

## ***Aging Ahead*** Privacy Statement - Website

### Commitment to Privacy

***Aging Ahead*** is committed to protecting your privacy and ensuring you have a safe and meaningful online experience. This Privacy Statement governs and dictates how ***Aging Ahead*** collects and uses personal information from this website. By using the ***Aging Ahead*** website, you consent to the data practices outlined in this statement. You also acknowledge that it is your responsibility to contact us using the information provided below, should you have any questions or concerns related to this statement, how information is used and collected, or if you feel this policy is not being followed.

### Information We Collect/Use of Personal Information

The ***Aging Ahead*** website is intended to provide users with easy access to service availability, contact information, and news and events related to our service availability and work in the community. The information ***Aging Ahead*** collects on our website or through social media includes personally identifiable information such as your name, your address, your county of residence and/or zip code, your telephone number and your email address, as well as service information selected from a drop-down box. This information is collected to help us better serve our community and efficiently respond to people requesting services or other information. Your information is not shared, loaned, sold to other entities. The conditions under which we may share personally identifiable information with third parties is when: the person who submit the information authorizes us to share it; sharing the information is necessary for the site operations (processing a donation); or if we are required by law to do so.

***Aging Ahead*** may also collect information about your computer, including your IP address, the browser you use, the domain name, the time and frequency with which you access the website, pages viewed within the website, and clicks to external links. ***Aging Ahead*** collects this information to ensure accessibility of services and monitor frequency of website use.

When you use the ***Aging Ahead*** website to make a financial contribution, register for an event, sign up for a class and order a meal, or complete a job or volunteer application, we may ask for your name, address, phone number, county of residence and other information relevant to the request. We do require standard credit card information when you make a financial donation or purchase. Financial information is stored in a secure database until your transaction is complete. That information is then passed securely to our payment process (Authorize.net). Once your transaction is complete, the financial information is deleted. For more information, please see <https://www.authorize.net/about-us/privacy/>.

Please note that if you publicly disclose personal information through public message boards or social media sites, regardless of whether they are owned and operated by ***Aging Ahead***, that information may be collected and used by others. We cannot protect the information you post publicly.

Information posted by you on ***Aging Ahead*** social media sites, including Facebook, Twitter and LinkedIn, may be collected to improve or enhance service delivery. Any content you do post or share on social media sites is subject to privacy policy of that site.

### Use of Cookies

***Aging Ahead*** may use digital cookies to enhance your experience. A cookie is a small piece of data sent from our website to your computer. You may adjust your settings to refuse cookies or alert you to when they are sent. If this is done, the functionality of our site may be altered. Cookies may transmit information back to our server about the browsing activity on the site, including content and pages viewed, length of time on the site, and if internal or external links were clicked. Cookies may also be used to recognize previous users and maintain data about the user. This information is collected to improve the overall experience when visiting our site.

#### Use of Google Analytics

***Aging Ahead*** may use third party tools to assist with data collection from our site, specific to the number of users, length of time on the page, how we appear in online searches, and other details to improve our online presence.

#### Security

***Aging Ahead*** is committed to protecting your personal information, and as such, relies on safeguards to protect your information and prevent unauthorized access or improper use of personally identifiable information. Safeguards include a dedicated firewall, security with spam filtering and access controls and encryption when necessary.

#### Third party websites

When using the ***Aging Ahead*** website, you may find content or links to other community agencies, partners, or corporate sponsors listed on our website. We do not control the content of those links. In addition, those agencies may have their own privacy policies and/or usage agreements. Similarly, you may find a link to our website on a site owned and managed by another agency. In these situations, we are only responsible for the content on our website. Online searching or interaction with any website is subject to that website's terms and policies.

#### Protecting children's information online

The ***Aging Ahead*** website and social media platforms are not directed to individuals under the age of 13. ***Aging Ahead*** does not intentionally collect information on our sites or platforms from those we know are under 13 and we request that these individuals do not provide personal information through the sites. If it is later determined that we collected information on an individual under age 13, that information will be deleted.

#### Revisions to this Policy

***Aging Ahead*** may periodically update this Privacy Policy to reflect user feedback. As a user, you are encouraged to review this policy to ensure you are aware of any changes or updates.

#### Contact Information

***Aging Ahead*** welcomes your feedback about this Policy and encourages you to ask any questions related to the content provided in this statement. If you have questions about this policy or believe the agency has not adhered to this policy, please contact us at [info@agingahead.org](mailto:info@agingahead.org) or by calling 636-207-0847. The agency will use reasonable efforts to promptly investigate and remedy the situation.