

## Privacy Policy

Maintaining the privacy of your information is of great importance to us as it helps foster confidence, goodwill and a stronger relationship with you. The Missoula Aging Services (MAS) website is owned and operated by or on behalf of Missoula Aging Services, located in Missoula, Montana. Our MAS website visitors may be interested and/or concerned about how information they provide to MAS is used. By visiting [www.missoulaagingservices.org](http://www.missoulaagingservices.org) visitors accept the practices described in this statement. This Privacy Policy statement may be changed or updated at any time.

## Our Policies

Our organization's Guiding Principles include Respect, Accountability and Integrity. For this reason, Missoula Aging Services makes a strong effort to respect and protect the privacy of our online visitors, volunteers, donors, board members and staff. We do not share your personal information with any vendors for direct marketing purposes. We do not share your personal information with third parties without your permission. This includes name, address, financial information, phone number and email address. We never trade or sell lists of donor names or contact information with third parties. Please note that MAS is a mandatory reporter and some trained staff are required to report suspected abuse to the appropriate partner agency.

## Data Collection

You may choose to register to volunteer, or register to receive additional information or services from us. When you register, we request personal information about you such as your name, email address and/or telephone number, and we may ask for other information to enable us to provide a more relevant, personalized service to you. The information you provide may be stored in our databases. We limit our requests for personal information to information we believe is minimally necessary to achieve our stated collection purposes. We may also supplement your profile information with publicly available data, such as zip codes and other public information. We do not collect personally identifiable information from you, unless you provide it to us voluntarily and knowingly. If you make a secure donation, complete a secure online form, register for an event or register for our newsletter, for example, we may collect your name, mailing address, phone number, email address, and/or credit card information. If you provide personal information, we may enter that information into our volunteer, donor, and/or client databases and may contact you in order to:

- Complete voluntary surveys seeking feedback for quality and service improvement purposes
- Supply you with information, including Missoula Aging Services news, events and services
- Request voluntary time or monetary contributions to Missoula Aging Services

***Our entire website is secure***, and you will note the letter "s" in the "https" indicator in our web address on ***every page*** of our website. This is an above average effort to create a secure environment for our MAS website visitors. When processing financial transactions we use high-grade encryption and security protocols (Secure Socket Layer-SSL). All communications initiated by the donation form are transmitted via Secure Sockets Layer (SSL). The SSL protocol is the industry standard best method for creating an encrypted, secure connection between your web browser and a web server. This is the industry standard security protocol that makes it difficult for anyone to intercept the information you send us. One-time and/or recurring fees are processed through a credit card processing company. This company

does not retain, share, store or use personally identifiable information for any secondary purposes. Internally, within the physical Missoula Aging Services building, data is stored on firewall and password-protected servers, secured by up-to-date security technology. Well-trained IT staff ensures the security of your data. All Missoula Aging Services staff and appropriate volunteers must sign a Confidentiality Agreement and are educated about the importance of safeguarding your information. Such precautions do not guarantee that our website or databases are invulnerable to all security breaches. Missoula Aging Services makes no warranty, guarantee or representation that our website is protected from all viruses, security threats or other vulnerabilities, or that your information will always be secure.

### **Cookies and Tracking**

Information you voluntarily provide to subscribe to our services, such as newsletters, will be used only as needed only to provide that service. Subscribers may choose to unsubscribe at any time and unsubscribe information is located at the bottom of each e-Newsletter or email communication. We do not enter any other information gathered from the MAS website into any other external databases with the purpose of identifying individual website users, or for any other secondary purpose. We do not track IP addresses or deposit any “cookies” in an attempt to gain information about website users. With regard to Social Media, if you use the social sharing features on the website or electronic forms to tell a friend about our website or services, you will be asked for the friend’s name and email address. Missoula Aging Services stores this information temporarily for the sole purpose of sending a one-time email and will not add your friend to our mailing list.

### **Standard web server traffic pattern information**

General traffic, site usage and length of stay information is collected through Google Analytics. This type of information is used only to help Missoula Aging Services improve the functionality of our website. This information does not link to individual visitors.

### **External Links**

Our Privacy Statement applies only to your use of the Missoula Aging Services website. Our website contains links to other websites. We are not responsible for the privacy practices of these sites. Links to other sites do not imply an endorsement of the material or policies of those websites. When visiting links to other sites, we encourage you to review the privacy policies and statements of each site you visit.

### **Contact Us**

This Privacy Statement applies only to our online practices and does not fully encompass other areas of the organization. By accessing or using the website, you agree to be bound by all terms and conditions of the Missoula Aging Services Privacy Statement as posted at the time of your access or use. You may contact us to review personal information collected and request corrections. If you have any questions about our policies or compliance, you may email [senior@missoulaagingservices.org](mailto:senior@missoulaagingservices.org) or write to:

**Missoula Aging Services**  
**337 Stephens Avenue**  
**Missoula, MT 59801**

Thank you for visiting our website.