

Privacy Policy

This document was last updated on March 22, 2019

1. Acknowledgement and acceptance of terms

Cedar Valley Hospice is committed to protecting your privacy. This Privacy Statement sets forth our current privacy practices with regard to the information we collect when you or your computer interact with our website. By accessing www.cvhospice.org, you acknowledge and fully understand Cedar Valley Hospices' Privacy Statement and freely consent to the information collection and use practices described in this Website Privacy Statement.

2. Participating Merchant Policies

Related services and offerings with links from this website, including vendor sites, have their own privacy statements that can be viewed by clicking on the corresponding links within each respective website. Online merchants and others who participate in Cedar Valley Hospice services are encouraged to participate in industry privacy initiatives and to take a responsible attitude towards consumer privacy. However, since we do not have direct control over the policies or practices of participating merchants and other third parties, we are not responsible for the privacy practices or contents of those sites. We recommend and encourage that you always review the privacy policies of merchants and other third parties before you provide any personal information or complete any transaction with such parties.

a. Donation Refund Policy

For donations made using the cvhospice.org website, if you have made an error in making your donation or change your mind about contributing to Cedar Valley Hospice, we will honor your request for a refund made within 15 days of your donation.

To request a refund, email info@cvhospice.org. Refunds are returned using the original method of payment. If you made your donation by credit card, your refund will be credited to that same credit card.

If you did not make a donation using the cvhospice.org website, please call Cedar Valley Hospice to learn about applicable refund policies.

3. Information We Collect and How We Use It

Cedar Valley Hospice collects certain information from and about its users in three ways: directly from our Web Server logs, the user, and with Cookies. We will not sell, trade, or share personal information about our financial donors with anyone else. If you provide Cedar Valley Hospice with personal information when you visit our website, we may use the information in our program and activities. We may enter your name into one of our databases so we can contact you to obtain your input, provide information about our programs and events, or request contributions. On occasion, we may share information about you with vendors and service providers that assist us with our activities and

programs. These vendors and service providers help us with functions such as fulfilling orders, managing data and processing donations. In addition, we make disclosures as required by law.

a. Web Server Logs

When you visit our website, we may track information to administer the site and analyze its usage.

Examples of information we may track include:

- Your Internet protocol address
- The kind of browser or computer you use
- Number of links you click within the site
- State or country from which you accessed the site
- Date and time of your visit
- Name of your Internet service provider
- Web page you linked to our site from
- Pages you viewed on the site

b. Use of Cookies

Cedar Valley Hospice may use cookies to personalize or enhance your user experience. A cookie is a small text file that is placed on your hard disk by a web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a Web Server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature to save you time. For example, if you personalize a web page, or navigate within a site, a cookie helps the site to recall your specific information on subsequent visits. This simplifies the process of delivering relevant content and eases site navigation by providing and saving your preferences and login information as well as providing personalized functionality.

You have the ability to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies. If you reject cookies by changing your browser settings, then be aware that this may disable some of the functionality on our website.

c. Personal Information

Visitors to our website can register for events or make a donation. When you register for an event, we will request some personal information such as name, address, email, telephone number or facsimile number, account number and other relevant information. If you are making a donation, we will also request personal such as name, address, email and telephone number and financial information such as your credit card number, expiration date and CCV. Any information we collect is used only for your donation. You can also make a financial contribution by mail, by calling 1-800-617-1972, or by contacting your local Cedar Valley Hospice office. For other types of registrations, we will ask for the relevant information. You may also be asked to disclose personal information to us so that we can provide

assistance and information to you. For example, such data may be warranted in order to provide online technical support and troubleshooting.

We will not disclose personally identifiable information we collect from you to third parties without your permission except to the extent necessary including:

- To fulfill your service requests for services.
- To protect ourselves from liability,
- To respond to legal process or comply with law, or
- In connection with a merger, acquisition, or liquidation of the company.

d. Credit Card Information

We use a variety of safeguards to protect the security of your credit card transactions. We use technology and processes such as encryption, access controls, network firewalls, physical security and other measures. These measures make it extremely difficult for anyone to intercept the credit card information you send to us. When we work with other companies to process credit card transactions, those companies also use encryption and other security measures.

4. Use of Web Beacons or GIF files

Cedar Valley Hospice web pages may contain electronic images known as web beacons – sometimes also called single-pixel gifs – that allow Cedar Valley Hospice to count users who have visited those pages and to deliver co-branded services. Cedar Valley Hospice may include web beacons in promotional ads in order to determine whether messages have been opened and acted upon.

Some of these web beacons may be placed by third party service providers to help determine the effectiveness of our advertising campaigns. These web beacons may be used by these service providers to place a persistent cookie on your computer. This allows the service provider to recognize your computer each time you visit certain pages and compile anonymous information in relation to those page views, which in turn enables us and our service providers to learn which advertisements bring you to our website and how you use the site. Cedar Valley Hospice prohibits web beacons from being used to collect or access your personal information.

5. Changes to this Statement

Cedar Valley Hospice has the discretion to occasionally update this privacy statement. When we do, we will also revise the “updated” date at the top of this Privacy page. We encourage you to periodically review this privacy statement to stay informed about how we are helping to protect the personal information we collect. Your continued use of the service constitutes your agreement to this privacy statement and any updates.

6. Contacting Us

If you have questions regarding our Privacy Statement, its implementation, failure to adhere to this Privacy Statement and/or our general practices, please contact us:

Cedar Valley Hospice

2101 Kimball Avenue, Suite 401

Waterloo, IA 50704

Phone: 319.272.2002 or 800.262.2360

Cedar Valley Hospice will use commercially reasonable efforts to promptly respond and resolve any problem or question.