

Privacy Policy

Last updated: 5/1/2025

1. Introduction

Foothills Food Bank (“we,” “us,” or “our”) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website, use our services, make a donation, or participate in our SMS/text messaging programs.

By using our website or services, you consent to the practices described in this Privacy Policy.

2. Information We Collect

We may collect:

- Personal Information: Name, email address, phone number, mailing address, and payment information (for donations or event registrations).
- Device and Usage Data: IP address, browser type, device information, and pages visited.
- SMS Opt-In Data: Your mobile number and consent records, if you join our SMS/text messaging program.
- Donor Information: Donation history, preferences, and any information you provide in connection with your support of our mission.

3. How We Use Your Information

We use your information to:

- Provide and improve our programs, services, and website
- Process donations and send donation receipts
- Communicate with you, including via SMS/text (with your consent), email, or mail
- Send updates about our mission, programs, events, and fundraising campaigns (with your consent)
- Respond to your inquiries and provide support
- Comply with legal and regulatory obligations

4. Donor Privacy

- We do not sell, rent, or trade donor information with any third parties for marketing or fundraising purposes.
- Donation information is used solely for processing contributions, maintaining records, and communicating with you about our mission and activities.
- We may publicly acknowledge donors by name unless you request anonymity.

5. SMS/Text Messaging Policy (A2P 10DLC Compliance)

If you opt in to receive SMS/text messages from us:

- **Consent:** You must provide express consent to receive SMS/text messages. Consent may be given via website forms, written forms, or other approved methods.
- **Message Types & Frequency:** You may receive messages about events, donation opportunities, volunteer updates, or other relevant nonprofit information. Message frequency varies based on your engagement.
- **Opt-Out:** You may opt out at any time by replying "STOP" to any message. For help, reply "HELP" or contact us at director@foothillsfoodbank.org.
- **Message & Data Rates:** Standard message and data rates may apply.
- **Privacy:** We do not sell, rent, or share your mobile number or SMS opt-in data with third parties or affiliates for their marketing or promotional purposes. We may share your information only with service providers who help us operate our messaging programs, under strict confidentiality.
- **Recordkeeping:** All opt-in and opt-out records are securely maintained.

6. How We Share Your Information

We may share your information:

- With trusted service providers who assist us in operating our website, processing donations, or delivering communications (under confidentiality agreements)
- To comply with legal obligations or protect our rights
- Never for third-party marketing: We do not sell or share your personal, donor, or mobile information for marketing purposes.

7. Data Security

We use commercially reasonable measures to protect your information from unauthorized access, use, or disclosure.

8. Your Choices

- You may review, update, or request deletion of your personal information by contacting us at director@foothillsfoodbank.org.
- To opt out of SMS/text messages, reply "STOP" to any message.
- You may request to remain anonymous in donor acknowledgments.

9. Children's Privacy

Our website and services are not intended for children under 13. We do not knowingly collect personal information from children under 13.

10. Changes to This Policy

We may update this Privacy Policy. Changes will be posted on this page with a new effective date.

11. Contact Us

For questions about this Privacy Policy, contact:

Foothills Food Bank

8255 Kendall Rd, Maple Falls, WA 98266

director@foothillsfoodbank.org

360-392-8149

A registered 501(c)(3) nonprofit organization.