

Worldwide Fistula Fund Privacy Policy

This policy was last updated on July 9, 2020.

At Worldwide Fistula Fund (“WFF”) we strive to do everything we can to respect the trust supporters place with our organization and we are committed to protecting and safeguarding your privacy. Please be assured that WFF uses its best efforts to protect the privacy of our supporters whether you visit our sites at www.worldwidefistulafund.org, www.fightfistula.org or you interact with us through another communication channel, such as email, direct mail, social media, etc. Our Sites, the services available through our Sites, services through any of our other communication channels are collectively, the “Services”.

Types of Information We Collect and How It Is Used

Personal Information

The type of information we collect depends on how you use our Services. WFF gathers personal information such as first and last names, addresses, email addresses and your donation information when voluntarily provided by you. When you submit any payment information to us, you consent to providing your payment information to us and to our service providers processing the donation to the extent required to provide our Services to you. When we collect payment information from you, the information that you provide to us and our vendors is used to process your donation, provide your donation receipt to you and to help track WFF giving. If you choose to make recurring donations via our site and Blackbaud, you consent to Blackbaud storing your payment information to enable future recurring donation processing. See section “Security of my Personal Information” for details on how your information is safeguarded by Blackbaud. See section “Access to my Personal Information” for instructions on how to change Personal Information including that related to changing recurring donations made on our site through Blackbaud.

We may also acquire information about you from public and private sources in order to provide you services that we believe you would be interested in, for example, when developing a local event invitation list.

Information We Collect Automatically

We may automatically collect the following information about your use of our Site and Services through cookies, web beacons, and other technologies: your domain name; your browser type and operating system; web pages you view; links you click; your IP address; the length of time you visit our Site and or use our Services; and the referring URL, or the web page that led you to our Site. We may combine this information with other information that we have collected about

you, including, where applicable, your personal information. Please see the section “Cookies and Other Tracking Mechanisms” below for more information.

How We Use Your Information

We use your information, including your personal information, for the following purposes:

To provide our Services to you, to communicate with you about your use of our Services, to respond to your inquiries, to process your donations or purchases for merchandise or tickets, and for other customer service purposes.

To tailor the content and information that we may send or display to you, to personalize help and instructions, and to otherwise personalize your experiences while using the Site or our Services.

For marketing and promotional purposes. For example, we may use your information, such as your email address, to send you news and newsletters, appeals, invitations and promotions, or to otherwise contact you about our programs or information that we think may interest you. We also may use the information that we learn about you to assist us in advertising our Services on third party websites.

To better understand how users access and use our Site and Services, both on an aggregated and individualized basis, in order to improve our Site and Services and respond to user desires and preferences, and for other research and analytical purposes.

To administer surveys and questionnaires.

To protect our own rights and interests, such as to resolve any disputes, enforce our Terms of Service, and to respond to legal process.

How We Share Your Information

We may share your information, including personal information, as follows:

Service Providers: We may disclose the information we collect from you to third party vendors, service providers, contractors or agents who perform functions on our behalf.

Business Transfers: If we are acquired by or merged with another company, if any of our assets are transferred to another company, or as part of a bankruptcy proceeding, we may transfer the information we have collected from you to the other company.

In Response to Legal Process: We also may disclose the information we collect from you in order to comply with the law, a judicial proceeding, court order, or other legal process, such as in response to a court order or a subpoena.

To Protect Us and Others: We also may disclose the information we collect from you where we believe it is necessary to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the safety of any person, violations of our Terms of Use or this Policy, or as evidence in litigation in which WFF is involved.

Aggregate and De-Identified Information: We may share aggregate or de-identified information about users with third parties for marketing, advertising, research or similar purposes.

Our Use of Cookies and Other Tracking Mechanisms

We and our third party service providers use cookies and other tracking mechanisms to track information about your use of our Site or Services. We may combine this information with other personal information we collect from you (and our third party service providers may do so on our behalf).

