

# Privacy Policy

## 1. Introduction

- 1.1 We are committed to safeguarding the privacy of website visitors, donors, attendees, and customers.
- 1.2 This policy applies where we are acting as a data controller with respect to the personal data of website visitors, donors, attendees, and customers; in other words, where we determine the purposes and means of the processing of that personal data.
- 1.3 We use cookies on our website. Insofar as those cookies are not strictly necessary for the provision of our website and services, we will ask you to consent to our use of cookies when you first visit our website.
- 1.4 Our website incorporates privacy controls which affect how we will process your personal data. By using the privacy controls, you can specify whether you would like to receive emails and other communications from the Community Miracle Center (CMC). You can access the privacy controls via the individual web pages where information is submitted or sending an email to [miracles@earthlink.net](mailto:miracles@earthlink.net) specifying what controls you would like to implement.
- 1.5 In this policy, "we", "us" and "our" refer to *CMC and its entities*. For more information about us, see Section 13.

## 2. Credit

- 2.1 This document was created using a template from SEQ Legal (<https://seqlegal.com>).

## 3. How we use your personal data

- 3.1 In this Section 3 we have set out:
  - (a) the general categories of personal data that we may process;
  - (b) the purposes for which we may process personal data; and
  - (c) the legal bases of the processing.
- 3.2 We may obtain data about your visit to our website from Google Analytics ("**usage data**"). The usage data may include your IP address, geographical location, browser type and version, operating system, referral source, length of visit, page views and website navigation paths, as well as information about the timing, frequency and pattern of your service use. The source of the usage data is from Google. This usage data may be processed for the purposes of analyzing the use of the website and services. The legal basis for this processing is our legitimate interests, namely monitoring and improving our website and services.
- 3.3 We may process your personal data that are provided in the course of the use of our services ("**service data**"). The service data may include *name, address, telephone number, email address, username, password, and date of birth*. The source of the service data is you. The service data may be processed for the purposes of operating our website, providing our services, ensuring the security of our website and services, maintaining back-ups of our databases and communicating with you. The legal basis for this processing is our legitimate interests, namely the proper administration of our website and business.

- 3.4 We may process information that you post for publication on our website or through our services ("**publication data**"). The publication data may be processed for the purposes of enabling such publication and administering our website and services. The legal basis for this processing is our legitimate interests, namely the proper administration of our website and business.
- 3.5 We may process information contained in any inquiry you submit to us regarding goods and/or services ("**inquiry data**"). The inquiry data may be processed for the purposes of offering, marketing and selling relevant goods and/or services to you. The legal basis for this processing is consent.
- 3.6 We may process information relating to our customer relationships, including customer contact information ("**customer relationship data**"). The customer relationship data may include your name, your contact details, and information contained in communications between us and you. The source of the customer relationship data is you. The customer relationship data may be processed for the purposes of managing our relationships with customers, communicating with customers, keeping records of those communications and promoting our products and services to customers. The legal basis for this processing is our legitimate interests, namely the proper management of our customer relationships.
- 3.7 We may process information relating to transactions, including purchases of goods and services, that you enter into with us and/or through our website ("**transaction data**"). The transaction data may include your contact details, your card details and the transaction details. The transaction data may be processed for the purpose of supplying the purchased goods and services and keeping proper records of those transactions. The legal basis for this processing is the performance of an agreement between you and us and/or taking steps, at your request, to enter into such an agreement and our legitimate interests, namely the proper administration of our website and business.
- 3.8 We may process information that you provide to us for the purpose of subscribing to our email notifications and/or newsletters ("**notification data**"). The notification data may be processed for the purposes of sending you the relevant notifications and/or newsletters. The legal basis for this processing is consent.
- 3.9 We may process information contained in or relating to any communication that you send to us ("**correspondence data**"). The correspondence data may include the communication content and metadata associated with the communication. Our website will generate the metadata associated with communications made using the website contact forms. The correspondence data may be processed for the purposes of communicating with you and record-keeping. The legal basis for this processing is our legitimate interests, namely the proper administration of our website and business and communications with users.
- 3.12 We may process any of your personal data identified in this policy where necessary for the establishment, exercise or defense of legal claims, whether in court proceedings or in an administrative or out-of-court procedure. The legal basis for this processing is our legitimate interests, namely the protection and assertion of our legal rights, your legal rights and the legal rights of others.
- 3.13 We may process any of your personal data identified in this policy where necessary for the purposes of obtaining or maintaining insurance coverage, managing risks, or obtaining professional advice. The legal basis for this processing is our legitimate interests, namely the proper protection of our business against risks.

