

Website Privacy Policy

Effective Date: September 26, 2024

Kansas Statewide Homeless Coalition (referred to as "we," "us," or "our") is committed to protecting your privacy and ensuring the security of any personal information you provide to us. This Privacy Policy outlines how we collect, use, disclose, and safeguard your information when you visit our website, kshomeless.com (the "Site") and interact with our services. By using our Site or participating in our services, you agree to the collection and use of information in accordance with this policy.

1. Information We Collect

We collect personal information to support our mission of providing assistance to individuals and families experiencing homelessness. The types of information we collect include:

- **Personal Data:** Information such as your name, email address, phone number, mailing address, and other details when you use our forms for public comments, agency support, or personal assistance. This information is collected through third-party platforms, including Jotform, Airtable, Freshworks Help Desk, and Constant Contact.
 - **Mobile Data:** Phone numbers and preferences when you opt-in to receive communications from us via text messages or email newsletters, collected via Jotform and Constant Contact.
 - **Website Usage Data:** Information such as your IP address, browser type, and pages visited on the Site. This data is collected to improve user experience and is captured via cookies and similar tracking technologies.
 - **Help Desk Inquiries:** Information provided when you submit a help request or ticket through the Freshworks Help Desk Ticketing System. This data may include your contact details, organization, and the nature of your request.
 - **Donor Information:** If you make a donation through our Site, we collect payment and contact details, securely processed through our payment provider.
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2. How We Use Your Information

We use your personal information for the following purposes:

- **To Provide Services:** We use Jotform, Airtable, Freshworks, and Constant Contact to collect and process information necessary to receive public comments, assist with help requests, manage support tickets, and share updates or newsletters.
- **Donor Management:** We use your information to process donations, issue receipts, and manage donor records.

- **Communications:** If you opt-in, we use Constant Contact to send email updates on our programs, events, and campaigns.
 - **Help Desk Services:** Information collected through Freshworks Help Desk is used to manage and resolve inquiries or assistance requests from individuals or agencies.
 - **Improve User Experience:** We use cookies and similar tracking technologies to monitor activity on our Site and optimize the user experience.
 - **Legal Compliance:** We ensure that your information is processed in compliance with applicable laws and regulations, particularly regarding grant or donation funds.
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3. How We Share/Obtain Your Information

As a non-profit organization, we take the privacy of your personal information seriously. We do not sell, trade, or rent your personal information to any third parties, for any purpose, including marketing or promotional purposes. Here's how we handle your data:

- **Third-Party Platforms:** We use trusted third-party platforms—Jotform, Airtable, Freshworks, and Constant Contact—to collect, store, and process data. These platforms are contractually bound to maintain the confidentiality and security of your information and may only use it to provide services on our behalf.
 - **No Sharing of Mobile Information:** We do not obtain, sell, or share mobile information (such as phone numbers or SMS preferences) with third parties for marketing or promotional purposes. Text messaging originator opt-in data and consent will not be shared with any third parties. You can always decline or stop receiving messages by responding "STOP" at any time. Message and data rates may apply, and message frequency may vary.
 - **Service Providers:** We may share your information with third-party service providers that help us operate our Site, process donations, or manage communications (such as payment processors, email service providers, or data storage providers). These service providers are obligated to protect your information and may not use it for any other purposes.
 - **Legal Requirements:** We may disclose your personal information to comply with legal obligations, such as in response to a subpoena or court order.
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4. How Long Do We Keep Your Data?

We retain personal information for as long as necessary to fulfill the purposes outlined in this Privacy Policy or as required by law. This includes maintaining donor records, help desk tickets, and public comments for our operational and legal requirements. You may request the deletion of your personal data by contacting us, subject to legal retention requirements.

5. Your Rights and Choices

We respect your privacy rights and offer the following choices regarding your information:

- **Consent Withdrawal:** You can withdraw your consent to receive communications from us at any time by contacting us or replying "STOP" to any SMS messages.
 - **Access to Information:** You have the right to request access to the personal information we hold about you. You can also request corrections if the information is inaccurate.
 - **Data Portability and Deletion:** In certain circumstances, you may request the transfer or deletion of your personal information, subject to legal and operational requirements.
 - **Filing Complaints:** If you have any concerns about how your information is handled, you may contact us using the details below. You also have the right to file a complaint with the relevant regulatory authority.
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6. How We Protect Your Information

We implement a variety of security measures to ensure the safety of your personal data. We use encryption, secure servers, and access controls to protect your information from unauthorized access. However, no method of transmission over the internet or method of electronic storage is 100% secure, and we cannot guarantee absolute security.

7. Children's Privacy

Our services are not intended for individuals under the age of 18. We do not knowingly collect personal information from children under 18 without verifiable parental consent. If you believe that a child has provided us with personal data, please contact us so that we can remove the information.

8. Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect changes in our practices or compliance requirements. Any updates will be posted on this page, and the revised policy will have an updated "Effective Date." We encourage you to review this policy regularly to stay informed on how we protect your information.

9. Contact Us

If you have any questions or concerns regarding this Privacy Policy or your personal data, please contact us at:

Kansas Statewide Homeless Coalition

Email: cmcmurphy@kshomeless.com

Mailing Address: 2001 Haskell Avenue Lawrence, KS 66046