

Twin Cedars Youth and Family Services, Inc. places great emphasis on protecting the privacy of all users of our websites, donors, registrants for special events, and our customers. The relationships that we have with our donors and the users of our websites are very important to us. As a result, we have adopted the following policies:

## Online Donations

For fundraising events and donations that are completed through our secure online credit card service, we collect credit card information (such as account name, number and expiration date), which is used for billing purposes only, and is not otherwise shared.

## E-mail Newsletters

We encourage our visitors to subscribe to our e-mail newsletters. In those events, we ask for contact information (such as name, e-mail address and, occasionally, demographic information). We use this information as we use contact information in the registration process described above. Recipients of our newsletters can unsubscribe using the instructions listed at the bottom of the e-mail newsletter. We follow all policies of Constant Contact when signing individuals for communications.

## Communications with Us

Our website has features whereby users can email us. Requests for information may be forwarded as needed to best respond to a specific request. We may retain e-mails and other information sent to us for our internal administrative purposes, and to help us to serve customers better. We cannot answer programmatic questions or provide consumer information through a general inquiry. We will not respond to this type of inquiry.

We do not share personally identifiable information with other organizations, apart from those acting as our agents in providing our product(s)/service(s), and which agree to use it only for that purpose and to keep the information secure and confidential.

We may share aggregate information, which is not personally identifiable, with others. This information may include usage and demographic data, but it will not include personal information.

Twin Cedars Youth and Family Services uses reasonable precautions to protect our users' personal information and to store it securely. Files containing your information could be subject to production in a court of law. Even with all reasonable efforts to protect them, these files could be accessed illegally or against our wishes. Credit card information is encrypted and is transmitted to us securely. In addition, access to all of our users' information is restricted. Only TCYFS employees who need the information to perform a specific job (for example, a billing clerk or a customer service representative) are granted access to personally identifiable information. Information is kept on secure servers in a secure environment.

TCYFS will not be liable for damages resulting from a release of the information that you provide us unless TCYFS was grossly negligent or acted with reckless disregard. By submitting information to TCYFS, you agree to accept the terms of this Privacy Statement.