

## Angel Flight Central's Privacy Policy

This privacy policy covers the site [www.angelflightcentral.org](http://www.angelflightcentral.org). Angel Flight Central wants to demonstrate our commitment to our user's privacy. AFC has agreed to disclose its information practices.

1. What personally identifiable information Angel Flight Central collects.
2. What personally identifiable information third parties collect through the AFC website.
3. What organization collects the information.
4. How Angel Flight Central may use the information.
5. With whom Angel Flight Central may share user information.
6. What choices are available to users regarding collection, use and distribution of the information.
7. What types of security procedures are in place to protect the loss, misuse or alteration of information under Angel Flight Central's control.
8. How users can correct any inaccuracies in the information on file.

If users have questions or concerns regarding this statement, they should first contact Angel Flight Central by sending an email to [wings@angelflightcentral.org](mailto:wings@angelflightcentral.org).

### Information Collection and Use

#### Information Collection:

Angel Flight Central is the sole owner of the information collected on [www.angelflightcentral.org](http://www.angelflightcentral.org). Angel Flight Central collects information from our users at several different points on our website.

#### Registration

Registration is not required to use [www.angelflightcentral.org](http://www.angelflightcentral.org). Angel Flight Central collects contact and demographic information of persons who apply to become a volunteer with the organization. Angel Flight Central collects information from individuals who request service from AFC, from individuals who have requested information from AFC and from individuals with other associations with AFC. In some cases, that information is collected on the website.

#### Order

Angel Flight Central may request information from a user who purchases merchandise, applies as a volunteer or utilizes the online donation page. A user must provide contact information (such as name, email and shipping address) and financial information (such as credit card number and expiration date). This information is used for billing purposes and to fill customer's orders. If we have trouble processing an order, the information is used to contact the user.

#### Information Use

Personal information is used on the Angel Flight Central website to facilitate flight coordination and to facilitate communication relating to other functions of the organization.

#### Profile

We do not store profile information gathered on the website except through the processes described above. We also use information collected through other means, primarily offline, such as the flight request or volunteer application process to provide personalized displays of information.

## **Cookies**

A cookie is a piece of data stored on the user's computer tied to the information about the user. We use session ID cookies primarily for security purposes to determine the permissions granted to the user. For the session ID cookie, once users close the browser, the cookie simply terminates.

## **Third Party Advertising**

Angel Flight Central will accept third party advertising only to help underwrite the expense of AFC's website, E-Newsletter or other outreach material. In some cases, Angel Flight Central will provide links to other sites. No referral or tracking information is provided to the linked site. AFC will not allow links from third party sites to pages on the Angel Flight Central website that contains private information.

## **Log Files**

Like most standard website servers, we use log files. This includes internet protocol (IP) addresses, browser type, internet service provider (ISP), referring/exit pages, platform type, date/time stamp, and number of clicks to analyze trends, administer the site, track user's movement in the aggregate, and gather broad demographic information for the aggregate use.

Angel Flight Central will not share any information from log files that relates to a specific user's history on the site, but may share aggregate usage data with a third party.

## **Communications from Angel Flight Central**

### **Informational emails**

Volunteers and others who have provided us with contact information will occasionally receive informational emails from AFC. Out of respect for the privacy of our users, we present the option to not receive these types of communications at any time. Please review the Choice and Opt-out sections of this policy.

### **Newsletter**

If a user wishes to subscribe to a newsletter or other regular informational mailing, we ask for contact information such as name and email address. Out of respect for our user's privacy, we provide a way to opt-out of these communications at any time. Please review the Choice and Opt-out sections of this policy.

### **Service Announcements**

On rare occasions it is necessary to send out a strictly service related announcement. This may occur if our service is temporarily suspended for maintenance. Generally, users may not opt-out of these communications, though they can deactivate their account. These communications are not promotional in nature.

### **Mailings by Postal Mail**

Donors, volunteers and others who have provided us with contact information will occasionally receive informational mailings or solicitation requests from Angel Flight Central. Out of respect and consideration for privacy of our users, we present the option to not receive these types of communications. Please see the Choice and Opt-out sections of this policy.

## **Sharing**

### **Legal Disclaimer**

Though we make every effort to preserve user privacy, we may need to disclose personal information when required by law wherein we have a good-faith belief that such action is necessary to comply with a current judicial proceeding, court order, or legal process served on our website.

