



Hays County Food Bank  
220 Herndon St.  
San Marcos, TX 78666  
(512) 392-8300  
[www.haysfoodbank.org](http://www.haysfoodbank.org)

# Hays County Food Bank

## Web Site & Donor Privacy Policy

Your right to privacy is very important to us. We acknowledge the trust you give to us by providing your personal information, and we have created this privacy policy in order to protect your personal information.

Questions regarding this statement should be directed to Hays County Food Bank by sending an e-mail message to [dblok@haysfoodbank.org](mailto:dblok@haysfoodbank.org). Please reference this privacy policy in the subject line.

### Your Personal Information

#### Personal Information Collected

In general, when you visit our website you remain anonymous. We do not require you to register or provide personal information to us to view our website. You do have an opportunity to subscribe to our mailing list, make a financial contribution, register to become a volunteer, sign-up for volunteer shifts, or sign-up for a cooking class. In those cases we will collect contact information. If you do make a financial contribution, your credit card information will be collected and saved through a secure third-party database. We also collect information through another third-party database on individuals who volunteer their services.

#### What Information We Collect and How We Use That Information

Our online mailing list form requires users to give us contact information that includes name and email address. We do not request or store sensitive information from our visitors, such as social security numbers. The credit card transaction available through our website is handled by a secure, encrypted process provided by a third party processor under contract to Hays County Food Bank.

#### Use of Your Personal Information

On a selective basis, personally identifiable information is used internally to identify recipients for written and e-mail communications designed to inform individuals of organizational updates, events, food drives, and campaigns for financial support. You have the right to opt-out of these mailings, and can do so by choosing unsubscribe in emails or by contacting Hays County Food Bank in writing, by phone, or by email. Hays County Food Bank never shares your personal information with outside organizations.

*Serving hungry people in Hays County since 1984.*



## **Internet Protocol Address**

An Internet Protocol (IP) address is a number that is automatically assigned to your computer when you use the Internet. We collect an IP address from all visitors to our web site. We use IP addresses to help analyze usage trends, track users' interactions with the web site, and gather broad demographic information to help us tailor our website to meet the needs of those utilizing it. IP addresses are not linked to any personally identifiable information.

## **Links to Third-Party Websites**

We sometimes provide links to third party websites existing outside of Hays County Food Bank. Since we do not control the content or functionality of these web sites, we encourage you to review the privacy policies posted on these third-party web sites. Any link from <http://haysfoodbank.org> to such a third-party web site does not denote an affiliation with the web site or an endorsement of its viewpoint(s) or mission(s).

## **Security of Your Information**

### **Security**

All sensitive information (such as your credit card information) provided to Hays County Food Bank is transmitted using Blackbaud Merchant Services. Blackbaud partners with Bluefin to provide a PCI validated Point-to-Point Encryption solution that encrypts cardholder data at the point of interaction. Information is only accessible by certain qualified employees of Hays County Food Bank.

Unfortunately, no data transmission over the Internet can ever be 100% secure. While we strive to protect your information to the fullest extent, we cannot ensure or completely guarantee the security of such information.

We take the utmost precaution to keep your credit card information safe and secure. If you are uncomfortable submitting your credit card information online, you can also contribute to Hays County Food Bank by printing out the online form and mailing it to:

Attn: Development  
Hays County Food Bank  
220 Herndon St.  
San Marcos, TX 78666

You can also call our Development Office at (512) 392-8300 x230 to authorize a credit card transaction.

## **Donor Privacy**

All Hays County Food Bank donor information will be kept confidential and only be used for the purpose of conducting the business of the agency. The food bank will not share, sell, or trade any donor's personal contact information with anyone else or send mailings on behalf of other organizations to our contact list. Donor's names will only be published with their permission.