3.14 In addition to the specific purposes for which we may process your personal data set out in this Section 3, we may also process any of your personal data where such processing is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interests of another natural person.

3.15 Please do not supply any other person's personal data to us, unless we prompt you to do so.

#### **4. Providing your personal data to others**

4.1 We may disclose your personal data to any agent or contractor of of the CMC insofar as reasonably necessary for the purposes, and on the legal bases, set out in this policy. Disclosure may occur through providing access to the agent or contractor to the services discussed in this policy, through email, phone, text message, verbal and/or written communications.

4.2 We may disclose your personal data to our insurers and/or professional advisers insofar as reasonably necessary for the purposes of obtaining or maintaining insurance coverage, managing risks, obtaining professional advice, or the establishment, exercise or defense of legal claims, whether in court proceedings or in an administrative or out-of-court procedure.

4.3 Financial transactions relating to our website, services, and donations, are processed through our ecommerce and payment services providers, being Miva Inc., PayPal and First Data Merchant Services. Transaction data is shared only to the extent necessary for the purposes of processing your payments, refunding such payments and dealing with complaints and queries relating to such payments and refunds. You can find information about the payment services providers' privacy policies and practices at <https://www.miva.com/privacy>, [https://www.firstdata.com/en\\_us/privacy.html](https://www.firstdata.com/en_us/privacy.html) and <https://www.paypal.com/us/webapps/mpp/ua/privacy-full>.

4.4 Correspondence, announcements, newsletters and other similar electronic communications relating to our website, services, donations, and other related materials, are processed through our mass email provider, Constant Contact. We will share notification data with our payment services providers only to the extent necessary for the purposes of sending you electronic communications. You can find information about their privacy policies and practices at <https://www.constantcontact.com/legal/privacy-statement>.

4.5 In addition to the specific disclosures of personal data set out in this Section 4, we may disclose your personal data where such disclosure is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interests of another natural person. We may also disclose your personal data where such disclosure is necessary for the establishment, exercise or defense of legal claims, whether in court proceedings or in an administrative or out-of-court procedure.

4.6 The CMC does not disclose personal data to others merely upon their request. Any disclosure of your personal data to others for reasons other than business related purposes will require your affirmative consent first.

4.7 Any variance to the above policies will be listed on the website page or form when the information is being requested. Any variance of the policy stated on the specific page or form supersedes the information provided in this policy.

#### **5. International transfers of your personal data**

- 5.1 We have offices and facilities in *the United States only*. The European Commission has made an "adequacy decision" with respect to the data protection laws of the United States.
- 5.2 The hosting facilities for our website are situated in *the United States*. The European Commission has made an "adequacy decision" with respect to the data protection laws of the United States. Transactions within the United States will be protected by appropriate safeguards, namely the use of standard data protection clauses adopted or approved by the European Commission, a copy of which you can obtain from [https://ec.europa.eu/info/law/law-topic/data-protection/data-transfers-outside-eu/eu-us-privacy-shield\\_en](https://ec.europa.eu/info/law/law-topic/data-protection/data-transfers-outside-eu/eu-us-privacy-shield_en)
- 5.3 You acknowledge that personal data that you submit for publication through our website or services may be available, via the internet, around the world. We cannot prevent the use (or misuse) of such personal data by others.

