected when you interact with the Caregiving Support Network Inc, which consists of (a) Caregiving Support Network, Inc. staff and associates, and (b) websites owned, operated and managed by Caregiving Support Network, including each website that links to this Privacy Policy, and (collectively, "Caregiving Support Network Websites"); Protecting the privacy and security of your personal information is a priority at Caregiving Support Network, and we believe that a single, comprehensive privacy policy that is straightforward and clear is in the best interests of our stakeholders and beneficiaries. Personal information is sometimes referred to as personal data in certain jurisdictions.

Caregiving Support Network reserves the right to modify or amend this Privacy Policy at any time. You will be notified of any material changes to this Privacy Policy which are less protective of donor information prior to such changes becoming effective. We may notify you of these changes by email reminders, by notice on this site, or by other acceptable means. Such modifications will only apply to information collected on, or after, the date of the modification.

Below you will find answers to the following frequently asked questions about how we collect, use and share your personal information:

1. What is the personal information that we collect?
2. Why do we collect personal information?
3. How do we collect your personal information?
4. How do we use personal information?
5. With whom do we share personal information?
6. How do we secure personal information?
7. How do we respect your choices about your personal information?



8. Caregiving Support Network does not sell your personal information under the customary definition of sale.
9. Whom do I contact if I have questions or concerns?
10. What other information about Caregiving Support Network's Privacy Policy would I want to know?

Caregiving Support Network does not sell your personal information under the customary definition of sale.

1. What is the personal information that we collect?

Depending on how you choose to interact with the Caregiving Support Network, we may collect personal information from you, for example your name, email address, billing address, shipping address, phone number, credit card or bank account information, date of birth and other persistent identifiers that can be used to personally identify you. We may also collect other personal information regarding your interaction with the Caregiving Support Network Websites, including usage information, the pages that you browse, donations, downloads, pages read, watch and otherwise access, and your geographic location.

2. Why do we collect personal information?

We collect your personal information in an effort to provide you with a superior donor experience and, as necessary, to administer the Caregiving Support Network Inc. It allows us to provide you with easy access to our program and services, with a particular focus on the items and programs that may be of most interest to you. For more information as to why we collect personal information, please see the section below entitled: "How do we use your personal information?"

Your personal information also allows us to communicate with you about special events, appeals, and news that may be of interest to you. You always have the opportunity to unsubscribe from fundraising emails by following the instructions included in each fundraising email.



3. How do we collect your personal information?

(a) Information that you provide to us

As a general matter, you can browse the Caregiving Support Network Websites without submitting your personal information to us, although we may receive and collect certain personal information automatically, as outlined in Section 3(b) of this Privacy Policy, including site analytics regarding our websites, information your Internet browser automatically sends when you visit our websites, and information collected by cookies.

However, there are a number of circumstances in which you may need to provide us with your personal information.

The most common of these circumstances include:

- Making a donation
- Joining the Caregiving Support Network Compassion Club
- Using Caregiving Support Network Websites
- Contacting our donor relations team
- Signing up for Emails of Encouragement or our Newsletter
- Interacting with social networking sites
- Signing up for fundraising communications

For your convenience, we have provided a summary description of some of these circumstances below:

Making a donation

When you make a donation, you will need to submit personal information to us. We will store and use this information to administer the fundraising campaign which you chose to donate toward, and as permitted by this Privacy Policy.

Joining the Caregiving Support Network Compassion Club



When you enroll in the Caregiving Support Network Compassion Club, we will ask you to submit personal information to us. We will store and use this information to administer the fundraising campaign which you chose to donate toward, and as permitted by this Privacy Policy.

Contacting our Donor Relations Team

When you contact our donor relations team, we may ask you to provide, or confirm, personal information so that we can better serve you.

Signing up for Emails of Encouragement or other Notifications

If you sign up to receive our Newsletter, Emails of Encouragement, or other notifications from us, we may ask you to provide personal information so that we can provide these to you.

(b) Information automatically collected

There are circumstances in which we automatically receive and collect information from you. The most common sources of this information include:

- Web server logs
- Cookies
- Pixel tags or clear GIFs
- Third party web analytics services
- Targeted advertising
- Social media sites
- Business partners, contractors, and other third parties

For your convenience, we have provided a summary description of each of these circumstances below:

Web server logs



When you visit a Caregiving Support Network Website, our web servers may automatically log information that your browser sends us. For example, we may receive and collect: the name of the domain and host from which you access the Internet; the Internet Protocol (IP) address of the computer you are using; the date and time you access the Caregiving Support Network Website; and the Internet address of the website from which you linked directly to the Caregiving Support Network Website. We may also collect information regarding search queries run on the Caregiving Support Network Website. We use this information to monitor the usage of the Caregiving Support Network Websites and as necessary to further our mission.

