

PERSONAL INFORMATION PROTECTION POLICY

Family Service of Rhode Island [FSRI] is committed to safeguarding the personal information entrusted to us by those seeking or currently receiving services/information through FSRI or its affiliates. This privacy policy document describes the types of personal information that is collected and recorded by <https://www.familyserviceri.org> and how that information may be used by FSRI. By using and/or submitting any information through FSRI's website, you hereby consent to our privacy policy and agree to its terms.

Personal Information

Personal information is any information able to be used to identify an individual. This may include an individual's name, home/work address and (or mobile) phone number, email address, age, sex, marital or family status, education history, etc. Information collection is done on a voluntary basis – no information is collected unless you consent to provide the information. Personal information is collected for the purposes of providing services to individuals receiving or interested in receiving services/information from FSRI.

In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information and purchase history. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page.

You may be required to provide certain personal information to FSRI when you elect to use certain online services within this site. This may include but is not limited to donations made online, contacting FSRI online or via email, signing up for our newsletter, registering for an event/training, etc. This information will be used to communicate with you regarding requested services/support.

Use of Personal Information and Storage

FSRI uses personal information provided through our online platforms to operate and maintain our website and other online infrastructure. Information collected is used to deliver services/support requested. Personal information may be used but is not limited to informing you of other FSRI services offered, services/appeals from partner agencies, etc.

FSRI's website is hosted on the Wix.com platform. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall with SSL encryption.

All direct payment gateways offered by Wix.com and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

Neon CRM

Neon CRM is the platform that FSRI uses to record donations, event registrations, manage fundraising campaigns and more. As a constituent, you have the ability to create an account, giving you open access to donation records, volunteer hours, etc. An account will only be created per your online request and is not required to donate or volunteer with FSRI.

Neon CRM processes all personal information through an SSL encrypted connection and is shared with employees on an as needed basis. Donor and volunteer information is not available to all FSRI employees in an effort to respect personal privacy.

Funds processed through any of the Neon CRM campaigns or event registrations are done through a secure API link with Stripe, a leading merchant service provider that employs a secure SSL connection for financial transactions.

Automatic Data Collection

When you visit any of our websites, our site makes a log of basic information corresponding to the sites and pages you have visited. This information is stored primarily to track the effectiveness of our websites and individual sections and pages within them.

Cookies

A cookie is a string of information that a website stores on a visitor's computer, and that the visitor's browser provides to the website each time the visitor returns. FSRI uses cookies to help FSRI identify and track visitors, their usage of FSRI's website, and their website access preferences.

FSRI visitors who do not wish to have cookies placed on their computers should set their browsers to refuse cookies before using FSRI's website, with the drawback that certain features of FSRI's websites may not function properly without the aid of cookies.

How we communicate

FSRI may contact you to notify you regarding your account, to troubleshoot problems with your account, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce our User Agreement, applicable national laws, and any agreement we may have with you. For these purposes we may contact you via email, telephone, text messages, and postal mail.

Email

Occasionally we may send announcements about FSRI events or services to our mailing list. We do not rent our e-mail list, although we may occasionally send an announcement, event, or product offering that we think may be of interest on behalf of a partner.

Social Media & Comments

FSRI uses social media such as website comments, and networks like Facebook and Twitter, to engage readers in dialogue. On these networks, we abide by the terms and conditions of that website/service, and reserve the right to use those networks for marketing purposes. Comments made on familyserviceri.org and FSRI's Facebook account are reviewed and published at our discretion, and through the use of these functions you accept that FSRI is permitted to edit, moderate, and reuse comments for in-house promotional materials. Derogatory or hateful speech are not permitted on this (or any) medium.

How to withdraw consent

If you would like for FSRI to stop processing your data (personal information), please contact us at info@familyserviceri.org or by mail at PO Box 6688 Providence, RI 02940.

Contact Information

If you would like to access, amend, correct or delete any personal information that has been collected about you, please contact our communications team at info@familyserviceri.org or by mail at PO Box 6688 Providence, RI 02940.

Privacy Policy Changes

Although most changes are likely to be minor, FSRI may change its Privacy Policy from time to time, and at FSRI's sole discretion. FSRI encourages visitors to frequently check this page for any changes to its Privacy Policy. If you have a familyserviceri.org account, you should also check your blog's dashboard for alerts to these changes. Your continued use of this site after any change in this Privacy Policy will constitute your acceptance of such change.