## **6. Retaining and deleting personal data**

- 6.1 This Section 6 sets out our data retention policies and procedure, which are designed to help ensure that we comply with our legal obligations in relation to the retention and deletion of personal data.
- 6.2 Personal data that we process for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.
- 6.3 We will retain your personal data as follows:
  - (a) *Personal data* will be retained for a minimum period of *one day following the submission*, and for a maximum period of *five years* from submission or from the last date the data was accessed for legitimate business purposes, mainly for communications, sales, registration to Conferences, subscriptions and other transactions, and membership benefits, whichever one is later.
- 6.4 In some cases it is not possible for us to specify in advance the periods for which your personal data will be retained. In such cases, we will determine the period of retention based on the following criteria:
  - (a) the period of retention of *usage data* is determined by Google Analytics. The CMC does not retain any of the data other than that summarized by Google Analytics.
  - (b) the period of retention of *service data* is determined based on the need for retention of the data to provide on-going related services.
  - (c) the period of retention of *publication data* is determined based on *the purpose of the submission*. Publication data related to an on-going ACIM group will be retained and remain in publication until you notify the CMC otherwise. However, publication data such as the submission of an article will be retained until the article is published and related data will only be retained inasmuch as directly attached to the publication such as author's name.
  - (d) the period of retention of *inquiry data* is determined based on *the nature of the inquiry and your responses about security and communication preferences*.
  - (e) the period of retention of *customer relationship data* is determined based on *what services are being provided and your responses about security and communication preferences*.

- (f) the period of retention of *transaction data* is determined based on *the nature and necessity of the CMC's retention of the data as well as your responses about security and communication preferences*. Credit card numbers may be retained indefinitely by First Data Merchant Services for the purpose of processing on-going donor commitments made by you. However, credit card numbers are destroyed locally and on the store database as soon as possible so that CMC staff and contractors do not have access to the full credit card number once it has been submitted to First Data Merchant Services for processing. Other transaction data such as name and address may be retained longer for the purpose of maintaining records and facilitating communications.
- (g) the period of retention of *notification data* is determined based on *your responses about security and communication preferences*. General communications are processed through Constant Contact and you may change your preferences by clicking at the links on the bottom of the emails you receive through them. Other notification data such as name and email address is also retained locally by the CMC for the purpose of communication and will be maintained while a relationship exists between the parties.
- (h) the period of retention of *inquiry data* is determined based on *the nature of the inquiry, the outcome of the inquiry and your responses about security and communication preferences*.

6.5 Notwithstanding the other provisions of this Section 6, we may retain your personal data where such retention is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interests of another natural person.

## **7. Amendments**

- 7.1 We may update this policy from time to time by publishing a new version on our website.
- 7.2 You should check this page occasionally to ensure you are happy with any changes to this policy.
- 7.3 We may notify you of significant changes to this policy by email.

## **8. Your rights**

- 8.1 In this Section 8, we have summarized the rights that you have under data protection law. Some of the rights are complex, and not all of the details have been included in our summaries. Accordingly, you should read the relevant laws and guidance from the regulatory authorities for a full explanation of these rights.
- 8.2 Your principal rights under data protection law are:
  - (a) the right to access;
  - (b) the right to rectification;
  - (c) the right to erasure;
  - (d) the right to restrict processing;
  - (e) the right to object to processing;
  - (f) the right to data portability;

- (g) the right to complain to a supervisory authority; and
  - (h) the right to withdraw consent.
- 8.3 You have the right to confirmation as to whether or not we process your personal data and, where we do, access to the personal data, together with certain additional information. That additional information includes details of the purposes of the processing, the categories of personal data concerned and the recipients of the personal data. Providing the rights and freedoms of others are not affected, we will supply to you a copy of your personal data. The first copy will be provided free of charge, but additional copies may be subject to a reasonable fee.
- 8.4 You have the right to have any inaccurate personal data about you rectified and, taking into account the purposes of the processing, to have any incomplete personal data about you completed.
- 8.5 In some circumstances you have the right to the erasure of your personal data without undue delay. Those circumstances include: the personal data are no longer necessary in relation to the purposes for which they were collected or otherwise processed; you withdraw consent to consent-based processing; you object to the processing under certain rules of applicable data protection law; the processing is for direct marketing purposes; and the personal data have been unlawfully processed. However, there are exclusions of the right to erasure. The general exclusions include where processing is necessary: for exercising the right of freedom of expression and information; for compliance with a legal obligation; or for the establishment, exercise or defense of legal claims.
- 8.6 In some circumstances you have the right to restrict the processing of your personal data. Those circumstances are: you contest the accuracy of the personal data; processing is unlawful but you oppose erasure; we no longer need the personal data for the purposes of our processing, but you require personal data for the establishment, exercise or defense of legal claims; and you have objected to processing, pending the verification of that objection. Where processing has been restricted on this basis, we may continue to store your personal data. However, we will only otherwise process it: with your consent; for the establishment, exercise or defense of legal claims; for the protection of the rights of another natural or legal person; or for reasons of important public interest.
- 8.7 You have the right to object to our processing of your personal data on grounds relating to your particular situation, but only to the extent that the legal basis for the processing is that the processing is necessary for: the performance of a task carried out in the public interest or in the exercise of any official authority vested in us; or the purposes of the legitimate interests pursued by us or by a third party. If you make such an objection, we will cease to process the personal information unless we can demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms, or the processing is for the establishment, exercise or defense of legal claims.
- 8.8 You have the right to object to our processing of your personal data for direct marketing purposes (including profiling for direct marketing purposes). If you make such an objection, we will cease to process your personal data for this purpose.
- 8.9 You have the right to object to our processing of your personal data for scientific or historical research purposes or statistical purposes on grounds relating to your particular situation, unless the processing is necessary for the performance of a task carried out for reasons of public interest.
- 8.10 To the extent that the legal basis for our processing of your personal data is:

