

PRIVACY POLICY

Last modified: June 11, 2019

This policy is intended to help you understand what information we collect, why we collect it, and how you can update, manage, export, and delete your information.

What Information Do We Collect?

You may be asked to provide personal information anytime you interact with us or one of our affiliates. The types of information we collect depends on how you use our services. Not all of the following types of information will apply to everyone. The following types of information may be collected by or on behalf of E4E:

- **Contact details.** Your name, address, telephone number, email address, etc.
- **Financial information.** Your bank account number, routing number, payment card information, billing address, etc.
- **Income information.** Household income, monthly expenses, pay stubs, etc.
- **Information related to your donation.** The amount donated, date of donation, purpose of donation, recipient of donation, etc.
- **Medical information.** Medical records, medical treatment receipts, proof of short-term disability, etc.
- **Employment information.** Current employment status, employee ID, hire date, work location, home address, eligibility to receive assistance, etc.
- **Demographic data.** Your age, country, preferred language, etc.
- **Data on how you use our website.** Your IP address, login information, browser type and version, time zone setting, browser plug-in types, geolocation information about where you might be, operating system and version, etc.
- **Children's data.** Our website is directed to and intended for use only by those who are 16 years of age or over. We do not knowingly collect personal information directly from any person under 16 years of age. If E4E is informed that it is improperly in possession of such information, it will be deleted.
- **Criminal Background.** Criminal background check, court records, parole information, police reports, etc.

How Do We Collect Your Information?

1. We collect information from you.

We may collect and receive information from you, including when you:

- use or access our website, such as when you make a donation, fill out a grant application, fill out a form, or respond to a survey;
- communicate with us by email, telephone, in writing, or social media; and/or
- use any of our services, including when you interact with us or receive assistance.

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2. We collect information automatically when you access our website.

Like many websites, we may receive information generated by your activity and information automatically collected from your browser or mobile device when you use or interact with our website.

3. We collect information from other sources.

We may collect and receive information about you from other sources, which may include:

- individuals requesting services for or on your behalf;
- your employer in connection with your application for assistance;
- publicly available sources; and/or
- marketing service providers.

How Do We Use Your Information?

We collect and use your information so that we can operate effectively and provide you with the best experience. We also use the information we collect for the following purposes:

- **Processing of donations and grants.** Completing the donation transaction, accepting and processing grant applications, customizing our services to your preferences, and keeping proper records of those transactions. The legal basis for this data usage is: contractual necessity.
- **Customer support.** Notifying you of any changes to our services; responding to your inquiries via email, phone, writing, or social media; investigate and address concerns raised by you; and monitor and improve our customer support responses. The legal basis for this data usage is: contractual necessity and legitimate interests.
- **Improving our services.** Conducting data analysis and audits; developing new products and services; enhancing our website; improving our services; identifying usage trends and visiting patterns; conducting customer satisfaction, market research, and quality assurance surveys; determining the effectiveness of our promotions; and meeting contractual obligations. The legal basis for this data usage is: legitimate interests.
- **Safety and security.** Using closed circuit television systems, electronic key cards, and other security systems to maintain the safety and security of you; your data; and our guests, visitors, and employees at our offices. The legal basis for this data usage is: legitimate interests.
- **Legal proceedings and requirements.** Investigating or addressing claims or disputes relating to your use of our services; or as otherwise allowed by applicable law; or as requested by regulators, government entities, and official inquiries. The legal basis for this data usage is: legal obligation and legitimate interests.

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- **E4E as a data processor.** When E4E acts as a data processor for the data subject's employer (the data controller), E4E will only use or process personal data in accordance with the instructions of the data subject's employer.

How Do We Share Your Information?

We do not sell your name or other personal information to third parties. We may share the information we collect:

1. Within the Foundation for the Carolinas Family of Companies.

We share information within the Foundation For The Carolinas family of companies (of which E4E Relief LLC is a wholly owned subsidiary) to help us provide our services or conduct data processing on our behalf.

2. With E4E service providers and business partners.

We may provide information to our vendors, consultants, marketing partners, research firms, and other service providers or business partners. This may include, for example:

- payment processors and facilitators;
- cloud storage providers;
- marketing partners and marketing platform providers;
- data analytics providers;
- research partners;
- consultants, lawyers, accountants, and other professional service providers; and/or
- insurance and financing partners.

