

Love UnVeiled, Inc. Privacy and Security Policy

Last Updated: October 2018

Introduction

This site is one of the multiple digital resources operated Love UnVeiled and governed by this Privacy Statement. Where we use the terms “we” “us” or “our,” we refer to Love UnVeiled.

We are committed to protecting and appropriately handling private and personal information and take your privacy very seriously. The purpose of this policy is to let you know how we collect, process, use and share your personal information.

The definition of “personal information” will differ depending upon applicable law. In Europe it will include all information that directly or indirectly relates to you, and includes “personal data” as defined by the General Data Protection Regulation ([GDPR](#)). Where GDPR or other EU privacy laws apply to you, this Privacy Statement details how you can exercise your rights.

We may, from time-to-time, update this Privacy Statement, so we encourage you to review it periodically. We will notify you (by email or prominent notice on this site) about changes to this policy.

If you have questions about this policy, please contact us at info@loveunveiled.org or write to us directly at Love UnVeiled, Inc., PO Box 560597, Orlando, Florida 32856

Please read the following carefully to understand our practices regarding your personal data and how we will treat it. BY USING OUR WEBSITE OR PROVIDING US WITH YOUR PERSONAL INFORMATION, YOU AGREE TO YOUR PERSONAL INFORMATION BEING USED AND STORED IN A MANNER SET OUT IN THIS POLICY.

1. How we collect information about you

Information you provide us

We may collect information from you in the following ways:

1.1 Direct Interactions: when you enquire about our activities, engage in an activity with us, make a donation, register through one of our sites or at an event, or otherwise give us your personal information. If you meet with us for discipleship or spiritual advice, we may take confidential notes for spiritual guidance and support. If you prefer that we do not take notes, please let us know. The information you disclose is entirely at your discretion.

- (a) You make a donation to us (which may be financial or non-financial/in-kind), or respond to our mailings and appeals;
- (b) You request information or materials from our organization;
- (c) You contact us in relation to volunteering or fundraising on our behalf;
- (d) You apply for a job with us, become an employee, or provide consultancy services directly to us; or
- (e) You contact us with inquiries or other correspondence (including via social media) or become involved with us in another way.

1.2. If you interact with us in one of the ways listed above, we may collect and process personal information about you such as:

- (a) Your name, address, email address, telephone number, your age;
- (b) Information you enter onto our website or other hard copy forms at an event;
- (c) Records of your correspondence with us, if you have contacted us;
- (d) Details of your visit to our website, including your IP address;
- (e) Financial information such as your bank or card details;
- (f) Whether you have a relationship to another supporter (i.e. husband/wife)

1.3 We do not collect “sensitive personal data” about you such as genetic data, biometric data, data concerning health, unless there is a legitimate reason to do so. If we need to collect this type of data, we will obtain your consent or draw this specifically to your attention so you understand what information is needed and why we need it.

Information we receive from other sources

1.4 *Third parties [or other publicly available sources]:* we may from time to time obtain personal information about you from third parties [and public sources] (i.e. US Census Data). We will only collect personal information from third parties if they have obtained that information in a legal and proper way.

- (a) Your information may be given to us by third parties, such as online tracking technologies. Collecting information in this manner allows us to collect statistics about our websites’ usage and effectiveness and to personalize your experience on our site.
- (b) These third parties are subject to their own policies on data protection and privacy. It is a good idea to check their privacy policy when you provide your information to them to fully understand how they will process your data and may share it with others.
- (c) These third parties are often processing your data on your behalf so as the data controller, Love UnVeiled, is responsible for the security and proper processing of your personal data.

Information from additional sources

1.5 *Cookies and other automated technologies:* when you interact with our Digital resources we may use cookies and similar technologies to track activities (for more

information, see “Cookies and Information Collected by Technology” below). We also track usage of mobile apps through analytics.

1.6 Referral of information by individuals. Your name and contact details may have been passed to us by someone you know, who indicated that you might be interested in hearing about our ministry.

