

Monadnock Humane Society

DATA PRIVACY POLICY

Effective April 28, 2022



1. Purpose

MHS respects the privacy of all of our donors and supporters and protecting information is our priority. This Statement of Data Privacy provides guidance to staff, volunteers and board members and applies to Monadnock Humane Society (“MHS”) and “www.monadnockhumanesociety.org” and governs data collection and usage. For the purposes of this Policy, unless otherwise noted, all references to Monadnock Humane Society (MHS) includes www.monadnockhumanesociety.org. When using MHS services (including but not limited to the MHS website), the user consents to the data practices described in this statement.

2. Effective Date

These Policy Guidelines shall become effective March 22, 2016. Previously Donor Privacy and Data Confidentiality now Data Privacy - revised April 28, 2022

3. Review and Amendment:

- a. MHS reserves the right to change this Data Privacy Policy from time to time.
- b. The Development Committee shall be responsible for review of this policy and making recommendations for amendments. This policy shall be reviewed at least annually or whenever it becomes inconsistent with state or federal laws. Any amendments shall be written and submitted to the Board to be placed on the agenda for discussion and approval at the next Board meeting.
- c. Notification will be made about significant changes in the way we treat personal information by sending a notice to the primary email address specified in the user’s account and/or by updating any privacy policy information on the website.
- d. Continued use of the website and/or Services available after such modifications will constitute: (a) acknowledgment of the modified Privacy Policy; and (b) agreement to abide and be bound by that Policy.

4. Collection and Use of Personal Information:

- a. In order to provide better products and services, MHS may collect personally identifiable information, such as First and Last Name, Mailing Address, E-mail address and/or Phone Number. MHS collects information that is voluntarily provided through our website, mailings, contributions, event registrations, etc.
- b. When purchasing MHS’s products and services, billing and credit card information is collected. This information is only used to complete the purchase transaction. This data is not stored anywhere in the MHS system.

- c. MHS collects and uses personal information to operate and deliver the services requested including responding to requests or inquiries and to provide information about our programs and services.
- d. MHS may also use personally identifiable information to inform users of other products or services available from MHS or to send newsletters and emails.
- e. To stop receiving marketing or promotional communications via email from MHS, opt out of such communications by clicking on the UNSUBSCRIBE button or contacting MHS at: Monadnock Humane Society, 101 W. Swanzey Rd, Swanzey, New Hampshire 03446; 603-352-9011 or mhs-email@humanecommunity.org

5. Data Security:

MHS utilizes a variety of standard security measures to maintain the safety of personal information. To prevent unauthorized access, maintain data accuracy, and ensure the proper use of information, we have established and implemented appropriate physical, electronic and administrative procedures to safeguard and secure the information collected. Should a data breach occur, MHS will provide proper notification to all those affected.

6. Sharing Information with Third Parties:

- a. MHS does not sell, rent or lease its customer lists to third parties.
- b. MHS may share data with trusted partners to help perform statistical analysis, send email or postal mail, provide customer support, or arrange for deliveries. All such third parties are prohibited from using personal information except to provide these services to MHS, and they are required to maintain the confidentiality of such information.
- c. MHS may disclose personal information, without notice, 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 comply with legal process served on MHS or the site; (b) protect and defend the rights or property of MHS; and/or (c) act under exigent circumstances to protect the personal safety of users of MHS, or the public.

7. Tracking User Behavior:

MHS may keep track of the websites and pages our users visit. This data is used to deliver customized content and advertising within MHS to customers whose behavior indicates that they are interested in a particular subject area.

8. Automatically Collected Information:

- a. Information about a user's computer hardware and software may be automatically collected by MHS.
- b. This information can include: IP address, browser type, domain names, access times and referring website addresses.
- c. This information is used for the operation of the service, to maintain quality of the service, and to provide general statistics regarding use of the MHS website.

9. Use of Cookies:

- a. The MHS website may use "cookies" to help personalize the online experience. A cookie is a text file that is placed on the user's 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 each user, and can only be read by a web server in the domain that issued the cookie to the user.
- b. The purpose of a cookie is to tell the Web server that the user has returned to a specific page.
- c. The user has the ability to accept or decline cookies.

10. Donor Data Confidentiality:

- a. Board members, employees, and volunteers of MHS will not disclose confidential donor information belonging to, or obtained through their affiliation with MHS to any person, including their relatives, friends, and business and/or professional associates, unless MHS has explicit written authorization. This policy is not intended to prevent disclosure where disclosure is required by law.
- b. Board members, employees, and volunteers are cautioned to demonstrate professionalism, good judgment, and care to avoid unauthorized or inadvertent disclosures of confidential information and should, for example, refrain from leaving confidential information contained in documents or on computer screens in plain view.
- c. Should situations be encountered that are not covered by the guidelines outlined within this Policy, it is expected that MHS personnel will act in a manner that demonstrates ethics and integrity and protects the privacy and confidentiality of donor data as well as the reputation of MHS.
- d. Upon separation of employment, volunteer engagements, or at the end of a board member's term, he or she shall return all documents, papers, and other materials that may contain confidential information.
- e. Failure to adhere to this policy may result in discipline, up to and including separation of employment or service with MHS and/or legal action if warranted.

11. Contact Us:

If there are any questions regarding this Policy or the use of personal information, please call the MHS Director of Development/Marketing or Executive Director at 603-352-9011 or email us at mhs-email@humanecommunity.org.