Cookies: Cookies are alphanumeric identifiers that we transfer to your computer's hard drive through your web browser for record-keeping purposes. Some cookies allow us to make it easier for you to navigate our Site and Services, while others are used to enable a faster log-in process or to allow us to track your activities at our Site and Service. There are two types of cookies: session and persistent cookies.

Disabling Cookies: Most web browsers automatically accept cookies, but if you prefer, you can edit your browser options to block them in the future. The Help portion of the toolbar on most browsers will tell you how to prevent your computer from accepting new cookies, how to have the browser notify you when you receive a new cookie, or how to disable cookies altogether. Visitors to our Site who disable cookies will be able to browse certain areas of the Site, but some features may not function.

Clear GIFs, Pixel Tags and Other Technologies: Clear GIFs are tiny graphics with a unique identifier, similar in function to cookies. In contrast to cookies, which are stored on your computer's hard drive, clear GIFs are embedded invisibly on web pages. We may use clear GIFs (a.k.a. web beacons, web bugs or pixel tags), in connection with our Site to, among other things, track the activities of Site visitors, help us manage content, and compile statistics about Site usage. We and our third party service providers also use clear GIFs in HTML e-mails to our customers, to help us track e-mail response rates, identify when our e-mails are viewed, and track whether our e-mails are forwarded.

Third Party Analytics: We use automated devices and applications, such as Google Analytics and Oracle Marketing Cloud, to evaluate usage of our Site. We also may use other analytic means to evaluate our Services. We use these tools to help us improve our Services, performance, and user experiences. These entities may use cookies and other tracking technologies to perform their services. We do not share your personal information with these third parties.

Do-Not-Track: Currently, our systems do not recognize browser "do-not-track" requests. You may, however, disable certain tracking as discussed in this section (e.g., by disabling cookies);

you also may opt-out of targeted advertising by following the instructions in the Third Party Ad Network section.

Third-Party Ad Networks

We may use third parties such as network advertisers to serve advertisements on third-party websites or other media (e.g., social networking platforms). This enables us and these third parties to target advertisements to you for products and services in which you might be interested. Third-party ad network providers, advertisers, sponsors and/or traffic measurement services may use cookies, JavaScript, web beacons (including clear GIFs), Flash LSOs and other tracking technologies to measure the effectiveness of their ads and to personalize advertising content to you. These third-party cookies and other technologies are governed by each third party's specific privacy policy, not this one.

Users in the United States may opt out of many third-party ad networks. For example, you may go to the Digital Advertising Alliance (“DAA”) [Consumer Choice Page](#) for information about opting out of interest-based advertising and their choices regarding having information used by [DAA companies](#). You may also go to the Network Advertising Initiative (“NAI”) [Consumer Opt-Out Page](#) for information about opting out of interest-based advertising and their choices regarding having information used by [NAI members](#).

Opting out from one or more companies listed on the DAA [Consumer Choice Page](#) or the NAI [Consumer Opt-Out Page](#) will opt you out from those companies' delivery of interest-based content or ads to you, but it does not mean you will no longer receive any advertising on other websites. You may continue to receive advertisements, for example, based on the particular website that you are viewing (i.e., contextually based ads). Also, if your browsers are configured to reject cookies when you opt out on the DAA or NAI websites, your opt-out may not be effective. Additional information is available on the DAA's website at www.aboutads.info or the NAI's website at www.networkadvertising.org.

Online Behavioral Advertising and How You Can Opt-Out

We may work with third-party advertising companies who may utilize cookies and web beacons, and data collected on our services, to customize advertisements to you on our services, as well as on other websites or mobile applications in their networks. Among other things, these customized advertisements may advertise our services on websites or mobile applications not affiliated with us. Some of these ads are online behavioral advertising – which serve advertisements that are more likely to be of interest to you using non-personal behavioral information. Such ads may contain cookies that allow monitoring of websites and mobile applications (including our own services) and your response to such advertisements. Cookies or web beacons placed by these companies do not collect personal information, and the third-party advertising companies do not have access to or use your name, address, e-mail address, telephone number or other personal information; they may however, anonymously track your usage across our services and other websites or mobile applications in their networks. We limit companies that place our ads from using information for any purpose other than to assist us in our advertising efforts.

