

Privacy and Data Protection Policy

Warrior Freedom Service Dogs, Inc.

Last modified: June 11, 2025

Introduction

Warrior Freedom Service Dogs, Inc. ("**Warrior Freedom**," "**we**," or "**us**") respects your privacy and is committed to protecting it and your personal information through our compliance with this policy.

This policy describes the types of information we may collect from you or that you may provide when you visit the website warriorfreedom.org (the "**Website**") and our practices for collecting, using, maintaining, protecting, and disclosing that information.

1. Application of this Policy and Information We Collect. This policy applies to information we collect and maintain personal information that you provide to us when you:

- (a) Contact us by phone, mail, or email, in person, or via our Website;
- (b) Register for an event;
- (c) Make a contribution, either on our website, at a special event, over the phone, or by mailing in a check; or
- (d) Navigate through our website.

From time to time, we may collect personal information from you in ways not described above, subject to your approval.

Please read this Policy carefully to understand our policies and practices regarding your information and how we will treat it. If you do not agree with our policies and practices, your choice is not to use our Website or to otherwise send or receive information from us. By accessing or using this Website, you agree to this privacy policy and you also agree to any of our Website Terms of Use. You also agree to this privacy policy by providing personal information to us via other methods. This policy may change from time to time. Your continued use of our Website, and your continued provision of personal information to us via other means, after we make changes is deemed to be acceptance of those changes, so please check the policy periodically for updates.

2. Types of Information. We collect and maintain certain types of information about you and your use of our Website, including but not necessarily limited to:

- (a) Personal information, including:

(i) Contact information, such as name, address, email, and telephone number.

(ii) Giving information, including types and amounts of donations and credit card information. We utilize secure transaction methods when collecting credit card information over the internet. We do not disclose credit card account information provided by our donors, except for the proper processing of donations.

(iii) Information on events attended and publications received.

(iv) Any other information that you provide to us, such as public comments or posts on or otherwise linked or connected to our website.

(b) Non-personal information that does not personally identify you, including information that is anonymized, aggregated, or publicly available when not combined with non-publicly available information about you.

(c) Information about your equipment, browsing actions, and patterns, including information automatically collected through technical methods that may include:

(i) Cookies (or browser cookies). A cookie is a small file placed on the hard drive of your computer. You may refuse to accept browser cookies by activating the appropriate setting on your browser. However, if you select this setting you may be unable to access certain parts of our website. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you direct your browser to our website.

(ii) Flash Cookies. Certain features of our website may use local stored objects to collect and store information about your preferences and navigation to, from, and on our website. Flash cookies are not managed by the same browser settings as are used for browser cookies.

(iii) Web Beacons. Pages of our Website or emails from us may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit us, for example, to count users who have visited those pages or opened an email and for other related website statistics (for example, recording the popularity of certain website content and verifying system and server integrity).

3. Confidentiality. All information about any financial or non-financial transaction between you and us is considered highly confidential, and we employ appropriate security measures designed to protect it. The terms and conditions on which we may use or disclose this information is addressed below.

4. Use of Personal Information. We collect and maintain personal information to:

- (a) Establish a relationship and communicate with you about our mission, including our programs, special events, and funding needs;
- (b) Learn about our donors, supporters, visitors, participants, and others interested in our mission;
- (c) Process donations and event registrations and issue tax receipts;
- (d) Comply with all laws and regulations, including reporting requirements;
- (e) Plan future fundraising activities and events;
- (f) Analyze giving patterns; and
- (g) Solicit feedback from you by conducting surveys.

We use industry standard safeguards to protect your personal information against the unauthorized access, use, alteration, or destruction of your personal information. We will not share, sell, or exchange your personal information with any other entity for third-party fundraising or marketing purposes, except as provided in this Policy or as expressly consented to by you. To opt out, you may contact us as described in the “Contact Us” section below. To the extent that a third-party service provider is used to process any donations, the provider is bound by strict confidentiality rules, and your information will only be used to the extent necessary to process the donation.

We may disclose aggregated information about our users, and information that does not identify any individual, without restriction.

