

NAMI Virginia Privacy Policy

Revised: March 25, 2020

This page informs you of NAMI Virginia's (we, us, our) policies regarding the collection, use and disclosure of Personal Information we receive from users of online platforms and websites that we provide and/or use. Other party, third party, online platforms used by NAMI Virginia have their own privacy policies on their use and collection of personal information. NAMI Virginia strongly advises you to read other party, third party, privacy policies before entering or engaging in their websites.

NAMI Virginia is committed to protecting the privacy of our members, program participants, donors, volunteers, and others associated with our organization. We will strive at all times to keep data, including contact information, associated with our members, program participants, donors, and volunteers safeguarded.

Information Collection and Use:

NAMI Virginia collects personally identifiable information, such as member/donor/participant name, email address, home or work address, and telephone number. Contact information for program participants is collected so that we can communicate with program participants in furtherance of our program goals and overall mission. Contact information is collected for members so that we can keep members apprised of activities and opportunities within the organization and overall NAMI movement. Contact information for donors is collected so that we can properly acknowledge donors for their donations, track our fundraising progress and pursue fundraising opportunities.

Contact information is collected for volunteers so that we can communicate about responsibilities, goals, and volunteer activities. Through the use of surveys and questionnaires, we also sometimes collect unidentifiable demographic information such as age, sex, and cultural/ethnic background. This information is collected to better understand the populations we serve and interact with.

Identifiable and unidentifiable information is stored in our databases, including Little Green Light (a donor database), NAMI program data reporting system, NAMI 360 (membership system), and other systems. Data in our databases is only accessible to staff and key volunteers, unless in other specific instances approved by the Executive Director or his/her designee (for example, an IT person may need to access the donor database if it is not working properly, thereby possibly being able to view donor information). In these cases, staff will take all precautions to safeguard data and contact information and to supervise the person. NAMI Virginia does not sell, rent, or lease its member, program participants, donor, or volunteer lists, or other lists, to third parties. NAMI Virginia may, from time to time, contact you on behalf of external partners about a particular offering that may be of interest to you. In those cases, your unique personally identifiable information is not transferred to the third party. NAMI Virginia does not use or disclose sensitive personal information or contact information without your explicit consent.

NAMI Virginia staff, volunteers, and interns adhere to best practices and procedures around confidentiality and privacy including secure storage and safeguarding of documents and files with names and/or contact information of participants, members, volunteers, donors, and others associated with the organization, securing your personal information from unauthorized access,

use, or disclosure; password protecting computers, not loaning out computers owned by the organization, and shredding hard copy documents that are no longer in use that contain names and/or contact information of program participants, members, volunteers, donors, and others associated with the organization.

Because a member of NAMI Virginia is also a member of NAMI (national) and a local NAMI affiliate, NAMI Virginia will occasionally share contact information of a member with the NAMI National organization or a local affiliate or with a person who serves in a leadership position within NAMI Virginia. The purpose of such action is expressly for the furtherance of NAMI activities and goals, such as communicating or coordinating around a program, goal, or activity in furtherance of the NAMI mission. An example of when this would occur is if someone contacts NAMI Virginia looking for help or support in a local community. NAMI Virginia would then refer the person to the local NAMI leader, thereby passing along the appropriate phone number or email address. Every effort will be made to use the preferred contact information as provided by the NAMI leader. Another example is if a program or affiliate is emerging, and we want to connect a member or interested person to that program or emerging affiliate, we would send the contact information of a member or interested person to the program volunteer or other NAMI leader so that they can be connected for further conversations and planning.

Other Sites Privacy:

NAMI Virginia uses third party sites for online groups, programs, and events. While using other party, third party sites, to access NAMI Virginia online support groups and programs, events, and other online services and you will be asked to provide certain personally identifiable information that can be used to contact or identify you. Personally identifiable information may include, but is not limited to your name ("Personal Information").