For more information about these third-party advertising companies' privacy policies, visit the Network Advertising Initiative's website at <http://www.networkadvertising.org>. If you prefer to not receive targeted advertising, you can opt-out of network advertising programs that use your information. To do so, please visit: the Network Advertising Initiative's [opt-out page](#).

Third-Party Links

Our Site and Services may contain links to third-party websites. Any access to and use of such linked websites is not governed by this Policy, but instead is governed by the privacy policies of those third party websites. We are not responsible for the information practices of such third party websites.

Security of My Personal Information

We have implemented commercially reasonable precautions to protect the information we collect. We use up-to-date industry accepted tools and technology protocols, including but not limited to, firewalls and encryption, to protect against loss, misuse, and unauthorized access, disclosure, alteration, and destruction of the information we collect. We also protect your information by working with our service providers who provide a secure and safe environment for your donations. The security precautions of service providers processing donations on our behalf, Network for Good and Blackbaud, are outlined on their sites:

<https://www.networkforgood.com/about/privacy/> and <https://www.blackbaud.com/info/bbms/securepayment>. Please be aware that no data security measures can guarantee security since the transmission of information via the internet is not completely secure.

You should take steps to protect against unauthorized access to your passwords, phone, and computer by, among other things, signing off after using a shared computer, choosing robust passwords that nobody else knows or can easily guess, and keeping your log-ins and passwords private. We are not responsible for any lost, stolen, or compromised passwords or for any activity on your accounts via unauthorized password activity.

Access to My Personal Information

You may modify personal donation information that you have submitted to Network for Good by [logging into your account](#) and updating your profile information. We do not have access to your Network for Good account and cannot make changes on your behalf. Network for Good is a third party vendor we sometimes use to process online donations and is governed by a separate Privacy Policy posted on their site, <https://www.networkforgood.com/about/privacy/>. Blackbaud is another third party vendor we sometimes use to process donations and their processes and policies are posted on their site, <https://www.blackbaud.com/info/bbms/securepayment>. You may modify personal information that you have submitted via our website to Blackbaud, such as donation information including recurring donations, your mailing address and other preferences by contacting us at info@wffund.org or 847-592-2438.

If you are a resident of the European Union, please see the Information for EU Individuals section below for additional information on accessing your information and other legal rights available to you under European Union law.

What Choices Do I Have Regarding Promotional Communications?

We may send periodic promotional or informational emails to you. You may opt-out of promotional emails by following the opt-out instructions contained in the email. Please note that it may take up to 10 business days for us to process opt-out requests. If you opt-out of receiving promotional emails about recommendations or other information we think may interest you, we may still send you emails about your account or any Services you have requested or received from us.

Children Under 13

Our Services are not designed for children under 13. If we discover that a child under 13 has provided us with personal information, we will delete such information from our systems.

Information for EU Individuals

The legal basis for using your personal information. We collect, use, and share your personal information where we are satisfied that we have an appropriate legal basis to do this. This may be because:

- Our use of your personal information is in accordance with your consent (for example, when you consent to sharing your personal information for the purpose of subscribing to our emails).
- Our use of your personal information is in our legitimate interest as a nonprofit organization (for example in order to make improvements to our services and to provide you with information you request); you have a right to object to processing as explained in the section below titled *Your legal rights*;
- Our use of your personal information is necessary to perform a contract or take steps to enter into a contract with you (for example where we use your payment information when you make a donation); and/or
- Our use of your personal information is necessary to comply with a relevant legal or regulatory obligation that we have (for example, where we are required to disclose personal information to a court or tax authority).

If you would like to find out more about the legal bases on which we process personal information, please contact us using the details below.

