

SVdP Indianapolis Privacy Policy

At St. Vincent de Paul Indianapolis Archdiocesan Council, your privacy is important to us. To better protect your privacy we provide this notice explaining our information practices and the choices you can make about the way your information is collected and used.

Our Commitment To Data Security

To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, we have put in place appropriate physical, electronic, and managerial procedures and training to safeguard and secure the information we collect online.

The Information We Collect

This notice applies to all information collected in person or submitted on the SVdP Indy website. This includes donations online, items scheduled for pickup, donations at events or via mail. Also, neighbors who provide information for shopping at the pantries, requesting assistance via the Helpline or using the online help request form.

The types of personal information collected include:

- Name
- Address (if needed)
- Zip Code
- County
- Household size
- Date of birth (if needed)
- Email address
- Phone number
- Veteran status (if applicable)
- Disability status (if applicable)
- Eligibility for USDA food (if applicable)
- Emergency contact information (if applicable)

Financial donations may be made through the website, which provides a complete security policy at that site. See <https://www.blackbaud.com/company/privacy-policy/north-america> for details.

The Way We Use Information

We do not share or sell neighbor, donor or user information collected online or offline to outside parties. We use non-identifying and aggregate information to better design our services and to share with potential benefactors or event partners. For example, we may tell a partner

SVdP Indianapolis Privacy Policy

that X number of individuals visited a certain food pantry, but we do not disclose anything that could be used to identify those individuals.

Mobile Opt in, SMS Consent, and phone numbers collected for SMS communication purposes will not be shared with any third party and affiliates for marketing purposes.

Consent

Mobile information will not be shared with third parties/affiliates for marketing/promotional purposes. All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties. If you wish to be removed from receiving future communications, you can opt out by texting the word STOP.

We will use only voice opt-in protocol and use both voice and text opt-out protocols.

Voice:

When a customer calls in and we want to establish permission to text them, we will use the script: "Do we have your permission to send [Program Description messages consumers expect to receive from the number] via text from SVdP to the number provided? Standard message and data rates may apply. Message frequency may vary. You can reply HELP for support or STOP to opt out of future messages. Your phone number will not be shared with third parties for marketing or promotional purposes."

Our Commitment to Children's Privacy

Protecting the privacy of the very young is especially important. For that reason, we never collect or maintain information at our website from those we actually know are under 18, and no part of our website is structured to attract anyone under 13.

How You Can Access or Correct Your Information

You can access all your personally identifiable information that we collect online by contacting us using the information provided below. To protect your privacy and security, we will also take reasonable steps to verify your identity before granting access or making corrections.

How To Contact Us or Remove Your Information

Should you have other questions or concerns about these privacy policies, or to request that your information is removed from our database, please call us at [317-687-0169](tel:317-687-0169) or send us an email at info@svdpindy.org.

When sending an email with a question or concern, please include the following in your email...

1. In the subject line, write "Privacy Policy Question or Concern"
2. Include your full name, email address, and phone number

SVdP Indianapolis Privacy Policy

3. Include a description of your question or concern

SVDP's Helpline will receive your request and route it to SVDP's Staff. After review, St. Vincent de Paul will respond to the individual submitting a privacy or security question or complaint either verbally or in writing, depending on the nature of the request and the contact method provided. Responses will generally be provided within five (5) business days after receipt of the complaint or question.

Complaints and documented resolutions will be shared with affected external organizations.

Messaging Terms and Conditions

You agree to receive informational messages (appointment reminders, request clarifications, etc.) from Society of St. Vincent de Paul. Message frequency varies. Message and data rates may apply. For help, reply HELP or email us at info@svdpindy.org. You can opt out at any time by replying STOP.

No mobile information will be obtained from and/or shared with third parties or affiliates for marketing or promotional purposes. All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

SMS Terms and Conditions

SMS for Consent Communication

We will not share your phone number with any third parties for marketing purposes.

Types of SMS Communications

If you opt in to receive messages from St. Vincent de Paul, you may receive texts about your help request, donating items, appointment reminders, and customer care communications. Standard message rates may apply.

Message Frequency

You may receive approximately 2 SMS messages per week. Message frequency may vary.

Carrier Charges

Message and data rates may apply based on your mobile carrier and location.

Opt-In Methods

You can opt in by agreeing to text messaging in a voicemail message.

Opt-Out Instructions

You may opt out at any time by replying STOP to any message. To resume receiving texts, reply START.

Help

If you need assistance, reply HELP or contact us at <mailto:info@svdpindy.org>.

SVdP Indianapolis Privacy Policy

Disclosures

Message frequency may vary.

Message and data rates may apply.

Reply STOP to cancel.

Reply HELP for assistance.