



His Healing Hands Privacy Policy

(Effective Date 04/12/2020)

Hello – thank you for supporting His Healing Hands and for reading through our Privacy Policy. His Healing Hands is relentlessly committed to protecting your privacy and we've put very strict policies and best practices in place to accomplish this goal.

His Healing Hands ("us", "we", or "our") operates the His Healing Hands website, the Ministry Linq online donation platform, and the ZOOMGIVE Donation Platform, which includes, but is not limited to, our text-to-give and text-to-engage technologies (hereinafter referred to as the "Service" or "Services").

This document informs you of our policies regarding the collection, use, and disclosure of personal data when you use our Services and the choices you have associated with that data. We use your data to provide and improve the Services. By using the Services, you agree to the collection and use of information in accordance with this policy.

DEFINITIONS

Service

Service means the His Healing Hands website, the Ministry Linq donation platform, and the ZOOMGIVE Donation Platform operated by ZOOMGIVE LLC

Personal Data

Personal Data means data about a living individual who can be identified from that data (or from that and other information either in our possession or likely to come into our possession).

Usage Data

Usage Data is data collected automatically either generated by the use of the Service or from the Service infrastructure itself (for example, the duration of a page visit).

Cookies

Cookies are small files stored on your device (computer or mobile device).

Data Controller

Data Controller means the natural or legal person who (either alone or jointly or in common with other persons) determines the purposes for which and the manner in which any personal information is, or is to be, processed.

For the purpose of this Privacy Policy, we are a Data Controller of your Personal Data.



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Data Processors (or Service Providers)

Data Processor (or Service Provider) means any natural or legal person who processes the data on behalf of the Data Controller.

We may use the services of various Data Processors (or Service Providers) in order to process your data more effectively.

Data Subject (or User)

Data Subject (or User) is any living individual who is using our Service and is the subject of Personal Data.

INFORMATION COLLECTION AND USE

We collect several different types of information for various purposes to provide and improve our Service to you.

Types of Data Collected:

Personal Data

While using our Service, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you ("Personal Data"). Personally identifiable information may include, but is not limited to:

- Email address
- First name and last name
- Phone number
- Address, City, State, Province, ZIP/Postal code
- Cookies and Usage Data

By providing Personal Information on the site during the donation process, you are consenting for us to use your Personal Data to contact you with newsletters, marketing or promotional materials, and other information that may be of interest to you via email, mail, SMS, MMS, text, social media, or by other electronic and physical means. You may opt out of receiving any, or all, of these communications from us by following the unsubscribe link or instructions provided in any email we send or by contacting us. You may also be registered on a physical mailing list. You may unsubscribe from the His Healing Hands mailing list at any time.



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Usage Data

We may also collect information that your browser sends whenever you visit our Service or when you access the Service by or through a mobile device ("Usage Data").

This Usage Data may include information such as your computer's Internet Protocol address (e.g. IP address), browser type, browser version, the pages of our Service that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

When you access the Service with a mobile device, this Usage Data may include information such as the type of mobile device you use, your mobile device unique ID, the IP address of your mobile device, your mobile operating system, the type of mobile Internet browser you use, unique device identifiers and other diagnostic data.

Unfortunately, no transmitted data is 100% secure through email, text, or mail. His Healing Hands cannot ensure or warrant that Personal Information will be completely secure from misappropriation by hackers, other criminal activities, or in the event of a software, network or computer hardware failure or malfunction. If a data breach occurs, we will notify you immediately and take reasonable steps to secure the affected area and rectify the situation.

Location Data

We may use and store information about your location if you give us permission to do so ("Location Data"). We use this data to provide features of our Service and/or to improve and customize our Service.

You can enable or disable location services when you use our Service at any time by way of your device settings.

Tracking and Cookies Data

We use cookies and similar tracking technologies to track the activity on our Service and we hold certain information.

Cookies are files with a small amount of data which may include an anonymous unique identifier. Cookies are sent to your browser from a website and stored on your device. Other tracking technologies are also used such as beacons, tags and scripts to collect and track information and to improve and analyze our Service.