2. Why and how we use your information and on what basis

2.1 We will generally only collect and use your personal information when it is necessary to achieve our *legitimate interests* of fostering spiritual growth, which includes providing spiritual guidance, coaching, events, meetings, and digital resources. We may also use your personal information when it is needed to provide you with goods or services, or to process donations or to comply with our legal obligations. Other reasons for which we may collect and use your information include:

- (a) To administer your donation;
- (b) To confirm receipt of donation and to say thank you and provide details of how your donation might be used;
- (c) To provide you with the services, activities or information you have indicated you want to receive or which you have asked for;
- (d) To comply with applicable laws and regulations, and requests from statutory agencies;
- (e) For our own internal administrative purposes and to keep a record of your relationship with us;
- (f) For the purposes of research such as support satisfaction research;
- (g) For marketing purposes, to provide you with information about us, our fundraising campaigns, the opportunity to leave a gift in a will, our events, our services, and any other information, products, activities or services that we provide;
- (h) Where you have provided your consent to publish your personal data;
- (i) To provide you with information about volunteering opportunities;
- (j) To provide you with details about our campaigns;
- (k) To provide essential event information where you have signed up to attend;
- (l) To manage your communication preferences with us generally;
- (m) To provide you with information about goods and services we feel may interest you;
- (n) To notify you about changes to our services and/or donor opportunities;
- (o) To ensure that content from our website is presented in the most effective manner for you and for your computer/mobile device.

2.2 While we generally seek consent to process your data at the point we collect it, in some cases, we may process data without consent where we are legally allowed to do so, and where we have legitimate reasons for doing so, provided we respect your legal rights.

2.3 If you request to receive no further contact from us or request to have your personal data deleted from our system, we will keep some basic information in order to avoid sending you unwanted communications in the future. If we do not retain this information, then this could result in us contacting you again as we would no longer have a record of your request not to be contacted.

2.4 We will keep your personal data for no longer than is necessary for the purposes for which it is processed, in accordance with our internal policies.

3. Types of personal information that we collect.

3.1 We collect the following types of personal information:

(a) *application data* including employment history, qualifications and references, if applicable (whether for training, employment, volunteering, etc.).

(b) *contact details* including email address, postal address, telephone number and instant messaging details;

(c) *demographics* including information that allows us to better understand who you are and the services in which you are most interested;

(d) *financial data* including bank account and payment bank details;

(e) *financial transaction data* including details about payments and donations from you and details of products and services you have purchased from us and activities you have participated in;

(f) *historical transaction data* including communication history, your past donations, purchases, applications and interactions with us;

(g) *identity data* including name, date of birth, gender, marital status;

(h) *information about beliefs and circumstances* including religious information; information you disclose about your personal circumstances;

(i) *location data* that is information about your physical location, including IP address, and lat/long coordinates and country of origin (where applicable);

(j) *marketing and communication data* including your preferences in receiving marketing from us and communication preferences;

(k) *requests and preferences* including communication preferences, your interests and prayer requests;

(l) *security credentials* including username and password;

(m) *system data* including information about how you use our digital resources;

(n) *tax status*

(o) *travel information* including your travel details, delegate information, dietary requirements, and room preferences.

4. Where we store your information

4.1 The information we collect from you will be stored in the U.S. However, there may be times when we need to transfer your data to a destination outside the U.S. to provide you with requested services. If we send your personal data outside the U.S. or other areas outside the European Economic Area (EEA), we will take reasonable steps to ensure that the recipient implements appropriate measures to protect your information. By submitting your details, you agree to this use of your data.

4.2 Online payment transactions will be encrypted. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping the password confidential. We will not ask you to share your password with anyone.

4.3 The transmission of information via the internet is not completely secure (though note that our online payment transactions are securely encrypted). Although we do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try and prevent unauthorized access.

5. How/when we disclose personal information.

5.1 Generally, we will not disclose or share your personal information (including your email address) with anyone outside our organization without your permission. However we may need to use or share your information with our partners and agents who provide goods and services to you on our behalf. Your information may be disclosed:

(a) to other parts of our Organization;

(b) to public or regulatory authorities;

(c) to third party service providers, including:

- cloud service providers for the hosting of apps and sites;
- direct and email marketing service providers (i.e. MailChimp); and
- companies that assist us in processing your donations.

