



Children to Love

INTERNATIONAL

PRIVACY POLICY

General Purpose Statement

Children to Love International (CTL) respects the privacy of all persons who come in contact with CTL. This Privacy Policy is to inform CTL constituents on how it collects, uses, processes and protects personal information. This includes any personal information provided online, over the phone, or in written form.

Collection, Use and Disclosure of Personal Information

Personal Information We Collect

If a person provides information to CTL on any of its forms and/or documents that identifies the person, it is considered personal information. CTL may collect, use, store and transfer different kinds of personal information. The personal information collected by CTL includes, but is not limited to:

- a) *Identity information*, such as name, date of birth, age, gender, citizenship;
- b) *Contact information*, such as home addresses, email addresses, phone numbers;
- c) *Financial information*, such as gift amounts (for donors) and records of financial transactions including details of payments and donations. CTL does not store credit card numbers. CTL uses third-party processors who have industry standard security encryption protocols in place;
- d) *Application information* (for those working and/or volunteering with CTL), such as educational history, employment history, references, qualifications, family information, health and medical history, background check history, religious and/or personal faith autobiography.

How We Collect Personal Information

CTL uses different methods to collect personal information from and about its constituents. Persons may provide identity, contact and financial information by filling out forms or by corresponding with CTL via postal mail, phone, email or other forms of communication. This includes, but is not limited to, the personal information of constituents provided to CTL when:

- Applying for an employment opportunity, short-term mission trip, internship program or any other volunteer opportunity;
- Creating an account through the CTL's website (such as a child sponsorship account);
- Subscribing to CTL's newsletters (email and/or postal mail);
- Making a financial contribution (by phone, check, credit card, or online);
- Registering for a CTL event (such as a fundraising dinner).

How We Use Personal Information

CTL will generally collect and use personal information when it is necessary to achieve the organization's purposes, such as (but not limited to):

- To maintain contact with individuals;

- To evaluate an employment and/or volunteer opportunity (such as a short or long-term ministry opportunity);
- To allow persons to register for and attend a CTL event;
- To follow up with individuals after an event;
- For electronic and/or all other communications (electronic and/or physical);
- To allow access to CTL's digital services (such as child sponsorship account);
- To process donations and gift receipts;
- For statutory reporting (such as legal obligations);
- To deliver goods, services and information.

Some information may be shared with employees and/or authorized agents (such as travel and insurance agents) as needed to provide required services (purchase of airfares, travel insurance etc.).

How and When We Disclose Personal Information

Generally, CTL will not disclose or share personal information with anyone outside the organization. However, CTL may need to use or share a person's information with its partners (including CTL overseas ministry partners), associates and agents who provide goods and services (such as donation processing and purchasing airfares and travel insurance) to CTL's constituents/employees/volunteers on the Organization's behalf. Individuals' information may be disclosed to public regulatory authorities (when required) and third-party service providers.

CTL's third-party service providers include (but are not limited to) cloud service providers for the hosting of apps and sites, direct and email communication service providers (such as Hall Letter Shop, MailChimp and Wix), and companies that assist CTL in processing constituents' donations (such as PayPal, Webconnex, WePay, and Sage Payment Solutions).

Consent

When a person provides personal information to CTL he/she agrees that CTL may use the information for its purposes. However, any individual may contact CTL at any time by phone, mail or email to request that CTL cease communications by any or all means.

Individuals' Rights of Personal Information

In order to access, correct, update, withdraw or delete personal information, CTL may need to obtain specific identifying information from the requestor to help confirm the individual's identity and ensure that personal information is not disclosed or released to any person who does not have the right to receive it.

Accessing Personal Information

Any individual may request details of his/her personal information that CTL holds by mail, phone or email at:

Mailing Address: PO BOX 9575, Bakersfield, CA 93389

Phone: +1 (661) 588-9000

Email: info@childrentolove.org

Correcting, Updating or Withdrawing Personal Information

At any time after submitting personal information to CTL, a person may contact CTL to correct, update or withdraw the information.

Deletion of Personal Information

In some situations, an individual may request that CTL delete his/her personal information that CTL holds, when:

- It is no longer necessary for CTL to retain an individual's personal information;
- The personal information was processed unlawfully;
- CTL is required to delete personal information in order to comply with its legal obligations.

However, in some situations, CTL may not be able to delete certain personal information (such as records of financial transactions) due to the need to satisfy legal, accounting or government reporting requirements.

Third-Party Website Links

When visiting CTL's website, links to non-CTL sites (external sites) may be found. Any usage of the CTL website is secured. However, CTL's Privacy Policy does not apply to external web sites (such as ECFA, Vimeo, Facebook, Instagram and GuideStar) outside of CTL supervision, but only to CTL's website. CTL encourages each person visiting external sites to contact those organizations regarding their own privacy policies to determine if and how they obtain and use information from individuals.

Personal Information Security

CTL takes seriously the protection of individuals' personal information and will **never sell** nor trade any personal information to outside parties. However, CTL may provide personal information to CTL's trusted third parties who may be collecting and using personal information to the extent necessary for them to perform necessary services as requested by CTL.

CTL does not permit third-party service providers to use CTL constituents' personal information for their own purposes other than to fulfill the services requested by CTL. Third-party service providers will only be permitted to process individuals' personal information in accordance with CTL's instructions. In addition, CTL will communicate these privacy guidelines to all of its employees and its overseas partners to strictly insure privacy safeguards within the organization.

CTL may disclose personal information to fulfill its legal obligations as required by law. CTL may also disclose information if CTL determines that for national security, law enforcement, or other issues of public importance, disclosure is necessary.

Future Privacy Policy Changes

CTL reserves the right to make any changes to this Privacy Policy at any time. Changes and/or revisions to CTL's Privacy Policy will be posted on the CTL website (<https://www.childrentolove.org>) and may be viewed at any time. Individuals are encouraged to periodically visit CTL's website to review the most current privacy guidelines.

Questions and Contact Information (for website only)

If an individual would like to verify, access, correct, amend or delete any personal information, or has any other questions about how CTL uses personal information, that individual can contact CTL at:

Mailing Address: PO BOX 9575, Bakersfield, CA 93389

Phone: +1 (661) 588-9000

Email: info@childrentolove.org