

Privacy & General Data Protection Policy

Good Neighbors USA ("we," "our," or "us") is committed to protecting your privacy and ensuring the security of your personal information. This Privacy Policy explains how we collect, use, and share your information when you interact with our website, services, and programs. By accessing or using our services, you agree to the terms of this Privacy Policy.

I. **Information we collect**

- Personal Information:
 - Name, Address, E-mail address, Phone number, and other contact details.
 - Payment information, such as credit card numbers and billing addresses.
 - Information provided in connection with donations, event registrations, or volunteer activities.
 - Personal information provided by child sponsors, including information about sponsored children.
- Non-personal Information:
 - Browser type, device type, and operating system.
 - IP address and geographic location.
 - Usage data, including pages visited, links clicked, and time spent on our website.

II. **How we use your Information**

- We use the information we collect to:
 - Process donations and provide receipts.
 - Communicate with you about our programs, campaigns, and projects.
 - Provide updates on sponsored children and projects.
 - Improve our website, services, and user experience.
 - Comply with legal obligations and protect the rights and safety of our organization, donors, and beneficiaries.

III. **Sharing your Information**

- We do not sell, trade, or rent your personal information to third parties. We may share your information with:
 - Service Providers: Third-party vendors who assist us with payment processing, website hosting, email communications, and other operational needs.
 - Partner Organizations: International partners and affiliates that help us implement our programs.

- Legal Requirements: When required by law, we may disclose your information to comply with legal processes or protect our rights and safety.

IV. Security of your information

- Good Neighbors provides strong, built-in security features for its sites, handling key protections automatically.
 - Mandatory SSL Encryption: All sites are served over HTTPS to secure data transmission, with no option to disable encryption.
 - Installed firewalls and processes to alert us about unauthorized attempts to access accounts. Our web application firewall (WAF) examines incoming traffic to your website and decides to allow or block it based on various rules. Customer Data is stored on a primary database server with multiple active clusters for higher availability.
 - Secure Socket Layer (SSL) technology protects your information using both server authentication and data encryption.

V. Your Choices and Rights

- You have the following rights regarding your personal information:
 - Access: You may request a copy of the personal information we hold about you.
 - Correction: You may request that we correct any inaccurate or incomplete information.
 - Deletion: You may request that we delete your personal information, subject to legal obligations.
 - Opt-Out: You may opt-out of receiving promotional communications from us at any time by following the unsubscribe instructions in our emails or contacting us directly.

VI. Children's Privacy

- We are committed to protecting the privacy of children. Our services are not directed to individuals under the age of 13. We do not knowingly collect personal information from children under 13 without parental consent. If we become aware that we have inadvertently received personal information from a child under 13, we will delete it from our records.

VII. Changes to This Privacy Policy

- We may update this Privacy Policy from time to time. Any changes will be posted on this page with the updated effective date. We encourage you to review this policy periodically to stay informed about how we protect your information.

VIII. Data Retention Policy

- We retain personal data only as long as necessary to fulfill the purposes for which it was collected or as required by law. After that period, we securely delete or anonymize the data.

IX. Cookies and Tracking Technologies

- We use cookies and similar technologies to improve your experience on our website. You can manage your cookie preferences through your browser settings. Acceptance of cookies by using our website, you agree to our use of cookies.

We may use the information we collect for the following purposes:

- To diagnose and resolve issues with our servers and to manage this website more efficiently.
- To collect broad demographic data about the countries and domains our visitors come from, as well as their behavior on our site.
- For targeted advertising, marketing, and fundraising efforts, including through cross-channel methods such as email and direct mail communications.

This website also uses add-on services, such as Google Analytics, to gather information about how visitors use the site. Google Analytics tracks details like how often users visit the site, which pages they view, and the websites they used before arriving here. It only collects the IP address assigned to you on the date of your visit, without gathering your name or other personal details. We do not link data collected through Google Analytics with any personally identifiable information. While Google Analytics places a permanent cookie on your browser to recognize you as a unique user on future visits, this cookie is only accessible by Google. Google's use and sharing of the data collected by Google Analytics are governed by the Google Analytics Terms of Use and Google Privacy Policy. You can prevent Google Analytics from recognizing you on subsequent visits by disabling cookies.

Additionally, we may employ third-party service providers to display advertisements (such as banners, videos, or text ads) on our behalf across the Internet or to manage cross-channel communications via email or direct mail. These providers may collect non-personally identifiable information about your interactions with us.

X. International Data Transfers

If we transfer your data to countries outside of your jurisdiction, we ensure that appropriate safeguards are in place to protect your information.

XI. Opting Out of information Sharing

If you prefer not to have your personal information shared outside of our organization, you can opt out by contacting us at the information below.

XII. Security Measures

We take your privacy seriously and implement various security measures to protect your personal information, including:

- **Password Protection:** Access to personal information is restricted to authorized personnel only, and all sensitive data is protected by strong passwords and authentication protocols.
- **Regular Security Audits:** We conduct regular audits of our security practices to ensure that your personal information is adequately protected against unauthorized access and breaches.

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at:

Good Neighbors USA

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