



*A Community of Solutions*

## **Our Commitment**

Your Privacy is important to us. Family Services created this Privacy Statement to demonstrate our firm commitment to protecting the privacy of our online visitors and donors by helping you understand what kind of information we collect and how it is used. This policy contains important information that impacts our use of your personal data. Please read this policy carefully.

## **Privacy Statement**

We do not collect or use Personal Information (as described below) except as discussed in this Privacy Statement. Our internal purposes include tracking the number and kinds of visitors, analyzing the performance of the Family Services website as well as for purposes of publicizing services, activities and future development efforts. We will also use your Personal Information to contact you, if necessary, in response to your inquiries.

We do not sell, share, or intentionally make available to third parties or the general public your Personal Information. As used in this Privacy Statement, "Personal Information" includes any information provided on registration and response forms received by Family Services

Family Services does not share or sell our donor and mailing lists. Our present fundraising methodologies are confined to targeted mailings to those on our mailing lists and campaigns or events organized by Family Services staff and volunteers. Family Services does not offer goods or services such as credit/debit cards in exchange for monetary and/or in-kind donations, and we have no connection with any organization/business that may make such an offer. If you have been approached by an organization purporting to make such an offer on behalf of Family Services, please contact us. We remind you not to share any personal information with unknown callers over the phone.

## **How We Use Information**

Family Services uses the information you provide about yourself primarily to complete your requests for information and requests for services, but also to improve the content of our website and services to better serve our visitors, to contact you, conduct research, and provide anonymous reporting for internal and external clients or to contact users regarding changes to our website or business. Contact information is not shared with outside parties except to the extent necessary to complete your request, or un less otherwise specified by the user.

We never use or share the personally identifiable information provided to us online in ways unrelated to the ones described above without also providing you an opportunity to opt-out or otherwise prohibit such unrelated uses.

**Family Services | 1200 S. Broad Street | Winston-Salem, NC 27101**  
**336-722-8173 | fax 336-724-6491 | [www.fsifamily.org](http://www.fsifamily.org)**



## **How your Personal Information is Disclosed**

It is Family Services policy not to disclose, sell or rent your Personal Information to any individual, business, government entity or outside parties except (i) to provide products or services you've requested through us; (ii) in response to a validly- issued subpoena, court order, or other legal processes; (iii) when necessary to establish or exercise our legal rights or defend against legal action; or (v) where you request [organization] to do so.

## **Legal Disclosure**

We may access and/or disclose personally identifiable information if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or (b) comply with legal process served on us.

## **Other Websites**

Our site contains links to other websites. Please note that when you click on these links, you are entering another website for which Family Services has no responsibility. We encourage you to read the privacy statements on all such sites as their policies may differ from ours.

## **Donations**

Our online giving portal is PCI DSS compliant for online gift transactions. What does PCI DSS Compliance mean? In security terms, it means that Family Services' processing agent, Black baud, adheres to the PCI DSS requirements for security management, policies, procedures, network architecture, software design and other critical protective measures. In operational terms, it means that your donation payment card data is being kept safe throughout every transaction. Black baud encrypts sensitive information to keep your donation secure. The CSC or Card Verification Value (CVV or CVV2) is a three-or four-digit number that appears on the credit card and nowhere else. It helps ensure that the person who makes the purchase or online donation has the physical credit card in his or her possession.

## **Notification of Policy Changes**

We reserve the right to change, modify or add to our privacy policy to protect the ethical standards provided or to meet the changing demands of digital advocacy. Notifications of any changes to our privacy policy will be posted on Family Services website to inform users of these revisions.

## **Information Obtained from Minors**

We do not collect private information from children under the age of 18. Minors may browse through the family services website but may not submit private information through contact forms without the consent of a parent or legal guardian. Parents who wish to allow their children to provide private information should submit their requests to Family Services, and a representative will take reasonable steps to verify the identity of the parent and provide direction to the parent on how to submit the information.