### **Aggregate Information (non-personally identifiable)**

Angel Flight Central may share aggregated demographic information with individuals or organizations. This may include shared aggregated information with other similar organizations to assist them in planning, or we may share this information with foundations or other sources of funds.

### **Third Party Advertisers**

Angel Flight Central does not share personal information with advertisers.

Listed below are the instances in which we will share user's personal information:

- We share information in conjunction with the flight coordination process. For example, requesters have access to some personal information of volunteers who have been assigned to a flight. Requester and volunteers have access to passenger information. Volunteers have access to contact information about other volunteers. In each case, log on is required for such access, and specific permission is granted by the organization staff for such access. These are a few examples of the ways information is shared on our website, and is by no means a complete listing.

### **Third Party Intermediaries**

Angel Flight Central uses an outside shipping company to ship orders. We also use an outside processing company to bill users for goods and services. These companies do not retain, share, store or use personally identifiable information for any secondary purposes.

### **Service Providers**

Angel Flight Central partners with a number of third parties to provide specific services. For example, some merchandise items may be created and provided by a third party supplier. When the user signs up for these particular services, we share names or other contact information that is necessary for the third party to provide these services. These third parties are not allowed to use personally identifiable information except for the purpose of providing these services. In all cases, such sharing of data will be done only in connection with Angel Flight Central's charitable business.

### **Choice/Opt-out**

When a user receives organization information from Angel Flight Central, he or she is presented with an option to opt out of any unsolicited emails at that point. The Angel Flight Central staff may continue to use the email address as a personal form of communication, unless the individual contacts the office directly and requests that his or her email address be deleted from the AFC database.

### **Links**

The Angel Flight Central website contains links to other sites. Please be aware that we, Angel Flight Central, are not responsible for the privacy practices of such other sites. We encourage our users to be aware when they leave our site to read the privacy statements of each and every website that collects

personally identifiable information. This privacy statement applies solely to the information collected by this site.

### **Security**

Angel Flight Central takes reasonable precautions to protect our user's information. When users submit sensitive information on the website, their information is protected to reasonable degree both online and offline. When registration/order forms ask users to enter their information (such as credit card number/social security number), that information is encrypted and protected by Trustwave. While on a secure page, such as our donate page, the lock icon on the bottom of the Web browsers such as Netscape, Navigator and Microsoft Internet Explorer becomes locked, as opposed to unlocked or open when users are just surfing the net.

We also take precautions to protect user-information off line. All of our user's information, not just the sensitive information mentioned above, is restricted in our offices or the offices of our service providers. Only employees and certain key volunteers are granted access to personally identifiable information. All employees and volunteers who are given access are kept up to date on our security and privacy practices. The servers that store personally identifiable information are in locked facilities and are protected by a firewall. Users who have granted access to private information have been asked to keep their passwords secure and to treat the information that they have access to private (they are required to review and agree to our terms of use policy prior to gaining access to the private information).

If users have any questions concerning the security of our website, users can send an email to [wings@angelflightcentral.org](mailto:wings@angelflightcentral.org).

### **Correcting/Updating/Deleting/Deactivating Personal Information**

If a user's personally identifiable information changes (zip code, phone number, email or mailing address), or if a user no longer desires our service, we provide a way to correct, update or delete/deactivate the user's personally identifiable information. In the case of a current volunteer, removing contact information may require that he or she terminate being an Angel Flight Central volunteer. This can usually be done by logging on as a current member or user with a username and password, or by emailing our webmaster at [wings@angelflightcentral.org](mailto:wings@angelflightcentral.org). You can also contact us by phone or through postal mail at the phone number and address listed below.

### **Notification of Changes**

If we decide to change our privacy policy at any time, we will post those changes to this privacy statement, the homepage and other places we deem appropriate so our users are always aware of what information we collect, how we use it and under what circumstances, if any, we disclose it. Angel Flight Central will use information in accordance with the privacy policy under which the information was collected.

### **Contact Information**

If users have any questions or suggestions concerning our privacy policy, please contact us at:

Angel Flight Central  
10 Richards Road  
Kansas City, MO. 64116  
PH: 816-421-2300  
[wings@angelflightcentral.org](mailto:wings@angelflightcentral.org)