



Privacy Policy and Security

Our Commitment to Your Privacy and Security

The Redwood Empire Food Bank (REFB) is committed to protecting your privacy and the security of your personal information. This Privacy Policy describes the kind of information we collect from you, how that information is used, and what kind of security measures we employ on our Web site. We will not sell, share or rent the information you provide to us in any way that has not been specified in our Privacy Policy. If you have questions regarding this privacy policy, or the REFB's information practices, please e-mail us at info@refb.org.

Information Collection and Use

The REFB requests information from you at various points on our Web site. You are under no obligation to enter any information on our Web site, however, in order to participate in some of the services we offer at the REFB, such information collection is necessary. Below is a brief summary of the information we typically collect from you and how it is used. Because we constantly strive to bring new and better services to the community, the list below may not reflect all of the most current service offerings for which information is collected. We'll do our best to update this policy as we provide new services, so please check back often.

- **Volunteers:** When you become a volunteer for the REFB, we ask you to provide us certain personal information. We use this information to populate our volunteer database and to contact you in connection with volunteer activities only.
- **Donations:** When you give a financial donation to the REFB, we ask that you provide us with your name, telephone number, mailing address, e-mail address and credit card information. We use a secure third party to process your donation and *never sell or share this information*.
- **eNews:** When you subscribe to receive our *Newsfeed*, we ask you for your name, e-mail address and Zip Code. This information is only used to send you REFB news and updates via email.
- **Surveys and Sign-Up Forms:** We occasionally invite people to participate in a survey or to sign-up for certain activities and events.

Information Sharing

The REFB does *not share donor names and addresses with any third parties for any reason* other than if compelled by a legal action. Although unlikely, the REFB may be required by law enforcement or judicial authorities to provide personal information about our users. We will provide this information, to the extent technically possible, upon request and receipt of the appropriate documentation. Disclosure may also occur if we consider it necessary to protect our legal rights or if the information relates to actual or threatened harmful conduct.

Access and the Ability to Correct Your Information

The REFB stores the information you provide upon registration at our site and for our various services in databases. If your information changes (such as your e-mail address or zip code), or if you no longer desire to volunteer or receive our newsletters, please contact info@refb.org to change your information or to opt out.

Privacy of Children

The REFB does not intend to collect, maintain, store or use personal information about children under the age of 13.

Unsubscribing from our Mailing List

In an effort to keep all of our supporters informed about the REFB, we send updates on our activities and events, including our eNews. If you are receiving electronic communications from the REFB and you decide at any time that you no longer wish to hear from us, you can use the “unsubscribe” link provided in each email to remove yourself from our mailing list or send a request to be removed to info@refb.org.

Cookies and Computer Information

When you access our home page, our Web site will set a cookie on your computer that is used to detect whether your browser is capable of displaying Flash images. If you do not have cookies enabled on your browser, it will not be set. If Flash is not installed on your computers, certain portions of our Web site may not be displayed to you properly. We collect the following information about your computer configuration: browser type, operating system, IP address, and the URL of the Web page you were on just prior to visiting the REFB's website. We use this information to analyze usage trends, administer the site, and track our users' movements across our site for aggregate use. This information will not reveal, nor is it associated with your personal identity.

Notification of Changes

If we decide to change our Privacy Policy, we will post a notice of those changes on our Web site so that you will always have notice of what information we collect, how we use it, and under what circumstances, if any, we disclose it. We will use information in accordance with the Privacy Policy under which the information was collected. If at any point we decide to use personally identifiable information in a manner incompatible with the stated purposes at the time it was collected, we will post a prominent notification of the change in policy on our Web site.

Security

For online donation processing, the REFB uses a secure data network protected by industry standard firewalls and password protection systems. Only authorized individuals have access to the information provided by our donors. Any other particularly sensitive information, such as a donor's credit card number collected for a commerce transaction, is also encrypted prior to transmission. Although the REFB operates secure data networks, no Internet transmission can be guaranteed 100% secure. While we do everything we can to protect your data, you use this site and its services at your own risk.