GIVING HEALTH, INC

Privacy Policy

Giving Health recognizes our obligation to respect and protect the privacy of our donors and our members. Giving Health directors, employees, volunteers, and independent contractors will adhere to the following guidelines:

- Information about donations and telehealth membership enrollments are treated with strict confidentiality and as required by the law.
- Giving Health does not lend, exchange, rent, or sell our donor or member lists to other organizations or businesses or any other third party.
- During interactions with members of our telehealth solution, a member may ask Giving Health representatives to help arrange a visit with a healthcare provider or other community organization. Giving Health will only share the member's contact information consistent with their authorization to do so.
- We use third party software to maintain your account information to ensure it is protected by the strictest security possible. Your account information is only accessible by authorized directors and employees of Giving Health.
- Some donors and telehealth members prefer anonymity. Giving Health respects completely the wishes of contributors and members who prefer that their donation or membership in Giving Health remain confidential.
- Directors and employees of Giving Health who have access to donor or member personally identifiable information in connection with processing donations or telehealth memberships are required to keep the information confidential.
- Periodically throughout the year donors will receive newsletters and requests for contributions. Donors have the option to be removed from the mailing list by contacting us at 877-824-0099.

Use of Links

We may provide links to other servers which may contain information of interest to our members and partners. We take no responsibility for, and exercise no control over, the organizations, views, or accuracy of the information contained on other servers.

If you have a link you'd like us to consider adding to our website, please send an email to Support@givinghealth.org with the subject "Link request."

Use of Text and Image

If you would like to publish information that you find on our website, please send your request to Support@givinghealth.org

Website Privacy Policy

We have created this statement to demonstrate our firm commitment to your privacy. We do not collect personally identifiable information about you when you visit our site, unless you choose to provide such information to us. Providing such information is strictly voluntary. This policy is your guide to how we will handle information we learn about you from your visit to our Web site.

Reading or Downloading

We collect and store only the following information about you: the name of the domain from which you access the Internet, the date and time you access our site, and the Internet address of the Website from which you linked to our site.

We use the information we collect to measure the number of visitors to the different sections of our site, and to help us make our site more useful to visitors.

Online Donations, Member Enrollments, and Personally Identifiable Information

If you donate online using the donation tab on our website or use a registration link provided by Giving Health, we will only use your information to provide you with more targeted content. We may use your contact information to send further information about our organization or to contact you when necessary.

Likewise, if you enroll in our no-cost telehealth solution, Giving Health or its third-party telehealth provider may use your contact information to forward health, wellness or other related information to you. You may always opt-out of receiving future mailings; see the "Opt Out" feature.

Sending us an Email

You also may decide to send us personally identifiable information, for example, in an electronic mail message containing a question or comment, or by filling out a Web form that provides us this information. We use personally identifiable information from email primarily to respond to your requests. We may forward your email to other employees who are better able to answer your questions. We may also use your email to contact you in the future about our programs that may be of interest.

We want to be very clear: We will not obtain personally identifiable information about you when you visit our site, unless you choose to provide such information to us. Providing such information is strictly voluntary. Except as might be required by law, we do not share any information we receive with any outside parties.

If you sign up for our email lists, we will only send you the kinds of information you have requested. We won't share your name or email address with any outside parties.

Opt-Out or Change Your Contact Information

Our site provides users the opportunity to opt-out of receiving communications from us by using the Contact tab or calling our toll-free number. You may choose to receive only specific communications or none at all. You may also update your contact information previously provided to us. You cannot remove yourself from our database, but you can prevent unwanted communication.

Security

- Giving Health uses GiveSmart, a nationally recognized online donation processing platform, to process all online and text donations to Giving Health. GiveSmart has received **certification** as a Payment Card Industry, Data Security Standard (PCI DSS) Level 1 service provider. Many companies claim to be PCI *compliant*, but only companies that pass a full-scale audit by a qualified security assessor (QSA) can be **PCI DSS Certified**. All GiveSmart payment and user information is 100% PCI certified and guarded by the highest industry standards. GiveSmart is also on the <u>Visa Global Registry of Service Providers</u>, the payment industry's designated source for registered and compliant companies.

- GiveSmart also stores all member registration information submitted through our online registration and text to register links. Telehealth enrollment files necessary to create Giving Health memberships are gathered from GiveSmart secure data storage and uploaded to our telehealth provider, Lyric. Only personnel authorized by Giving Health will be allowed to handle this personally identifiable information and upload it into Lyric's secure operations environments that are firewalled and not available to the public. Only those directors and employees who require access to your information in order to do their jobs are allowed access.

Though no data transmission over the Internet is 100% secure, we strive to protect your information. However, we cannot ensure or warrant the security of such information.

Questions about our policies

If you have any questions about this privacy statement, the practices of this site, or your dealings with this Web site, you can contact us at:

Giving Health, Inc
1-877-824-0099
Support@givinghealth.org