Like many site operators, Zoom, the third party platform used by NAMI Virginia for support groups and programs, collects information that your browser sends whenever you visit NAMI Virginia programs or groups on the Zoom Site ("Log Data"). This Log Data may include information such as your computer's Internet Protocol ("IP") address, browser type, browser version, the pages of the Site that you visit, the time and date of your visit, the time spent on site pages and other statistics.

For a full disclosure of Zoom's Privacy Policy, please click this link: <https://zoom.us/privacy>

*See Below: "Online Support Groups, Discussion Groups, Programs, and Events" and "Other Party and Third Party Sites."

Summary:

NAMI does not collect personally identifiable information about you other than what you freely share. We do log the IP address of every computer that visits our www.namivirginia.org site as part of our normal site usage tracking.

You have the option of entering personally-identifiable information about yourself as you interact with sections of the Web site (ex: NAMI Walks, program data, etc.), including name, address, demographic data such as age and income, interests, etc. NAMI uses this information to help us understand who our site users are and how we may better target and tailor our services. You have the option to share personally identifiable information about yourself with other visitors to the Web

site. These options are clearly labeled as such, e.g. the NAMIWalks fundraising pages. You may remove or request removal of any such information you share.

NAMI does not share any of your personally-identifiable information outside the NAMI organization.

You retain full control over all information you share about yourself, and may remove or request removal of this information at any time.

We may use your Personal Information to contact you with newsletters, marketing or promotional materials, email communications, and more. You retain full control over what types of communication you receive from NAMI, and may opt to discontinue e-mail correspondence at any time.

Anytime you enter personally-identifiable information, not intended to be shared publicly, such as password, address, or credit card number, this information is sent to NAMI over a secure connection.

NAMI uses generally accepted industry standards to protect the information submitted to us.

The Personal Information We Collect, How We Collect It, and Special Use:

The NAMI Virginia Web site does not collect any personally-identifiable information about our site visitors, other than information that visitors freely enter.

The one exception to this is that, like most Web sites, we gather certain information automatically and store it in log files. This information includes Internet protocol (IP) addresses, computer operating system, Web browser type (Internet Explorer, Firefox, Chrome, etc.), Internet service provider, referring/exiting pages, date/time stamp, and clickstream data (i.e., which pages are visited, page load times, error messages, etc.). These log files are stored indefinitely and are analyzed to help us understand how our site is being used.

This information in and of itself is not sufficient to identify site visitors in any personal way. However, in the event that you experience difficulty using our Web site, we may use your IP address in connection with your personal information to perform troubleshooting. Also, in the event that criminal behavior is suspected, NAMI may provide this information to law enforcement, who could potentially trace it back to you through your Internet service provider.

Online Membership:

Web site visitors have the opportunity to join NAMI online. When joining, you must provide some personal information and your credit card number, which is used to pay the cost of a one-year membership.

Your contact information is then passed to NAMI National and your local NAI affiliate, where it is entered into a membership database. You will then be added to the postal mailing lists of NAMI National, NAMI Virginia, and your local NAMI Affiliate. Your contact information is not to be shared outside the NAMI organization.

Donor Privacy:

NAMI Virginia does not trade, share or sell a donor's personal information to third parties, nor do we send donor mailings on behalf of other organizations. This policy applies to all donors, online and offline.

If you make a donation online at our Web site, you are required to enter personal contact information and credit card information. We use this information to process your donation and send you a confirmation or receipt. This information will not be sold or shared with outside parties.

We also add you to our NAMI Virginia donor database, from which you may receive periodic fundraising appeals via postal mail or e-mail. This is outside of your general opt-in preference for e-mail from NAMI Virginia.

Online Event Registration:

If you register for an event on NAMI Virginia's Web site, such as the NAMI Virginia State Conference, NAMI Walks, or NAMI Programs, you may be asked to enter credit card information. We use this information to register you, to send you a confirmation, and to do any subsequent follow-up about the event.