Cookies

Like many online organizations, we and/or our third party providers use cookies to recognize you as you use or return to the Caregiving Support Network Websites. This is done so that we can personalize and enhance your browsing and donation experience. "Cookies" are small files that are placed in your browser to collect information about your activities on a Caregiving Support Network Website. Cookies help us to: (1) speed navigation, and provide you with content that is tailored to you; (2) remember information you gave us so that you do not have to re-enter it; (3) determine the effectiveness of some of our and our third party partners' communications; and (4) monitor the total number of visitors and pages viewed.

Browsers are typically set to create cookies automatically. You can choose to have your browser notify you when cookies are being written to your computer or accessed, or you can disable cookies entirely.

Pixel tags or clear GIFs

We may use sensing technologies that use pixel tags or clear GIFs (which are also called web beacons). These technologies allow us to determine the effectiveness of our email and fundraising and communications efforts.



For this purpose, we tie the pixel tags and clear GIFs to personally identifiable information. We may also collect information regarding the links within such communications materials that you click on and donation statistics regarding your donations following receipt of such communications.

Third party web analytics services

We work with third party service providers, including but not limited to Google Analytics, to help us better understand how you use the Caregiving Support Network Websites. These third party service providers will place cookies in your browser to collect information such as how you were referred to the Caregiving Support Network Website, how you navigate around the Caregiving Support Network Website, what campaigns you donate to and what traffic is driven by various fundraising and communication methods. This information will help us to better serve you and provide you with more personalized information and fundraising appeals. We do not allow third party service providers to collect your credit card information, email address, or password information. These third party service providers may only use your personal information to perform services for us and may not share your personal information with anyone else, or use it for any other purpose, except on an aggregated, non-personally identifiable basis.

To learn more about the privacy practices of Google, you may review its privacy policy located [here](#). To disable the Google Analytics cookie and other third party web analytics service provider cookies, you can choose to have your browser notify you when cookies are being written to your computer or accessed, or you can disable cookies entirely.

Targeted advertising

We may partner with third party advertising networks that collect IP addresses, unique device identifiers (UDIDs), browser type, operating system, time zone, country, referring pages, and other information through



the use of cookies, web server logs and pixel tags on Caregiving Support Network Websites, emails and on third party websites and emails. They use this information to provide you with advertisements that are customized to your particular preferences, including for companies that are not affiliated with us. You may see these advertisements on Caregiving Support Network Websites and third party apps and websites, and across different devices you use. We may use this process to help us manage and improve the effectiveness of our fundraising efforts.

Please understand that Caregiving Support Network does not control these third party cookies, and you should check the privacy policies of third party advertising networks to see whether and how it uses cookies.

Social media

We may provide you the ability to sign into a Caregiving Support Network Website or App using a social media account such as a Facebook, Twitter, Instagram, Snapchat, or Google account, or use your social media accounts to share information from Caregiving Support Network Websites. In these cases, as well as when you use a Caregiving Support Network app on a social media site or choose to join (or "like") a Caregiving Support Network page on a social media site, the social media site may provide us with certain information about you, including but not limited to your contacts and other "likes". In addition, we may share your information, including personal information, with third party vendors to facilitate your choice to sign into a Caregiving Support Network Website using a social media account. Please see the privacy policy for the applicable social media site to learn more about how these sites share your personal information.

Business partners, contractors, and other third parties

We may collect personal information and other information about you from business partners, contractors and other third parties. This includes, but is not limited to, instances in which you affirmatively authorize third parties to provide us with information. Such information may be collected via, but not



limited to, software applications that you download or use on your Device or that otherwise allow you to interact with the Caregiving Support Network Inc.

4. How do we use your personal information?

Caregiving Support Network uses your personal information to provide you with a superior donor relations experience and, as necessary, to administer our organization. For example, we use your personal information to:

- Provide you with information across the Caregiving Support Network, including fundraising appeals and subject recommendations and other information in Caregiving Support Network emails from our team, and on the Caregiving Support Network Websites and online interactive communities, your Devices, Digital Content, Apps and software, and display associated content and advertising;
- Administer our programs;
- To protect against deceptive and fraudulent activity;
- Provide donor relations by telephone, emails and online;
- Conduct research and perform analysis in order to measure, maintain, protect, develop and improve our fundraising methods and communications;
- Administer fundraising campaigns and provide appropriate notifications;
- Communicate with you about special appeals, events, or new fundraising campaigns that may be of interest to you;
- Customize and enhance the Caregiving Support Network Websites and advertising;
- Make communications necessary to notify you regarding security, privacy, and administrative issues; and
- Manage our non-profit organization

5. With whom do we share personal information?



Protecting the privacy and security of your personal information is a priority at Caregiving Support Network. Caregiving Support Network shares your personal information with:

- **Partners.** We provide personal information to our partners that provide product and service offerings that we think may be of interest to you. Our partnerships may also result in products and services that allow you to publish Digital Content that may be shared with our partners. We may offer you the opportunity to opt-in to receive information from our partners, which may result in your personal information being shared with our partners. The use of your information by our partners and their vendors and contractors will be subject to the privacy policies of our vendors once such information is transferred.
- **Service providers, subcontractors and agents who perform services on our behalf.** We provide personal information to third party service providers, subcontractors, and agents that work under contract on our behalf to provide certain services. These third parties do not have the right to use personal information we provide to them in any way that is not authorized by the Caregiving Support Network. They are contractually obligated to use such information only as necessary to assist us and to maintain the confidentiality and security of such information.
- **Credit card companies.** Credit card transactions are handled by third party financial institutions and their vendors and contractors who receive credit card numbers and other personal information from us to verify the credit card numbers and process transactions. Although Caregiving Support Network's treatment of this information is governed by this policy, the use of your information by the third party financial institutions and their vendors and contractors will be subject to their own privacy policies.
- **Law enforcement officials and as required by law.** The Caregiving Support Network Inc may release personal information to third parties when we determine, in our judgment, and without your consent, that it



is necessary to (a) comply with the law, regulation, legal process, or enforceable governmental request; (b) enforce or apply the terms of any of our policies or user agreements; (c) establish or exercise our rights, to defend against a legal claim, to investigate, prevent, or take action regarding possible illegal activities, suspected fraud, safety of person or property, or a violation of our policies, (d) protect the rights, property or safety of Caregiving Support Network, our employees, our donors, users, or others.

- **Your Consent.** We may ask if you would like us to share your information with other unaffiliated third parties who are not described elsewhere in this policy.

6. How do we protect personal information?

No method of transmission over the Internet, or method of electronic storage, is fully secure. While we use reasonable efforts to protect your personal information from unauthorized access, use, or disclosure, we cannot guarantee the security of your personal information. In the event that we are required by law to inform you of a breach to your personal information we may notify you electronically, in writing, or by telephone, if permitted to do so by law.

7. How do we respect your choices about your personal information?

You may choose to opt out from receiving fundraising appeals and communications from the Caregiving Support Network at any time by following the instructions below.

- **For Caregiving Support Network Donors:** At any time, a donor may choose to opt-out of the receipt of any fundraising communications by clicking on the opt-out link provided at the bottom of each email and following the instructions, or by emailing our Donor Relations team at info@caregivingsupportnetwork.org



Even if you opt-out of receiving fundraising or other communications, you may continue to receive emails and notifications related to donation confirmations and / or other communications as required by law.

8. Caregiving Support Network does not sell your personal information under the customary definition of sale.

We do not provide your name, phone number, address, email address or other personally identifiable information to third parties in exchange for money.

Analytics & Targeted Advertising

You may choose to opt out of collection of automatically collected information, including cookies, Google Analytics, and targeted advertising, by following the instructions given in Section 3(b) above, or by using the functionality in your browser to reject cookies.

Online Community Users

Caregiving Support Network provides you with the ability to access, correct, change or request deletion of the personal information in your community profile(s) at any time by following the instructions below. Please be advised that the Caregiving Support Network may archive information it collects on its community and visitors. Additionally, by participating in the Caregiving Support Network online interactive community, including but not limited to, the participation in Caregiving Support Network's other various interactive offerings, you agree to receive communications from Caregiving Support Network, other users, and moderators related to the provision of these services.

Accessing, correcting and deleting your information

You have the right to ask us not to use your personal information for direct marketing purposes. You also have the right to request a copy of the



personal information that we hold about you and to have any inaccuracies rectified. Finally, you have the right to request that we delete your personal information. If required by law we will grant a request to delete information, but you should note that in many situations we must keep your personal information to comply with our legal obligations, resolve disputes, enforce our agreements, or for another one of our business purposes.

Please address written requests and questions about your rights to info@caregivingsupportnetwork.org or call us at 615-318-6691, and you may submit a request for a copy of the personal information that we hold about you through a written request to info@caregivingsupportnetwork.org.

California residents may be entitled to object, or opt-out, of having their information given to third parties. If you are a California resident and would like to opt-out of having your information sold, please write a request to info@caregivingsupportnetwork.org. We do not discriminate against California donors or users who exercise any of their rights described in this policy.

Note that, as required by law, we will require you to prove your identity. We may conduct an identity verification by phone call or email. Depending on your request, we will ask for information such as your name, the last campaign you donated to us, or the date of your last donation to us. We may also ask you to provide a signed declaration confirming your identity. Following a request, we will use reasonable efforts to supply, correct or delete personal information about you in our files.

9. Whom do I contact if I have questions or concerns?

If you have any questions about this Privacy Policy, please contact us at info@caregivingsupportnetwork.org or call our donor relations team at 615-318-6691.