We may disclose personal information that we collect or you provide as described in this Policy:

- To our staff, leadership, and Board in order to fulfill their obligations to Warrior Freedom;
- To our subsidiaries and affiliates;
- To contractors, service providers, and other third parties we use to support our business and who are bound by contractual obligations to keep personal information confidential and use it only for the purposes for which we disclose it to them, as required by law or for legal compliance or risk management purposes;
- To fulfill the purpose for which you provide it;
- For any other purpose disclosed by us when you provide the information; and
- With your consent.

We may also disclose your personal information:

- To comply with any court order, law, or legal process, including to respond to any government or regulatory request;
- To enforce or apply our Website Terms of Use and other agreements, including for billing and collection purposes.
- If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of Warrior Freedom, its agents, representatives, or affiliates. This includes exchanging information with other companies and organizations for the purposes of fraud protection and credit risk reduction.

5. Communications. We may from time to time communicate with you, including by telephone, text, email, and mail, concerning our charitable activities, events, and requests for future support. We will not call or email you or send mailings to you on behalf of other organizations without your express consent. To opt out of receiving these communications, you may contact us as described in the “Contact Us” section below or by clicking on the “unsubscribe” link in any email communications.

6. Records Retention and Destruction. We comply with all Internal Revenue Service, state, and local regulations and our internal policies governing the retention, management, and destruction of information collected and maintained by the Non-Profit.

7. Accessing and Correcting Your Personal Information. You can review and request changes to the personal information that we have collected about you by contacting us as described in the “Contact Us” section below. However, please be aware that the Non-Profit may not accommodate a change request that would impact record retention or other operational requirements like remembering email opt-out preferences, violate any law or legal requirement, or cause the information to be incorrect. Deleting your personal information may also require deleting your user account (if any).

8. Changes to the Policy. This Policy is current as of the date stated at the top of this Policy. We may revise and update this Policy from time to time without prior notice to you and will post the updated Policy to the Website. ANY CHANGES TO THIS PRIVACY POLICY WILL APPLY IMMEDIATELY UPON POSTING TO THE WEBSITE. BY USING OR OTHERWISE ACCESSING THE WEBSITE, POSTING OR DOWNLOADING CONTENT OR ANY OTHER INFORMATION TO OR FROM THE SITES, YOU HEREBY AGREE TO, AND SHALL BE SUBJECT TO, THIS PRIVACY POLICY AND ANY CHANGES TO IT. YOU AGREE TO PERIODICALLY REVIEW THIS PRIVACY POLICY FOR SUCH CHANGES.

9. Children Under the Age of 13. Our Website is not intended for children under 13 years of age. No one under age 13 may provide any information to or on the Website. We do not knowingly collect personal information from children under 13. If you are under 13, do not use or provide any information on this Website or through any of its features, register on the Website, use any of the interactive features of this Website, or provide any information about yourself to us, including your name, address, telephone

number, email address, or any screen name or user name you may use. If we learn we have collected or received personal information from a child under 13 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 13, you may contact us as described in the “Contact Us” section below.

Residents of certain states who are under 13, 16, or 18 years of age may have additional rights regarding the collection and sale of their personal information. If you have questions about exercising any state rights that you believe may apply, you may contact us as described in the “Contact Us” section below.

10. Your State Privacy Rights. State consumer privacy laws may provide their residents with additional rights regarding our use of their personal information. If you have questions about exercising any state rights that you believe may apply, please contact us as provided below.

11. Data Security.

We have implemented measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration, and disclosure. All information you provide to us is stored on our secure servers behind firewalls. Any payment transactions and insurance or other personal information will be encrypted using commercially available and reasonable means.

The safety and security of your information also depends on you. Where we have given you (or where you have chosen) a password for access to certain parts of our Website, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted to our Website. Any transmission of personal information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on the Website.

12. Contact Us. To opt out of receiving communications from us, to review the personal information we have collected about you, or to ask any other questions regarding this Policy, please submit your request via our Website or via email at executivedirector@warriorfreedom.org.