

## Privacy Policy

**Version date May 29, 2024**

By visiting [www.hainternational.org](http://www.hainternational.org), you acknowledge that you have read and understood the processes and policies referred to in this Privacy Policy and consent to our data collection, use, sharing and processing practices as set forth in this page.

### 1. Introduction

Heartland Alliance International (HAI) is committed to protecting the privacy and security of the personal information we collect, use, and share in the course of our operations. This Privacy Policy outlines our practices regarding the collection, use, disclosure, and protection of personal information.

### 2. Scope

This Privacy Policy applies to all personal information collected by HAI through our website, programs, events, and other activities. By providing us with your personal information, utilizing our website, and engaging with our programs, you agree to the terms of this Privacy Policy.

### 3. Information We Collect

We may collect the following types of personal information:

- **Contact Information:** Name, email address, phone number, and mailing address.
- **Demographic Information:** Age, gender, occupation, and other demographic details.
- **Donation Information:** Payment details, donation history, and preferences.
- **Program Participation Information:** Details about your participation in our programs, events, and activities.
- **Communications:** Records of your communications with us, including emails, phone calls, and messages.
- **Website Usage Information:** Information about your interactions with our website, including IP address, browser type, pages visited, and cookies.

### 4. How We Use Your Information

We use the personal information we collect for the following purposes:

- **Communication:** To communicate with you about our programs, events, and activities, and to respond to your inquiries.
- **Fundraising:** To process donations, issue receipts, and manage donor relationships.
- **Program Administration:** To manage and administer our programs, events, and activities.
- **Marketing:** To send you information about our initiatives, appeals, and opportunities to support our work, with your consent.
- **Website Improvement:** To analyze website usage and improve our website and services.
- **Compliance:** To comply with legal obligations and protect our legal rights.

### 5. Information Sharing and Disclosure

We do not sell, rent, or trade your personal information. We may share your information in the following circumstances:

- **Service Providers:** We may share your information with third-party service providers who assist us with our operations, such as payment processing, data management, and marketing.
- **Legal Requirements:** We may disclose your information if required by law or in response to legal processes, such as a court order or subpoena.
- **Protection of Rights:** We may disclose your information to protect our rights, property, or safety, or the rights, property, or safety of others.

## 6. Data Security

HAI collects and stores only necessary personal information from its staff and participants. While we take every reasonable measure possible to protect that information, including industry-standards for cybersecurity such as multifactor authentication for access. However, no system of storage or transmission is completely secure and some level of risk of data exposure will always exist.

## 7. Your Rights

You have the following rights regarding your personal information:

- **Access:** You have the right to access the personal information we hold about you.
- **Correction:** You have the right to request corrections to your personal information if it is inaccurate or incomplete.
- **Deletion:** You have the right to request the deletion of your personal information, subject to legal and contractual obligations.
- **Objection:** You have the right to object to the processing of your personal information for certain purposes, such as marketing.
- **Withdrawal of Consent:** If we process your information based on your consent, you have the right to withdraw your consent at any time.

To exercise your rights, please contact HAI's Senior Director of Global Grant Compliance & Risk Management at [cramazzinavanmoorsel@hainternational.org](mailto:cramazzinavanmoorsel@hainternational.org).

## 8. Children's Privacy

We do not knowingly collect or solicit personal information from anyone under the age of 18 or knowingly allow such persons to provide us with their personal information without verifiable parent or guardian consent. If you are under 18, do not send any information about yourself to us, including your name, address, telephone numbers, or email address, unless you have your parent's or guardian's permission. In the event we learn that we collected personal information from anyone under the age of 18, and do not have a parent or guardian's consent, we will delete that information as quickly as possible.

If you believe that we might have any information from or about anyone under the age of 18, or if you wish to remove or request and obtain removal of content and information, please contact HAI's Senior Director of Global Grant Compliance & Risk Management at [cramazzinavanmoorsel@hainternational.org](mailto:cramazzinavanmoorsel@hainternational.org).

## **9. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time. We will notify you of any significant changes by posting the new policy on our website and updating the effective date at the top of this policy.

## **10. Contact Us**

If you have any questions or concerns about this Privacy Policy or our data practices, please contact:

Carolina Ramazzina van Moorsel  
Senior Director of Global Grant Compliance & Risk Management  
[cramazzinavanmoorsel@hainternational.org](mailto:cramazzinavanmoorsel@hainternational.org)

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