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You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Service.

Examples of Cookies we use:

Session Cookies: We use Session Cookies to operate our Service.

Preference Cookies: We use Preference Cookies to remember your preferences and various settings.

Security Cookies: We use Security Cookies for security purposes.

His Healing Hands uses the collected data for various purposes:

To notify you about changes to our Service

To allow you to participate in interactive features of our Service when you choose to do so

To provide donor support

To gather analysis or valuable information so that we can improve our Service

To monitor the usage of our Service

To detect, prevent and address technical issues

To provide you with news, special offers, and general information about other goods, services, and events which we offer that are similar to those that you have already purchased or enquired about unless you have opted not to receive such information

Legal Basis for Processing Personal Data Under the General Data Protection Regulations (GDPR)

His Healing Hands may process your Personal Data because:

We need to perform a contract with you

You have given us permission to do so

The processing is in our legitimate interests and it is not overridden by your rights

For donation processing purposes

To comply with the law

Retention of Data

His Healing Hands will retain your Personal Data only for as long as is necessary for the purposes set out in this Privacy Policy. We will retain and use your Personal Data to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies.



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His Healing Hands will also retain Usage Data for internal analysis purposes. Usage Data is generally retained for a shorter period of time, except when this data is used to strengthen the security or to improve the functionality of our Service, or we are legally obligated to retain this data for longer periods.

Transfer of Data

Your information, including Personal Data, may be transferred to — and maintained on — computers located outside of your state, province, country or other governmental jurisdiction where the data protection laws may differ from those of your jurisdiction.

If you are located outside United States and choose to provide information to us, please note that we transfer the data, including Personal Data, to the United States and process it there.

Your consent to this Privacy Policy followed by your submission of such information represents your agreement to that transfer.

His Healing Hands will take all the steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy and no transfer of your Personal Data will take place to an organization or a country unless there are adequate controls in place including the security of your data and other personal information.

Business Transaction

If His Healing Hands is involved in a merger, acquisition or asset sale, your Personal Data may be transferred. We will provide notice before your Personal Data is transferred and becomes subject to a different Privacy Policy.

Disclosure for Law Enforcement

Under certain circumstances, His Healing Hands may be compelled to disclose your Personal Data if required to do so by law or in response to valid requests by public authorities (e.g. a court or a government agency).

Legal Requirements

His Healing Hands may disclose your Personal Data in the good faith belief that such action is necessary to:

To comply with a legal obligation

To protect and defend the rights or property of His Healing Hands



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To prevent or investigate possible wrongdoing in connection with the Service
To protect the personal safety of users of the Service or the public
To protect against legal liability

Security of Data

The security of your data is important to us but remember that no method of transmission over the Internet or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your Personal Data, we cannot guarantee its absolute security.

Our Policy on “Do Not Track” Signals Under the California Online Protection Act (CALOPPA)

We do not support Do Not Track ("DNT"). Do Not Track is a preference you can set in your web browser to inform websites that you do not want to be tracked.

You can enable or disable Do Not Track by visiting the Preferences or Settings page of your web browser.

Your Data Protection Rights Under the General Data Protection Regulation (GDPR)

If you are a resident of the European Economic Area (EEA), you have certain data protection rights. His Healing Hands aims to take reasonable steps to allow you to correct, amend, delete or limit the use of your Personal Data.

If you wish to be informed about what Personal Data we hold about you and if you want it to be removed from our systems, please contact us.

In certain circumstances, you have the following data protection rights:

The Right to Access, Update or Delete the Information We Have on You: Whenever made possible, you can access, update, or request deletion of your Personal Data directly within your account settings section. If you are unable to perform these actions yourself, please contact us to assist you.

The Right to Rectification: You have the right to have your information rectified if that information is inaccurate or incomplete.

The Right to Object: You have the right to object to our processing of your Personal Data.

The Right of Restriction: You have the right to request that we restrict the processing of your personal information.



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The Right to Data Portability: You have the right to be provided with a copy of the information we have on you in a structured, machine-readable and commonly used format.

