



## **Personal Information Privacy Policy**

### **A. Introduction and Definition**

We at FRIENDS In Action International and our affiliated branches worldwide ("FRIENDS") are committed to respecting your privacy and recognize your need for appropriate protection and management of any personally identifiable information ("Personal Information") you share with us.

FRIENDS has established this privacy policy so that you can understand the care with which we intend to treat your personal information.

Personal information means any information that may be used to identify an individual, including, but not limited to, a first and last name, a home or other physical address and an email address or other contact information. FRIENDS also considers all records related to your contributions to FRIENDS as part of your personal information.

FRIENDS strives to comply with all applicable laws around the globe that are designed to protect your privacy. Although legal requirements may vary from country to country, FRIENDS intends to adhere to the principles set forth in this privacy policy, even if, in connection with the above, we transfer your personal information from your country to countries that may not require an "adequate" level of protection for your personal information. In other words, our goal is to provide protection for your personal information no matter where that personal information is collected, transferred, or retained.

### **B. Policy Scope**

This policy covers how FRIENDS treats all personal information that FRIENDS collects and receives, including all personnel files for short and long term personnel, and information related to contributions to FRIENDS.

This policy does not apply to the practices of other organizations that FRIENDS does not control, or to people that are not affiliated with FRIENDS.

### **C. Information Collection and Use**

FRIENDS collects personal information when you register or contact FRIENDS, when you request information on projects or services, and when you contribute to the

ministry or missionaries affiliated with FRIENDS. FRIENDS records information about your contributions as required for accounting and tax purposes.

When you register we ask for information such as your name, address, zip code, phone number, e-mail address, birth date, S.S. #, gender and occupation. For some financial transactions, such as Electronic Funds Transfer (EFT) we may also ask for your banks routing number as well as your account number.

FRIENDS uses this information primarily for the purposes stated below:

- Sending you information concerning the ministry of FRIENDS
- Updating you on projects or teams that you have inquired about
- Notifying you of developments to a project directly related to you
- Distribution of receipts for your contributions
- Recording information relative to your contributions to FRIENDS, its ministries and missionaries
- Provide documentation concerning your tax deductible contributions to FRIENDS as a non-profit (FRIENDS USA is a 501(c)(3). In Canada we are a registered charity. In the UK we are a charity.)
- Processing your requests for EFT

#### **D. Information Sharing and Disclosure**

FRIENDS will not sell, trade or disclose to third parties any personal information derived from registration with or contributions to FRIENDS without your consent (except as required by subpoena, search warrant or other legal process or in the case of imminent physical harm to the customer or others). When FRIENDS uses other agents, contractors or companies to perform services on its behalf, FRIENDS will ensure that the company protects your personal information consistent with the guidelines laid out in this policy.

FRIENDS will, in good faith, disclose information to your agent or legal representative (such as the holder of a power of attorney that you grant or a guardian appointed for you).

#### **E. Information Security**

FRIENDS has implemented technology and security features to safeguard the privacy of your personal information from unauthorized access or improper use, and we will continue to enhance our security procedures as new technology becomes available.

#### **F. Accessing and Changing Your Information**

If you have concerns about this privacy policy or its implementation you may contact us at 717-546-0208. Please direct your call to the Communications Department.

FRIENDS honors requests to review personal information and will correct any such information which may be inaccurate. You may verify that appropriate corrections have been made.

You may also request to be removed from mailings and or other communication that are dispatched from FRIENDS. You may reach us using the information pertinent to our US office below. Please address your correspondence to the attention of the Communications Department.

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