You are also added to a mailing list; from which you may receive announcements about future events via postal mail or e-mail. This is outside of your general opt-in preference for e-mail from NAMI Virginia. If you wish to be removed from this mailing list, please contact us via e-mail at info@namivirginia.org or call 804-285-8264.

Online Advocacy:

NAMI Virginia sends Action and Advocacy Alerts via email. We may follow up with you via e-mail or phone call about advocacy opportunities, if you are opted-in to receive E-News alerts or general e-mail updates from NAMI Virginia.

Online Support Groups, Discussion Groups, Programs, and Events:

The user name you choose will be displayed beside your posts to online group, so please choose your user name carefully if you do not wish to be personally-identifiable.

You should be aware that any information you post to a group will be available for viewing by all other visitors on the site, which includes the general public, unless you have been specifically informed that the group which you are posting to is restricted to certain users.

NAMI Virginia uses third party platforms for online support groups, discussion groups, programs, and other events. It is important that you read the third party Privacy Policies as NAMI Virginia accepts no responsibility for other party or third party Privacy breaches.

Cookies:

Cookies are files with small amount of data, which may include an anonymous unique identifier. Cookies are sent to your browser from a web site and stored on your computer's hard drive.

Like many sites, NAMI Virginia may use "cookies" to collect information. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if NAMI Virginia uses cookies and you do not accept cookies, you may not be able to use some portions of our Site.

Link Tracking:

Links within NAMI Virginia e-mail communications may have a tracking ID at the end. This enables us to measure how often certain links are clicked on to gauge overall interest in the email campaign. From e-mails, it is possible for us to tie the information provided by tracking IDs to your personally-identifiable information, though we do not routinely do so. We are primarily interested in the aggregate effectiveness of our various online efforts.

How We Use the Information We Collect:

NAMI Virginia does not share any personally identifiable information about you with anyone outside of NAMI. The information we collect is used internally to help us serve you better. You have the option to update, revise, or have deleted any personal information you have shared with NAMI.

Other Party and Third Party Sites:

In the course of providing our services, NAMI Virginia relies on third party sites and certain trusted business partners to perform certain tasks, such as providing online platforms for NAMI groups, programs, and events or handling mass mailings, delivering e-communications, processing payments, etc. This involves transferring information about you in paper or electronic form. NAMI makes every effort to ensure the trustworthiness and best business practices of these partners.

Third party sites used by NAMI Virginia are not owned or controlled by NAMI Virginia. Please be aware that we, NAMI Virginia, are not responsible for the privacy practices of other websites or how they use your personal information. We encourage you to read the privacy statements of each and every Website that collects personally-identifiable information.

We do not control the use of third-party cookies or the resulting information and we are not responsible for any actions or policies of such third parties.

Security:

The security of your Personal Information is important to us, but remember that no method of transmission over the Internet, or method of electronic storage, is 100% secure. While we strive to use acceptable means to protect your Personal Information, we cannot guarantee its absolute security.

Legal Disclaimer:

We reserve the right to disclose your personally-identifiable information as required by law and when we believe that disclosure is necessary to protect NAMI Virginia's rights and/or to comply with a judicial proceeding, court order, or legal process.

Changes to This Privacy Policy:

This Privacy Policy supersedes previous versions and is effective as of March 25, 2020 and will remain in effect, except with respect to any changes in its provisions in the future, which will be in effect immediately.

We reserve the right to update or change our Privacy Policy at any time and you should check this Privacy Policy periodically. Your continued use of NAMI Virginia's services will constitute your acknowledgment and your consent to abide and be bound by the Privacy Policy.

If we decide to change our privacy policy, we will post those changes to this privacy statement and on NAMI Virginia's website so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it.

We reserve the right to modify this privacy policy at any time, so please review it frequently. If we make material changes to this policy, we will notify you here, by e-mail, or by means of a notice on our homepage.

Contact Us:

If you have any questions about this Privacy Policy, please contact us at Phone number (804) 285-8264 or email info@namivirginia.org.