10. What other information about Caregiving Support Network's Privacy Policy would I want to know?



Policies for Minors, including children under the age of 13

Caregiving Support Network is committed to complying with all applicable laws and regulations regarding the collection, storage and use of personal information of Minors under the age of 13, including the Children's Online Privacy Protection Act of 1998.

Except as noted below: (i) Individuals under the age of 18 ("Minors") are not permitted to use the Caregiving Support Network Websites or Apps without the supervision of a parent or legal guardian; (ii) we do not knowingly collect or solicit personal information from children under the age of 13 or knowingly allow such persons to register for an online account or to post personal information on the Caregiving Support Network Websites; and (iii) should we learn that someone under the age of 13 has provided any personal information to or on any of the Caregiving Support Network Websites, we will remove that information as soon as possible.

If you are a parent or guardian who believes that your Minor under the age of 13 has submitted personal information or other information to us without your consent, please contact us at info@caregivingsupportnetwork.org. Once we verify that you are the parent or legal guardian, at your request, we will promptly provide to you information regarding what, if any, personal information we have collected about your child and how it has been used or shared. We will, at your request, remove personal information about your child from its database and instruct our affiliates and third party partners to do the same.

If you are a Minor under the age of 18, you may request and obtain removal of certain content or information posted on Caregiving Support Network Websites and Apps by sending an email to info@caregivingsupportnetwork.org with "Privacy Rights for Minors" in the subject line. Please be advised that our removal of your post(s) does not ensure complete or comprehensive removal of the content or information you have posted on Caregiving Support Network Websites or Apps.

Data retention policy



We will retain your information for as long as your account is active or as needed to provide you with information. We will retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

Your California Privacy Rights

California Civil Code 1798.115(c), 1798.130(a)(5)(c), 1798.130(c), and 1798.140 indicate that organizations should disclose whether certain categories of information are “sold” or transferred for an organization’s “business purpose” as those terms are defined under California law. If you would like more information concerning the categories of personal information (if any) we share with third parties or affiliates for those parties to use for direct marketing, please submit a written request to us using the information in the “Contact Information” section below. We do not discriminate against California donors or users who exercise any of their rights described in this policy.

Do Not Track Disclosure

Certain web browsers may provide an option by which you may ask your browser to inform websites you visit that you do not wish your activities to be tracked by cookies or other persistent identifiers, commonly called “Do Not Track Signals”. Although Caregiving Support Network Websites are currently unable to respond to Do Not Track Signals, you may opt out of tracking activities by following the instructions in this Privacy Policy to opt out of web analytics and behavioral advertising.

GDPR Privacy Policy (Data Protection Rights)

We would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

- The right to access – You have the right to request copies of your personal data. We may charge you a small fee for this service.



- The right to rectification – You have the right to request that we correct any information you believe is inaccurate. You also have the right to request that we complete the information you believe is incomplete.
- The right to erasure – You have the right to request that we erase your personal data, under certain conditions.
- The right to restrict processing – You have the right to request that we restrict the processing of your personal data, under certain conditions.
- The right to object to processing – You have the right to object to our processing of your personal data, under certain conditions.
- The right to data portability – You have the right to request that we transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us.

Important information about third party devices, ISPs, websites and applications

This Privacy Policy applies solely to information collected by the Caregiving Support Network Inc. Whenever you click on links and banners on any Caregiving Support Network Website that take you to a third party website or you use, download or install third party software applications onto your Device, your use of those third party websites and/or software will be subject to the third party's privacy policies, not the Caregiving Support Network's. Additionally, please note that when using the Caregiving Support Network Websites, third party mobile device manufacturers and internet service providers (ISPs) may collect personal information about you and your use of such third party products and services will be subject to the third party's privacy policies.

In addition, our website includes links to other websites whose privacy practices may differ from those of Caregiving Support Network. If you



submit personal information to any of those sites, your information is governed by their privacy policies. We encourage you to carefully read the privacy policy of any website you visit.

By doing business or interacting with Caregiving Support Network, you are consenting to the transfer, storage, and processing of your personal information to and within facilities located in the United States and other facility locations selected by Caregiving Support Network.

Terms of Use

Any dispute between you and us regarding the privacy of your personal information is subject to this Privacy Policy and the terms of use or terms and conditions applicable to the services you use, including limitation on damages, resolution of disputes, and application of the law in the Commonwealth of Pennsylvania.

Contact Information

If you have questions or concerns about this Privacy Policy or our privacy practices, you may contact us by emailing info@caregivingsupportnetwork.org You may also mail inquiries and concerns to: Chief Privacy Officer, Caregiving Support Network PO Box 974 Blakeslee, Pennsylvania, 18610.

Effective Date: October 10th, 2022