5.2 We take steps to safeguard your information and we have contractual provisions requiring all third party service providers to respect the security of your personal data and to treat it in accordance with our data protection policies and all applicable laws. We will not allow third party service providers to use your personal information for their own purposes and they will only be allowed to process your personal information in accordance with our instructions.

5.3 In addition, Love UnVeiled may allow our staff, consultants and/or external providers acting on our behalf to access and use your information for the purposes for which you have provided it to us (i.e. to deliver mailings, for research, to analyze data and to process

payments) or for the purposes set out in this privacy policy. We only provide them with the information they need to deliver the relevant service or it is relevant to their work, and we make sure your information is transferred securely and treated with the same level of care as if we were handling it directly.

5.4 We do not sell, rent, or lease your personal data to third parties for the purposes of marketing.

5.5 We may disclose your information to other organizations and agencies if we are under a duty to disclose or share it in order to comply with any legal obligation, or in order to enforce or apply any agreement; or to protect the rights, property, or safety of us or others.

6. Your rights

6.1 To request details of the information we hold about you, to request that we no longer contact you or that you no longer wish to receive information from us, to update us on your contact details, or to change your preferences, simply let us know by:

- (a) sending an email to info@loveunveiled.org
- (b) writing to Love UnVeiled, Inc., PO Box 560597, Orlando, Florida 32856
- (c) calling our representatives at (407) 385-5796.

6.2 Instructions for unsubscribing from emails will also be included in each email communication we send.

6.3 Under the General Data Protection Regulations (GDPR), which came into law in the UK and Europe on May 25, 2018 EU citizens are granted a number of additional rights. These include:

- (a) The right to correction;
- (b) The right to erasure;
- (c) The right to restrict processing;
- (d) The right to data portability;
- (e) The right to object;
- (f) Rights in relation to automated decision making and profiling.

6.4 If you are not satisfied with the way we have processed your personal data, please contact our data privacy representative(s) using the contact information set out in the introduction and section 6.1 of this policy. For those in the EU, if you remain dissatisfied with how your complaint is handled, you can contact the Information Commissioner's Office (ICO) at <https://ico.org.uk>. Alternatively, if you are located within the EU, you are entitled to make a complaint directly to the ICO without first referring your complaint to us.

7. Cookies and information collected by technology.

7.1 The website or third party sites (i.e. online giving sites) may use cookies to keep track of web site activities, save your password or deliver content specific to your interests. A cookie

is a small data file that certain websites write to your hard drive when you visit them. A cookie file can contain information such as a user ID that the site uses to track the pages you've visited. The only personal information a cookie can contain is information you supply yourself. You can find out more about cookies at www.allaboutcookies.org. Most Web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience certain interactive features of the site or access all of the services provided through the site.

8. How long do we keep your personal data

8.1 We retain personal information for as long as we reasonably require it for legal or business purposes. In determining data retention periods, Love UnVeiled takes into consideration data protection regulations, local laws, contractual obligations and the expectations and requirements based on the nature of the relationship with Love UnVeiled.

9. Third party sites and information

9.1 The site may contain links to digital resources that are run by third parties such as other organizations, sponsors, content providers and advertisers. Once you've clicked on a link or button activator for an outside website, you will leave the site and be taken to sites that we do not control, and our privacy policy no longer applies on those sites.

9.2 You must read the privacy policy of the third party website concerning how personal information will be used. We also provide content created by third parties on some of our digital resources. We are not responsible for the privacy practices or the content of such content providers or third party sites.

10. Special rules for children.

10.1 We do not collect personal information from children under the age of 13 beyond what is necessary for them to participate in our online or other activities, such as registering for a conference or downloading materials. If we discover that we have accidentally collected personal information from a child below the age of 13, we will delete it from our records as soon as reasonably possible.

10.2 If a child, under the age of 16 in the EEA, or under the age of 13 elsewhere, attempts to register or purchase products or materials, or participate in an activity requiring the submittal of personally identifiable information, a parent or guardian must give permission and consent for that child to provide information and register. The only personal information we collect from a child is information that is necessary for the child to participate in activities, such as an address for making a purchase. Parents have the right to request at any time that the information collected about their child is removed from our database.

(Last updated: October 2018)