



## **DONOR PRIVACY**

Crossroads United Way respects the privacy of our donors and is committed to protecting the personal information you share with us. We do **not** sell, trade, share, or rent donor information to any other organization, mailing list, or commercial entity.

Donor information is used solely to process contributions, communicate about our work, acknowledge gifts, and provide updates on programs and opportunities aligned with your interests. Access to personal information is limited to authorized staff, board members, and volunteers who require it to perform their duties and who are required to uphold strict confidentiality and ethical standards.

## **DONOR SECURITY**

You can donate online with confidence at **[crossroadsuw.org/donate](https://crossroadsuw.org/donate)**. Crossroads United Way uses reputable, industry-leading payment processors to securely handle credit card and electronic check (ACH) transactions. These partners manage the secure transmission of sensitive financial information through encrypted payment networks.

Our online donation systems comply with recognized industry security standards, including:

- Secure Sockets Layer (SSL) technology to protect data transmitted over the internet
- Advanced encryption methods and security protocols
- Compliance with the Payment Card Industry Data Security Standard (PCI DSS)

Crossroads United Way does not store full credit card numbers or banking information on our servers.

## **WEBSITE PRIVACY**

Visitors may voluntarily provide personal information through subscription forms, event registrations, or donation pages. This information may include name, email address, mailing address, phone number, and areas of interest (such as Youth Opportunity or Financial Stability).

We do not knowingly collect or store sensitive personal information—such as Social Security numbers—through our general website. Information provided is used only for its intended purpose and in support of our mission.

## **INTERNET PROTOCOL (IP) ADDRESSES**

When you visit our website, we automatically collect your Internet Protocol (IP) address. IP addresses are used for website administration, troubleshooting, analytics, and to better understand how visitors engage with our site. This information helps us improve user experience for individuals across Elkhart, LaGrange, Noble, and Steuben counties.



IP addresses are not linked to personally identifiable information.

### **USE OF COOKIES**

Our website may use cookies and similar technologies to enhance your browsing experience. Cookies help us remember user preferences, improve site functionality, and analyze website traffic.

Most web browsers automatically accept cookies, but you may choose to modify your browser settings to decline them. Please note that disabling cookies may limit certain features or functionality of the website.

### **DATA SECURITY**

Crossroads United Way employs reasonable administrative, technical, and physical safeguards to protect personal information from unauthorized access, misuse, or disclosure. While we strive to use commercially acceptable means to protect your information, no method of transmission over the internet or electronic storage is completely secure. As such, we cannot guarantee absolute security.

### **CONTACT US**

If you have questions about this Privacy Policy, our information practices, or your interactions with Crossroads United Way, please contact us:

**Phone:** 574.295.1650

**Email:** [give@crossroadsuw.org](mailto:give@crossroadsuw.org)