

Circle of Hope

Digital Privacy Policy

Circle of Hope utilizes digital services to engage with individuals. Digital services may be utilized on Circle of Hope accounts found on: website (www.gacircleofhope.org), Facebook, YouTube, Twitter, LinkedIn, Pinterest or Instagram.

Circle of Hope's Digital Services

Engaging in our digital services constitutes an agreement and understanding of this privacy policy. Digital services are defined as web based chat, YouTube, Twitter, Facebook, LinkedIn, Pinterest, Instagram, or any Circle of Hope website or web-based comment section. If at any time, a digital service user feels that their safety or privacy may be compromised due their use of these services, the interaction can be escalated to phone-based services.

Opt-Out Policy

Circle of Hope gives users options for non-digital services when necessary and practical. Such choices include opting not to engage in digital services and opting not to provide identifiable information during interactions with advocates. Users concerned for their physical safety and well-being are encouraged to contact Circle of Hope's 24 hour hotline at 706-776-4673. You may also contact us to let us know if you see any offensive or inappropriate comments through our social media accounts.

Confidential and Anonymous Chat

Our live chat services are provided by LivePerson as a service (SaaS) provider. Chat users are not asked to enter their name or any other personal information to facilitate service with an operator. IP addresses may be required to facilitate a connection, depending on type of digital service utilized. Circle of Hope may collect limited demographic and locational information in order to provide services.

Dialogue transcripts of chats are purged regularly. Any information that is temporarily maintained is core to our evaluation of services provided to persons contacting Circle of Hope's chat service. A chat user's information, including any personally identifiable information, will only be shared with Circle of Hope advocates directly involved in service provision. We do not sell, trade or rent personal information that chat users provide. All advocates, including volunteers, are bound by strict confidentiality policies.

Cookies

Circle of Hope may use cookies to enhance your experience while using our website. Cookies are pieces of information that some websites use to transfer to the user's computer and are used for record-keeping purposes. Use of cookies makes web navigation easier by performing certain functions such as saving your passwords, your personal preferences and to make sure you don't see the same advertisement repeatedly. Many consider the use of cookies to be an industry standard. We do not link the information we store in cookies to any personally identifiable information you submit while on our site.

Your browser is probably set to accept cookies. However, if you would prefer not to receive cookies, you can alter the configuration of your browser to refuse cookies. If you choose to have your browser refuse cookies, it is possible that some areas of our site will not function properly when you view them.

Mandatory Reporting

Circle of Hope advocates are considered mandatory reporters by law. Users will be made aware that in situations regarding the welfare of a minor, any locating information disclosed will be reported to child protective services as required.

Other Websites

Our site and services offer links to other websites. Please note that when you click on one of these links, you are entering another website for which Circle of Hope has no responsibility. We encourage you to read the privacy statements on all such sites as their policies may differ from ours.

Donations

When you make a donation on Circle of Hope's website, we must share some of your personally identifiable information with third parties in order to process the transaction. For example, we must share your credit card number with our credit card processor PayPal who utilizes the PayFlow Payment Gateway software in order to process your payment. These third parties are not allowed to use personally identifiable information except for the purpose of providing these services. We do not share any of your personally identifiable information with unrelated third parties for their own marketing purposes without your consent.

Newsletter

You may sign up for our electronic newsletter [HERE](#). Our newsletters are sent via email. In order to sign up for our newsletter you will need to share your email address with us. We will share your email address with Constant Contact, our newsletter distribution service, but neither Constant Contact nor Circle of Hope will share your email addresses with any additional third parties.

Notification of Policy Changes

We reserve the right to change, modify or add to our privacy policy to protect the ethical standards provided or to meet the changing demands of utilizing digital services. Notification of any changes to the Circle of Hope Privacy Policy will be posted on Circle of Hope's website at www.gacircleofhope.org.

Contacting Circle of Hope

If you have any questions about this privacy policy or the practices of our digital services, please contact:

Circle of Hope
PO Box 833 Cornelia, GA 30531
contact@gacircleofhope.org