

PRIVACY POLICY

Effective date: August 1, 2026

The Compassion Advocacy Network, Inc. (CAN, we, us or our) respects the privacy of donors, volunteers, event participants, program participants, website visitors and community partners. This Privacy Policy explains how we collect, use, disclose and protect personal information through compassionadvocacynetwork.org, CAN forms, events, communications and related services.

This policy replaces CAN's prior privacy policy. It is intended to describe CAN's actual practices in clear language. It is not a contract and does not create rights beyond those provided by applicable law.

Questions? contact@compassionadvocacynetwork.org | 757-622-8226

1. Information We Collect

- Contact information, such as name, postal address, email address and telephone number.
- Donation and transaction information, such as donation amount, campaign, frequency, receipt details and billing-related information. Payment-card and bank information is processed by third-party payment processors; CAN does not intentionally store complete card numbers on its website.
- Event, volunteer and program information, such as registration details, participation preferences, T-shirt size, emergency contact information and accessibility or accommodation needs you choose to provide.
- Communications and relationship information, including messages, donor comments, sponsorship interests, newsletter choices and records of interactions with CAN.
- Technical information, such as device, browser, IP address, pages viewed, referring source and cookie or analytics data collected automatically by our website and service providers.

2. How We Use Information

- Process donations, issue receipts and maintain financial and donor records.
- Register participants, manage events, coordinate volunteers and provide requested programs or accommodations.
- Respond to questions and communicate about CAN programs, impact, events, sponsorships and opportunities to help.
- Operate, secure, troubleshoot and improve our website, forms, communications and services.
- Meet legal, accounting, tax, audit, insurance, safety and recordkeeping obligations.

3. Donations and Payment Processing

CAN currently uses third-party services, including Donorbox and its connected payment processors, to process online donations. Those providers collect and process payment information under their own terms and privacy notices. CAN receives transaction details needed for receipts, donor stewardship, accounting and compliance, but does not control every aspect of a provider's independent data practices.

Do not send payment-card or bank-account information by ordinary email. If you believe a payment was unauthorized, contact your financial institution and CAN promptly.

4. Website Hosting, Cookies and Analytics

CAN's website is currently hosted through Wix. Wix and other service providers may use cookies and similar technologies to operate the site, remember preferences, prevent fraud, understand traffic and support embedded features. Your browser may allow you to block or delete cookies, but some features may not work properly afterward.

CAN does not currently respond to every browser-based do-not-track signal because there is no uniform industry standard. Where a legally required preference tool is provided, CAN will use it as required.

5. How We Share Information

- Service providers that support website hosting, payments, email, event registration, accounting, data storage, communications, analytics, printing, mailing or other operational needs.
- Professional advisers, auditors, insurers or authorities when reasonably necessary for legal, financial, safety or compliance purposes.
- Successors or responsible parties involved in a merger, reorganization, transfer of operations or similar organizational change, subject to appropriate safeguards.
- Other parties when you direct or consent to the disclosure.

CAN does not sell personal information for money. CAN does not share donor lists with unrelated organizations for their independent marketing. CAN may publicly recognize donors or sponsors only when permission has been provided or recognition is reasonably expected as part of a sponsorship arrangement.

6. Email, Text and Postal Communications

You may unsubscribe from marketing email using the link in the message or by contacting CAN. Transactional, safety, registration, receipt and administrative messages may still be sent when necessary. If CAN offers text messaging, message and data rates may apply and consent to receive texts is not a condition of donating.

7. Sensitive, Accessibility and Emergency Information

Some event forms may invite you to provide accessibility needs, limited medical information or emergency-contact details. Provide only what is reasonably necessary. CAN uses this information to support participation, safety and accommodations and limits access to people who need it for those purposes. CAN is not a health-care provider, and information submitted to CAN generally is not protected health information under HIPAA.

8. Data Retention

CAN retains personal information for as long as reasonably necessary for the purposes described in this policy, including donor stewardship, program and event administration, tax and accounting records, dispute resolution, safety and legal compliance. Retention periods vary by record type. CAN may retain de-identified or aggregated information that no longer reasonably identifies an individual.

9. Security

CAN uses reasonable administrative, technical and physical safeguards appropriate to the information it maintains. No website, transmission or storage system can be guaranteed to be completely secure. CAN therefore does not promise absolute security or guarantee that unauthorized access will never occur.

10. Children

CAN's website and online donation services are intended for a general audience and are not directed to children under 13. CAN does not knowingly collect personal information online from a child under 13 without appropriate parental or guardian involvement. If you believe a child has submitted personal information improperly, contact CAN so the information can be reviewed and deleted when appropriate.

11. Your Choices and Requests

Depending on your location and applicable law, you may be entitled to request access to, correction of or deletion of certain personal information, or to object to or limit certain processing. Virginia's Consumer Data Protection Act currently exempts nonprofit organizations; however, CAN will consider reasonable privacy requests consistent with its legal, tax, safety and recordkeeping obligations.

To make a request, email contact@compassionadvocacynetwork.org with the subject line Privacy Request. CAN may need to verify your identity and authority before acting. CAN may retain information when required or permitted by law, including donation, tax, accounting, fraud-prevention and legal records.

12. Third-Party Websites and Services

CAN's website may link to or embed services operated by others, including donation processors, social-media platforms, video services, mapping services and partner websites. Their privacy practices are governed by their own notices, not this policy. Review those notices before providing personal information.

13. Information Processed in the United States

CAN operates in the United States. If you access CAN's services from another country, your information may be transferred to and processed in the United States or other locations used by our service providers, where privacy laws may differ from those in your location.

14. Changes to This Policy

CAN may update this policy to reflect changes in its services, technology, providers or legal obligations. The effective date at the top identifies the current version. Material changes may also be communicated through the website or other appropriate channels.

15. Contact CAN

The Compassion Advocacy Network, Inc.

Email: contact@compassionadvocacynetwork.org

Telephone: 757-622-8226

Website: compassionadvocacynetwork.org

PRIVACY WITH DIGNITY. COMMUNICATION WITH PURPOSE.