- (a) consent; or
- (b) that the processing is necessary for the performance of a contract to which you are party or in order to take steps at your request prior to entering into a contract,

and such processing is carried out by automated means, you have the right to receive your personal data from us in a structured, commonly used and machine-readable format. However, this right does not apply where it would adversely affect the rights and freedoms of others.

8.11 If you consider that our processing of your personal information infringes data protection laws, you have a legal right to lodge a complaint with a supervisory authority responsible for data protection. You may do so in the EU member state of your habitual residence, your place of work or the place of the alleged infringement.

8.12 To the extent that the legal basis for our processing of your personal information is consent, you have the right to withdraw that consent at any time. Withdrawal will not affect the lawfulness of processing before the withdrawal.

8.13 You may exercise any of your rights in relation to your personal data by written notice to us.

## **9. About cookies**

9.1 A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server.

9.2 Cookies may be either "persistent" cookies or "session" cookies: a persistent cookie will be stored by a web browser and will remain valid until its set expiry date, unless deleted by the user before the expiry date; a session cookie, on the other hand, will expire at the end of the user session, when the web browser is closed.

9.3 Cookies do not typically contain any information that personally identifies a user, but personal information that we store about you may be linked to the information stored in and obtained from cookies.

## **10. Cookies that we use**

10.1 We use the cookies generated by Google Analytics for the following purposes:

- (a) status - we use cookies to help us to determine if you are logged into our website in particular when there is an overage of data usage on our website;
- (f) analysis - we use cookies to help us to analyze the use and performance of our website and services.

## **11. Cookies used by our service providers**

11.1 Our service providers may use cookies and those cookies may be stored on your computer when you visit our website.

11.2 We use Google Analytics to analyze the use of our website. Google Analytics gathers information about website use by means of cookies. The information gathered relating to our website is used to create reports about the use of our website. Google's privacy policy is available at: <https://www.google.com/policies/privacy/>.

## **12. Managing cookies**

12.1 Most browsers allow you to refuse to accept cookies and to delete cookies. The methods for doing so vary from browser to browser, and from version to version. You can however obtain up-to-date information about blocking and deleting cookies via these links:

- (a) <https://support.google.com/chrome/answer/95647?hl=en> (Chrome);
- (b) <https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences> (Firefox);
- (c) <http://www.opera.com/help/tutorials/security/cookies/> (Opera);
- (d) <https://support.microsoft.com/en-gb/help/17442/windows-internet-explorer-delete-manage-cookies> (Internet Explorer);
- (e) <https://support.apple.com/kb/PH21411> (Safari); and
- (f) <https://privacy.microsoft.com/en-us/windows-10-microsoft-edge-and-privacy> (Edge).

12.2 Blocking all cookies will have a negative impact upon the usability of many websites.

### **f13. Our details**

13.1 This website is owned and operated by *Community Miracles Center*.

13.2 Our office is located at *3006 Buchanan St. Unit #1, San Francisco CA 94123 U.S.A.*

13.4 You can contact us:

- (a) by post, to POB 470341, San Francisco CA 94147 U.S.A.;
- (b) by telephone at (415) 621-2556. The CMC office hours are irregular so if you do not reach a person at that number, you may leave a voicemail. The voicemail system is digital and will send an sound file of your voicemail to the CMC via email.
- (c) by email at [miracles@earthlink.net](mailto:miracles@earthlink.net).