

## **FAMILY SERVICE OF ROANOKE VALLEY WEBSITE PRIVACY STATEMENT**

Family Service of Roanoke Valley (hereinafter “Family Service”) recognizes that online privacy is important to you. We created this Privacy Statement as part of our firm commitment to protect the privacy of our online visitors and donors. It is offered to inform you of the information we collect and why.

### **Personal Information**

As used in this Privacy Statement, “Personal Information” includes any information provided on registration and response forms received by Family Service. We do not collect or use Personal Information except as discussed in this Privacy Statement.

When you provide us with Personal Information, we imply that you consent to our collecting it and using it for that specific reason only. If we ask for your Personal Information for a secondary reason, like marketing, we will either ask you directly for your consent or provide you with an opportunity to opt out.

Our internal use of Personal Information includes tracking the number and kinds of website visitors, so we may gauge the performance of this website and improve methods for publicizing services, activities and future development efforts. We use the Personal Information you provide only as long as needed to respond to your question or to fulfill the stated purpose of the communication.

To protect your Personal Information, we take reasonable precautions and follow industry best practices to make sure it is not lost, misused or inappropriately accessed, disclosed or altered.

Family Service does not sell, share or intentionally make available your Personal Information to third parties or the general public. We do not share or sell our donor and mailing lists. Targeted fund-raising methodologies are confined to those on our mailing lists and to campaigns or events organized by our staff and volunteers.

### **Technical Use Data**

When you browse through any website, technical information about your visit is automatically collected and temporarily stored. Typical technical information collected includes:

- Domain from which you access the Internet.
- IP address (an IP, or internet protocol address, is a number that is automatically given to a computer connected to the Web).
- Operating system on your computer and information about the browser you used when visiting the site.
- Date and time of your visit.
- Pages you visited.
- Address of the website that connected you to FSRV.org (such as google.com or bing.com).

Family Service staff uses technical information to measure the number of visitors to our site and its various sections and to help make our site more useful to visitors.

### **Website Links**

The website [www.fsrv.org](http://www.fsrv.org) contains links to sites not owned or operated by Family Service. We are not responsible for the content or privacy practices of any other site. We encourage you to review the privacy policy of all publicly accessible websites.

A link to a page on another website does not constitute an endorsement.

### **Contact**

If you would like to access, change or delete personal information, express a concern or complaint or get more information, please call us at 540-795-4671 or email [rcassell@fsrv.org](mailto:rcassell@fsrv.org).