3. With your consent.

We may share your information other than as described in this policy if we notify you and you consent to the sharing.

4. For legal reasons or in the event of a dispute.

We may share your information with third parties for legal reasons or in the event of a dispute. This may include, for example:

- in connection with, or during negotiations of, any merger, sale of company assets, consolidation or restructuring, financing, or acquisition of all or a portion of our business by or into another company;
- to comply with a court order, search warrant, subpoena, or other legal process;

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- to comply with legal, regulatory, or administrative requirements of any government or law enforcement authority; and/or
- to establish or exercise our legal rights and to protect and defend us in connection with any threatened or actual legal action, claim, or dispute.

How Long Do We Keep Your Information?

To the extent permissible by applicable law, we will retain your personal information for such period as necessary to satisfy or to fulfill the following:

- the purposes for which that personal information was provided;
- an identifiable and ongoing business need, including record keeping;
- a specific legal or regulatory requirement; and/or
- a requirement to retain records that may be relevant to any notified regulatory investigations or active legal proceedings.

Where Do We Store Your Information?

We process and store personal information inside the United States.

How Secure Is Your Information?

We implement reasonable administrative, organizational and technical safeguards, and security measures to protect personal information within our control from unauthorized access, acquisition, disclosure, destruction or alteration, accidental loss, misuse, or damage. We regularly review and monitor such safeguards and security measures. Although we take reasonable steps to safeguard personal information, no practices are 100% secure, and we do not guarantee the security of your information.

Specifically, we offer the use of a secure server. All supplied sensitive information is transmitted and stored using AES 256 bit encryption. Information stored in our database can only be accessed by those authorized with special access rights to our systems, and are required to keep the information confidential.

Do We Use Cookies?

We use session cookies to collect information only while you are visiting our website. We do not use cookies that store any information beyond the time spent browsing our website. Learn more about these tools and how you can control them by clicking [here](#).

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Your Choices and Rights.

Your choices

- **Not provide us with personal information.** If you choose to do this, we may not be able to provide you with our services or respond to any queries you may have.
- **Turn off cookies in your browser by changing its settings.** You can block cookies by activating a setting on your browser allowing you to refuse cookies. You can also delete cookies through your browser settings. If you turn off cookies, you can continue to use the website; however, certain services may not work effectively.
- **Promotional emails and other marketing material.** We will inform you (before collecting your data) if we intend to use your data for marketing and if third parties are involved. You can unsubscribe from marketing material from us at any time by clicking the “Unsubscribe” link contained in the email, or by emailing us at privacy@e4erelief.org. Please note that withdrawing your consent to receive promotional emails will not prevent us from sending you administrative communications or legal notices; or emails about changes to our terms, policies, or business practices.

Your rights

Under the GDPR, you may have the right to:

- access information we hold about you;
- request correction of any incorrect or incomplete personal data we have about you;
- request that we erase your personal data;
- request that we restrict/suspend processing of your personal data;
- object to processing;
- port your data to another service;
- complain to a supervisory authority; and/or
- withdraw consent.

You may exercise these rights by sending an email to privacy@e4erelief.org or writing us at: E4E Relief LLC, Attention: Data Protection Officer, 220 North Tryon Street, Charlotte, NC 28202.

Your California Privacy Rights

If you are a California resident, you may request information regarding the disclosure of your personal information to third parties for their direct marketing purposes. To make

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such a request, please send an email to privacy@e4erelief.org or write us at: E4E Relief LLC, Attention: Data Protection Officer, 220 North Tryon Street, Charlotte, NC 28202.

Do Not Track Signals. Our website is not configured to read or respond to “do not track” settings or signals in your browser headings.

How Will We Notify You of Changes to This Policy?

We may occasionally update this policy. If we make significant changes, we will notify you of the changes on our website or through other means, such as email.

Other Important Information

Contact Us. Questions, comments, and complaints about E4E’s data practices can be sent to our data protection office by sending an email to privacy@e4erelief.org or writing us at: E4E Relief LLC, Attention: Data Protection Officer, 220 North Tryon Street, Charlotte, NC 28202.

Data Controller. The data controller for the information you provide or that is collected by E4E or its affiliates is:

E4E Relief LLC
220 North Tryon St
Charlotte, NC 28202