



Icing Smiles, Inc. Privacy Policy

Last updated 11/20/2015

This privacy policy discloses the privacy practices for www.icingsmiles.org, a public website operated by Icing Smiles, Inc. This privacy policy is intended to inform users how we collect, use, share, and protect personal information collected through our website.

What information does Icing Smiles collect?

Information we get when you use our website.

Log Data

Like many site operators, we collect information that your browser sends whenever you visit our site. This Log Data may include information such as your computer's Internet Protocol ("IP") address, browser type, browser version, the Internet address from which you entered our site, the pages of our site you visited, the time you spent on pages of our site, the date and time of your visit, and other statistics. This information is anonymous and does not include any personal information. The log data is used to track the number of visitors to various sections of our site and to identify performance issues. We also use this information to help us develop our site by analyzing patterns of usage to make our site more useful.

Cookies

When you visit some websites, their web servers generate small files of data known as cookies. Cookies are commonly used to recognize your computer in the future and may include an anonymous identifier. Cookies are sent to your browser from a website and stored on your computer's hard drive. Icing Smiles does not use cookies to collect your information, so please do not accept them from our site. If you wish to disable cookies in your browser, you can find instructions [here](#).

Information you give us.

Our website can be used anonymously for general information purposes. To volunteer with us or request our services, you will be required to enter your personal information on our site. For volunteers, such information may include your name, business name, mailing address, email address, telephone number, and website. For families requesting our services, such information may include your name, mailing address, email address, and telephone number; your and/or your child's website; and your child's name, age, and medical condition.

How does Icing Smiles use the information we collect from you and with whom does Icing Smiles share or disclose your information?

Use of Information

We only collect information that you voluntarily provide to us, and we use the information solely for the purpose you prescribe when providing the information. Your information is shared only to the extent necessary to fulfill the purpose for which you have provided the information. If you are a volunteer, by accepting a cake request from us, you authorize us to share your contact information with the family whose child you will be serving. If you are a parent or guardian of a child who has been approved to receive a cake, you authorize us to share your contact information, your and/or your child's website, and your child's name, age, and medical condition with our baking volunteers.

Access to Information

We are the sole owners of the information collected on our site. Information collected on our site is available to Icing Smiles staff and administrative volunteers. We do not grant access to our data files to anyone outside our administrative team. As part of a volunteer-based organization, our administrative team members work from their home computers on private networks that are not in our direct control. While we require that our team members sign a non-disclosure agreement prior to accessing your information and prohibit them from

downloading personal information without following specific security procedures, we cannot make guarantees regarding their use of your information.

Email Marketing Communications

We use your information to contact you via email with our newsletter, event invitations, sponsorship announcements, and other information that may be of interest to you. We limit the number of emails we send and strive to keep content relevant to our intended audience. An unsubscribe link is provided at the bottom of all of our marketing emails, and once you've unsubscribed, we will no longer be able to contact you in this way. If you unsubscribe to our mailing list, we will not be able to notify you when changes are made to this policy, and you will need to revisit this page to check for updates. For volunteers, unsubscribing to our mailing list means you will miss out on special discounts available to our bakers and an opportunity to request pins or reimbursements. You will need to contact us separately for these purposes if you unsubscribe from our mailing list. For families, unsubscribing means that we will not be able to contact you to request feedback on your experience after receiving a cake from us, and you may miss out on other important announcements.

Public Sharing of Information

If you are a family who has received a cake from us, we will ask you to provide feedback on your experience with our service. We will not share this information unless you grant us permission to do so when you complete the feedback form on our website. With your permission, we may share your child's name, photo(s), and personal story on our website or in our newsletter. We may also share your testimonial, and if you request that we do so, your child's public website.

If you share photos or information with us on a public social media site, we may repost what you share publicly on our social media sites or on our website. If you share information or photos with us in private messages or through other non-public methods, we will not share your information without your explicit permission in writing.

How does Icing Smiles store and protect your personal information?

Keeping Your Information Safe

The security of the information you share with us is important to us. However, you should understand that no method of transmission over the Internet or method of electronic storage can be 100% secure. While we strive to use commercially acceptable means to protect your information, we cannot guarantee that your information will be protected from unauthorized access.

We use responsible safeguards to preserve the integrity and security of all information collected through our site. Information you provide through our site is temporarily stored on our site, hosted through Bluehost. We use reCAPTCHA to prevent fraudulent entries and WordFence and iThemes to prevent malicious attacks against our site. Your information will also be stored in our secure email server hosted through Microsoft, on our SharePoint server hosted through Microsoft, in our mapping database hosted through eSpatial, and in our email marketing program hosted through MadMimi. If you make a donation or a purchase on our site, your information will be stored in our PayPal account. Donor and customer information is also stored in our accounting software, QuickBooks, hosted through Intuit. We only use third-party software providers who can be trusted to store your information securely and who allow us to maintain ownership of your data.

Compromise of Information

In the event that any information under our control is compromised as a result of a breach of security, we will take reasonable steps to investigate and remedy the situation and where appropriate, will notify you if your information may have been compromised.

Links to Other Sites

Our website contains links to other sites. We are not responsible for the content or privacy practices of any linked sites. We encourage you to be aware when you leave our site and to read the privacy policies of other sites prior to providing your personal information. When external sites provide your personal information to us (i.e., Paypal for donation or purchase transactions), we will use the same security measures as we would use if you had provided the information directly on our site.

What Rights Do You Have to the Information You Provide to Icing Smiles?

With regard to the personal information you provide directly to us, you have the following rights:

- You may ask us to correct or update your personal information;
- You may ask us to delete your personal information in our records;
- You may unsubscribe to our email marketing list; and
- You may express any concern you have about our protection of your information.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on our website and by including a notice in our bi-monthly newsletter. Should you choose to unsubscribe from our mailing list, you will not receive notification of changes to this policy. You are advised to review this policy periodically for changes.

Contact Information

If you have any questions about this Privacy Policy or concerns about our protection of your personal information, please contact us at technology@icingsmiles.org.