The Right to Withdraw Consent: You also have the right to withdraw your consent at any time where His Healing Hands relied on your consent to process your personal information.

Please note that we may ask you to verify your identity before responding to such requests.

You have the right to complain to a Data Protection Authority about our collection and use of your Personal Data. For more information, please contact your local data protection authority in the European Economic Area (EEA).

Service Providers

We may employ third-party companies and individuals to facilitate our Service ("Service Providers"), provide the Service on our behalf, perform Service-related services, or assist us in analyzing how our Service is used.

These third parties have access to your Personal Data only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

Analytics

We may use third-party Service Providers to monitor and analyze the use of our Service, such as Google Analytics, which is a web analytics service offered by Google that tracks and reports website traffic. Google uses the data collected to track and monitor the use of our Service. This data is shared with other Google services. Google may use the collected data to contextualize and personalize the ads of its own advertising network.

For more information on the privacy practices of Google, please visit the Google Privacy & Terms web page: <https://policies.google.com/privacy?hl=en>

Payments

We may accept donations within the Service. In that case, we use third-party services for payment processing (e.g. payment processors).

We will not store or collect your payment card details. That information is provided directly to our third-party payment processors whose use of your personal information is governed by their Privacy Policy. These payment processors adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa,



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MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of payment information.

PAYMENT PROCESSORS

CardConnect

Their Privacy Policy can be viewed at <https://cardconnect.com/privacy-policy/>

ApplePay

Their Privacy Policy can be viewed at <https://www.apple.com/legal/privacy/en-ww/>
(<https://www.apple.com/legal/privacy/en-ww/>)

GooglePay

Their Privacy Policy can be viewed at https://payments.google.com/payments/apis-secure/get_legal_document?ldo=0&ldt=privacynotice&ldl=en/
(https://payments.google.com/payments/apis-secure/get_legal_document?ldo=0&ldt=privacynotice&ldl=en/)

Apple Store In-App Payments

Their Privacy Policy can be viewed at <https://www.apple.com/legal/privacy/en-ww/>

Authorize.Net

Their Privacy Policy can be viewed at <https://www.authorize.net/company/privacy/>

LINKS TO OTHER SITES

Our Service may contain links to other sites that are not operated by us. If you click a third-party link, you will be directed to that third-party's site. We strongly advise you to review the Privacy Policy of every site you visit.

We have no control over and assume no responsibility for the content, privacy policies or practices of any third-party sites or services.

CHILDREN'S PRIVACY

Our Service does not address anyone under the age of 18 ("Children").



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Occasionally, we receive personally identifiable information from people under the age of 18 when those individuals apply to join one of our mission teams. Before retaining this Personal Data, we will contact a parent or guardian for consent to retain the Personal Data for purposes of team management and/or team communications only. If parental consent is not received, we will take steps to remove that information from our servers. Please understand that removal of that information from our servers may cause delays in such actions as purchasing airline tickets, making hotel reservations, and other activities that are necessary to enable the person to travel with the mission team.

MOBILE MESSAGING, SMS, MMS, TEXT

You agree to receive messages, SMS, MMS, or other text-related correspondence via your mobile device from His Healing Hands. Frequency of messaging will be variable but will not exceed 60 messages per month. Upon the completion of your donation, you will receive a 'thank-you' text and/or email message. You will have the option to opt-out or unsubscribe. You also agree that the phone number or short code that was used during the original opt-in can be changed without forfeiting your opt-in status. Message and data rates may apply.

CHANGES TO THIS PRIVACY POLICY

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on the Privacy Policy page of our website.

We will let you know via email and/or a prominent notice on our Service, prior to the change becoming effective and update the "effective date" at the top of this Privacy Policy.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on the website Privacy Policy page.

CONTACT US

If you have any questions about this Privacy Policy, please contact us:

- By email: cheryl.voight@hotmail.com Please use the words "Privacy Policy" in the Subject Line
- By SMS, MMS, or text: 760.774.4478 Please start the message with the words "Privacy Policy"