Your Legal Rights

Subject to certain exemptions, and in some cases dependent upon the processing activity we are undertaking, European Union individuals have certain rights in relation to your personal information:

Right to access, correct, and delete your personal information

You have the right to request access to the personal information that we hold about you and: (a) the source of your personal information; (b) the purposes, legal basis and methods of processing; (c) the data controller's identity; and (d) the entities or categories of entities to whom your personal information may be transferred.

You also have the right to request that we delete your information.

We are not required to comply with your request to erase personal information if the processing of your personal information is necessary for compliance with a legal obligation or for the establishment, exercise, or defence of legal claims.

Right to restrict the processing of your personal information

You have the right to restrict the use of your personal information when (i) you contest the accuracy of the data; (ii) the use is unlawful but you do not want us to erase the data; (iii) we no longer need the personal information for the relevant purposes, but we require it for the establishment, exercise, or defence of legal claims; or (iv) you have objected to our personal information use justified on our legitimate interests verification as to whether we have a compelling interest to continue to use your data.

We can continue to use your personal information following a request for restriction, where:

- we have your consent; or
- to establish, exercise or defend legal claims; or
- to protect the rights of another natural or legal person.

Right to data portability

To the extent that we process your information (i) based on your consent or under a contract; and (ii) through automated means, you have the right to receive such personal information in a structured, commonly used, machine-readable format, or you can ask to have it transferred directly to another data controller.

Right to object to the processing of your personal information

You can object to any processing of your personal information which has our legitimate interests as its legal basis, if you believe your fundamental rights and freedoms outweigh our legitimate interests. If you raise an objection, we have an opportunity to demonstrate that we have compelling legitimate interests which override your rights and freedoms.

Right to obtain a copy of personal information safeguards used for transfers outside your jurisdiction

You can ask to obtain a copy of, or reference to, the safeguards under which your personal information is transferred outside of the EEA.

Right to lodge a complaint with your local supervisory authority

You have a right to lodge a complaint with your local supervisory authority if you have concerns about how we are processing your personal information.

We ask that you please attempt to resolve any issues with us first, although you have a right to contact your supervisory authority at any time.

How to Exercise Your Rights

If you would like to exercise any of the rights described above, please send us a request to info@wffund.org. In your message, please indicate the right you would like to exercise and the information that you would like to access, review, correct, or delete.

We may ask you for additional information to confirm your identity and for security purposes, before disclosing the personal information requested to you. We reserve the right to charge a fee where permitted by law, for instance if your request is manifestly unfounded or excessive.

We may not always be able to fully address your request, for example if it would impact the duty of confidentiality we owe to others or if we are legally entitled to deal with the request in a different way.

Cross-border Transfer of Information

WFF generally maintains servers and systems in the United States hosted by third party service providers. We also may subcontract the processing of your data to or otherwise share your data with, other third parties in the United States or countries other than your country of residence. As a result, where the personal information that we collect through or in connection with the Services is transferred to and processed in the United States or anywhere else outside the European Economic Area (EEA) for the purposes described above, we will take steps to ensure that the information receives the same level of protection as if it remained within the EEA, including entering into data transfer agreements, using the EU Commission approved Standard Contractual Clauses, or by relying on certification schemes such as the EU – US Privacy Shield. You may have a right to details of the mechanisms under which your data is transferred outside the EEA.

Changes to this Policy

This Policy is current as of the Effective Date set forth above. We may change this Policy from time to time, so please be sure to check back periodically. We will post any changes to this Policy on our Site. If we make any changes to this Policy that materially affect our practices with regard to the personal information we have previously collected from you, we will endeavor to provide you with notice in advance of such change by highlighting the change on our Site.

How to Contact Us

If you have any questions about WFF's Privacy Policy, please contact us at:

Privacy at Worldwide Fistula Fund

Two Woodfield Lake

1100 E Woodfield Road, #350

Schaumburg, IL 60173

or e-mail us at info@wffund.org