

High Hopes Development Center Privacy Policy

High Hopes Development Center (“High Hopes”) values its users’ privacy. This Privacy Policy (“Policy”) explains how we collect and use personal information from those who visit our website or make use of our online facilities and services, how we use it, and with whom we share it.

This Policy was designed to ensure those affiliated with High Hopes of our commitment and realization of our obligation not only meet, but exceed, most existing privacy standards.

Information Collected

While using our website, we may ask you to disclose Personally Identifiable Information (“PII”) that can be used to contact or identify you. This can include, but is not limited to, your name, email address, company name, street address, phone number, or other information to register you as a user or provide you with any products or services.

High Hopes could occasionally collect non-personal anonymous demographic information, such as age, gender, household income, political affiliation, race, and religion, as well as the type of browser you are using, IP address, or type of operating system, which helps us provide and maintain quality service.

Why We Collect Information and For How Long

We are collecting your data for several reasons:

- To better understand your needs and provide you with the services you have requested;
- To fulfill our legitimate interest in improving our services and products;
- To send you promotional emails containing information we think you may like when we have your consent to do so;
- To contact you to fill our surveys or participate in other types of market research when we have your consent to do so;
- To customize our website according to your online behavior and personal preferences.

The data we collect from you will be stored for no longer than necessary. The length of time we retain information will be determined based upon the following criteria:

- The length of time your personal information remains relevant;
- The length of time it is reasonable to keep records to demonstrate that we have fulfilled our duties and obligations;
- Any limitation periods within which claims might be made;
- Any retention periods prescribed by law or recommended by regulators, professional bodies or associations;
- The type of contract we have with you, the existence of your consent, and our legitimate interest in keeping such information as stated in this Policy.

Information Use

We reserve the right to make changes to this Policy at any given time. We encourage you to check our website periodically for changes or modifications. If at any point High Hopes decides to make use of any Personally Identifiable Information (“PII”) on file, in a manner vastly different from that which was

stated when this information was initially collected, the user or users shall be promptly notified by email. Users at the time shall have the option as to whether to permit the use of their information in this separate manner.

This Policy applies to High Hopes, and it governs all data collection and usage by us. By using www.highhopesforkids.org, you are therefore consenting to the data collection procedures expressed in this Policy.

Please note that this Policy does not govern the collection and use of information by companies that High Hopes does not control, nor by individuals not employed or managed by us. If you visit a website we mention or link, be sure to review its privacy policy before providing the site with information. It is highly recommended and suggested that you review the privacy policies and statements of any website you choose to use or frequent to better understand the way in which websites garner, make use of, and share the information collected.

Use of Information Collected

High Hopes may collect and may make use of personal information to assist in the operation of our website to ensure delivery of the services you need and request. At times, we may find it necessary to use Personally Identifiable Information (“PII”) to keep you informed of other possible products and/or services that may be available to you from High Hopes.

High Hopes may also be in contact with you with regards to completing surveys and/or research questionnaires related to your opinion of current or potential future services that may be offered.

Disclosure of Information

High Hopes may not use or disclose the information provided by you except under the following circumstances:

- As necessary to provide services or products you have requested;
- In other ways described in this Policy or to which you have otherwise consented;
- In the aggregate with other information in such a way so that your identity cannot reasonably be determined
- As required by law, or in response to a subpoena or search warrant;
- To outside auditors who have agreed to keep the information confidential;
- As necessary to enforce the Terms of Service;
- As necessary to maintain, safeguard, and preserve all the rights and property of High Hopes

Non-Marketing Purposes

High Hopes greatly respects your privacy. We do maintain and reserve the right to contact you if needed for non-marketing purposes such as bug alerts, security breaches, account issues, and/or changes in products and services. We may also use our website, newspapers, or other public means to post a notice.

Children under the age of 13

High Hopes' website is not directed to and does not knowingly collect Personal Identifiable Information ("PII") from children under the age of thirteen (13). If it is determined that such information has been inadvertently collected on anyone under the age of thirteen (13), we shall immediately take the necessary steps to ensure that such information is deleted from our system's database, or in the alternative, that verifiable parental consent is obtained for the use and storage of such information. Anyone under the age of thirteen (13) must seek and obtain parent or guardian permission to use this website.

Unsubscribe or Opt-Out

Our website does contain links to join other websites. High Hopes does not claim nor accept responsibility for any privacy policies, practices, and/or procedures of other websites. Therefore, we encourage all users and visitors to be aware when they leave our website and to read the privacy statements of every website that collects personally identifiable information. This Privacy Policy Agreement applies only and solely to the information collected by our website.

Notice to European Union Users

High Hopes' operations are in the United States. If you provide information to us, the information will be transferred out of the European Union (EU) and sent to the United States. (The adequacy decision on the EU-US Privacy became operational on August 1, 2016. This framework protects the fundamental rights of anyone in the EU whose personal data is transferred to the United States for commercial purposes. It allows the free transfer of data to companies that are certified in the US under the Privacy Shield.) By providing personal information to us, you are consenting to its storage and use as described in this policy.

Security

High Hopes takes precautions to protect your information. When you submit sensitive information via the website, your information is protected both online and offline. Wherever we collect sensitive information (e.g., credit card information), that information is encrypted and transmitted in a secure way. You can verify this by looking for a lock icon in the address bar and looking for "https" at the beginning of the address of the webpage.

While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job (for example, billing or customer service) are granted access to personally identifiable information. The computers and servers in which we store personally identifiable information are kept in a secure environment. This is all done to prevent any loss, misuse, unauthorized access, disclosure, or modification of the user's personal information under our control.

Acceptance of Terms

By using this website, you are hereby accepting the terms and conditions stipulated within the Privacy Policy. If you are not in agreement with our terms and conditions, then you should refrain from further use of our website. In addition, your continued use of our website following the posting of any updates

or changes to our terms and conditions shall mean that you agree and indicates acceptance of such changes.

Contact Us

If you have any questions or concerns regarding the Privacy Policy related to our website, please feel free to contact us at manderson@highhopesforkids.org or (615) 661-5437 or by mail:

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