FACE Foundation Privacy Policy

Since our inception in 2006 our stakeholders have trusted FACE with their personal information. This privacy policy was created in order to demonstrate FACE's firm commitment to the privacy of our website users. This policy explains what types of information is collected by FACE's website, www.face4pets.org, and how this information is used.

From Casual Web Site Visitors and General Users: We do not collect any personal information from users browsing our site. When you use the public areas of our site you are doing so anonymously. We do collect summative use information, such as the number of hits (visits) per page. We use aggregate data for internal and marketing purposes, but we don't collect any personally identifying information.

From Our Donors, Volunteers, Grant Applicants, and others: If while visiting our site you make a donation, submit an application for assistance, register for an event, apply to volunteer, or request other information, you will be asked to provide certain information such as name and email address. We may use this information for specific, limited purposes. You may always "opt out" of our e-newsletter correspondence, either now or at any time in the future, if you do not wish to receive our messages.

IP addresses: FACE uses your IP address to help diagnose problems with our server, to administer www.face4pets.org, and for statistical metrics used to track website visitor traffic.

How Your Information May Be Used: We use your personal information to provide you with personalized service; to send e-mail alerts to you; to answer your requests; to process your applications; etc. You may choose to opt out at any time, which will cease all communications from us. We may also use your information to track visitor of our website. This lets us see which of our features are the most popular so we can better serve our users' needs. It also lets us provide collective data about our traffic (not identifying you personally, but showing how many visitors used which features, for example) to outside parties.

Email Privacy: The FACE Foundation does not provide, sell, or rent email addresses to anyone outside the organization.

External Links: Our site www.face4pets.org includes links to external websites. These links do not fall under the www.face4pets.org domain, and FACE is not responsible for the privacy practices or the content of external websites. Your use of any linked website is solely at your own risk.

Modifications: We may amend this privacy policy to comply with any legal changes from time to time; please review it periodically. We maintain the option to modify this privacy for that purpose upon two weeks' notice by email and by electronic notice posted on our website. Your continued use of our website after the date that such notices are posted will be deemed to be your agreement to the changed terms.

Security: You can donate at www.face4pets.org with confidence. We have partnered with DonorPerfect, which utilizes Network Merchant Incorporated (NMI) a leading payment gateway, to accept credit card payments safely and securely for our customers. You can view Network Merchant Incorporated's website here: https://www.nmi.com/

The company adheres to strict industry standards for payment processing, including:

- NMI is a validated PCI DSS Level 1 Service Provider. This is the industry's highest level of certification. Reviewed annually, an intensive onsite audit ensures the highest compliance levels are maintained and adhered to. As such, we are on Visa's Global Registry of Service Providers and Mastercard's Compliant Service Provider List
- Point to point encryption (P2PE) provides the most secure and effective solution to protect sensitive cardholder data in combination with EMV and tokenization. It ensures cardholder data is not exposed at any time during a payment transaction. All of the data is encrypted inside the payment device, making it useless and void of any value if a skimming attack is attempted.
- The NMI network has been built to observe the most stringent standards of security and best practices, with minimal access to outside networks and the Internet. Internally we use a series of highly segmented networks so only specific servers can communicate with each other. Access between network segments is highly restricted by robust firewall rules which define legitimate business need. To further enhance security all inbound and outbound traffic from our platforms is monitored by an active Intrusion Prevention System (IPS) which blocks the threat of common exploits and zero day attacks.

Further information relating to gateway security can be found here: https://www.nmi.com/why-nmi/security.

If you have any questions or concerns about our website or our privacy policy, please contact the FACE office at 858-450-3223 or by email at admin@face4pets.org.