

## 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](http://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:** We collect an IP address from all visitors to our Site. An IP address is a number that is automatically assigned to your computer when you use the Internet. We use IP addresses to help diagnose problems with our server, administer our Site, analyze trends, track users' movement, gather broad demographic information for aggregate use in order for us to improve the site, and deliver customized, personalized content. IP addresses are not linked to personally identifiable information.

**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. Our registration forms require users to give us contact information that may include name, email address, address, interests, and similar information. We do not request or store sensitive information from our visitors, such as credit card or social security numbers.

We use Constant Contact, a secure email service, to send newsletters, updates, and event invitations. Constant Contact, Inc., requires their customers, including FACE Foundation, to use their platform only for permission-based email marketing, in compliance with their Anti-Spam Policy.

### How to Opt-out of our Emails

Any emails you receive through Constant Contact include an easy, automated way for you to cease receiving marketing emails from the sender or to change your expressed interests. If you wish to do this, simply follow the unsubscribe, SafeUnsubscribe® and/or Update Profile links at the end of any email you receive from a Constant Contact sender.

### How to Find More Information

For more information about Constant Contact and how FACE uses their platform to contact you, please see our [Frequently Asked Questions for Contacts](#).

**External Links:** Our site [www.face4pets.org](http://www.face4pets.org) includes links to external websites. These links do not fall under the [www.face4pets.org](http://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:**

Website: Our website, [www.face4pets.org](http://www.face4pets.org) is hosted by WordPress. WordPress.org does not rent or sell potentially personally-identifying and personally-identifying information to anyone.

We use Wordfence Security – Firewall and Malware Scan to stop any information from being accessed by outside sources. This service protects personal information that is collected on the [www.face4pets.org](http://www.face4pets.org) website through these security measures:

- Web Application Firewall identifies and blocks malicious traffic. Built and maintained by a large team focused 100% on WordPress security.
- Protects our website site at the endpoint, enabling deep integration with WordPress. Unlike cloud alternatives does not break encryption, cannot be bypassed and cannot leak data.
- Integrated malware scanner blocks requests that include malicious code or content.
- Protection from brute force attacks by limiting login attempts.

Donation processing: You can donate at [www.face4pets.org](http://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](mailto:admin@face4pets.org).