

Privacy Statement

Wesley Community Services, LLC DBA Meals on Wheels Southwest OH & Northern KY, and as applicable its subsidiaries and affiliates (collectively “Meals on Wheels”, “we”, “our”, “us”) own and operate the website located at <https://muchmorethanameal.org> (our “Site”). Before accessing or using the Site, please read this Privacy Notice (the “Privacy Notice” or “Notice”).

This Notice sets forth our practices for handling the information that we collect, use, share, disclose, and maintain about users and donors (each a “User”, “you”, or “your”) and information you may share with us. Our Site is used to provide information about the impact and work of Meals on Wheels, as well as services provided by our departments (collectively the “Services”). By accessing and using our Site, you agree that you have read and understand this Privacy Notice and you consent to the privacy practices (and any collection, uses and disclosures of information about you) that are described in this Privacy Notice.

Collected information

We collect various types of information from our users to provide our Services, and through their involvement with Meals and Wheels. Information we may collect or receive includes:

- **Contact information:** This includes your name, address, email address, telephone/mobile numbers.
- **Payment information:** We collect payment and billing information when you make donations or pledges on our Site.
- **Correspondence and Communication Data:** Information you provide when communicate with us via emails, phone calls, or messages through our Site. This also includes responses to communications we send and interactions with our social media channels.
- **Other Information:** Any other information you provide directly or indirectly through your use of our Site or Services. This may include data provided during interactions with our Site, or details provided during events.

Automatically Collected Information

When you visit our Site, we automatically collect certain information from your device and the browsers you use. This data helps us understand how you interact with our Site and allows us to improve our Services. We automatically collect the following:

- Your device type;
- Internet Protocol (IP) address;
- Browser type and version;
- Date and time of visit;
- Server log information;
- Browser plug-in types and versions;
- Browsing history and search history; and
- Information about the links you click, pages you view, and other information regarding how you interact with the Site.

We will use this information as described herein, subject to any limitations this Notice sets forth, as well as any applicable law. Information collected from third parties referenced herein may also be subject to their own privacy policies and other rules/ regulations.

How we use collected information

We may use, and/or disclose your information for the following purposes:

- To process your requests, transactions, and payment.
- Confirmation of donations or registrations.
- To support, create, maintain, customize and secure your donor account with us.

- To run, operate and market our Site and Services.
- Maintaining, developing, and marketing the Site and in connection with other programs and Services we provide.
- To analyze the design and functionality of our Site and communication in order to make improvements.
- We use User information and feedback and share it with select third parties to improve our Site, programs and Services.
- To send you direct marketing and promotional materials relating to our Site and Services.
- As described to you when collecting your information.
- For any other lawful purpose.

**If we use your information to create aggregate or de-identified information, it will no longer be subject to this Notice. We may use information in the aggregate to understand how our Users use the programs and Services we provide and to evaluate the effectiveness of Meals on Wheels, our Site, and our marketing and business efforts.*

Disclosure of your personal information

We do not sell, rent, swap or otherwise share or disclose your information except as listed below:

- Any personal information you provide to us will not be disseminated to third parties outside of Meals on Wheels except where that information is stored with a third-party database, such as a mailhouse. We maintain agreements with all third-party providers to protect all information.
- We use your information and share it with select third parties in order to display content on the Site correctly and to otherwise make the Site function properly, and in order to maintain, develop, and market the Site and in connection with other programs and services we provide.
- We may share your information in connection with any corporate transactions.
- We may disclose your information to respond to subpoenas, court orders, and/or other government/regulatory authority inquiries, and to protect and defend the rights, interests, safety, and security of Meals on Wheels, our affiliates, and/or the public.
- We may share your information as may be described to you when collecting information or as otherwise set forth in this Privacy Policy.

Donor Information

We collect donor information when processing monetary or in-kind donations and when providing donor stewardship services. We may use your information to send you transactional receipts, updates and newsletters, as well as occasional mailings and emails about Meals on Wheels and its programs. We may share donor information with our third-party service providers for internal purposes to help us steward, retain and expand our donor database. The personal information you provide us, along with donor transactional information may be combined with other personal information and transaction information from our records and other sources to help us carry on our legitimate business purposes. We do not sell your personal information. We reserve the right to disclose donor information in circumstances that we deem necessary or appropriate, such as to responding to a legal process or request from a governmental agency.

Financial transaction information about your donations to Meals on Wheels, and other identifying donor information is stored permanently. Additionally, we may also store information about your planned giving, including, but not limited to, related documents such as contracts, wills and other records.

Web browser cookies

By using our Site and Services, you consent to our use of Cookies and other similar technologies. A cookie is a small file that our web server sends to your device (computer, tablet, mobile phone, etc.) when you visit our Site. It is stored as a text file on your hard drive so we can access it when you visit us again. Cookies

contain information that identifies you to our Site, so you don't have to reenter your information every time you visit. Our Site may use "cookies" to enhance our Users' experiences. You may choose to set your web browser to refuse cookies, or to alert you when cookies are being sent. If you reject cookies you may still use the Site, but please note that some parts of the Site may be limited or not function properly. We use the following types of cookies on our Site:

Advertising Cookies: These cookies track your online activity to help advertisers deliver more relevant advertising or to limit how many times you see an ad. These cookies can share that information with other organizations or advertisers.

Google AdSense

Some of the ads may be served by Google. Google's use of the DART cookie enables it to serve ads to Users based on their visit to our Site and other sites on the Internet. DART uses "non-personally identifiable information" and does NOT track personal information about you, such as your name, email address, physical address, etc. You may opt out of the use of the DART cookie by visiting the Google ad and content network privacy policy a http://www.google.com/privacy_ads.html

Essential Cookies: These cookies are necessary for our website to function properly. They enable you to move around the Site and use its features, such as accessing secure areas.

Performance Cookies: These cookies collect information about how you use our website, like which pages you visited and which links you clicked on. None of this information can be used to identify you. It is all aggregated and, therefore, anonymized. Their sole purpose is to improve website functions.

Functionality Cookies: These cookies allow our Site to remember choices you make (such as your user name, language, or the region you are in) and provide enhanced, more personal features.

Managing Your Cookie Preferences

How to Block Cookies

You can configure your web browser to block cookies if you prefer not to accept them. However, please be aware that blocking cookies might affect the functionality of many websites. Here are instructions for common browsers:

- Google Chrome: Go to "Settings" > "Privacy and security" > "Site settings" > "Cookies and site data." From here, you can toggle on "Block all cookies."
- Mozilla Firefox: Open "Menu" > "Options" > "Privacy & Security." Under "Cookies and Site Data," click "Block cookies and site data."
- Safari: Go to "Safari" > "Preferences" > "Privacy," then choose "Block all cookies."
- Microsoft Edge (formerly Internet Explorer): Click on "Settings" > "Privacy, search, and services," scroll to "Clear browsing data," and then select "Choose what to clear."

How to Delete Existing Cookies

If you wish to remove cookies that have already been stored on your device, you can do so using your browser's settings. Here are the steps for the same browsers:

- Google Chrome: Navigate to "Settings" > "Privacy and security" > "Clear browsing data." Choose "Cookies and other site data" and then hit "Clear data."
- Mozilla Firefox: Click "Menu" > "Options" > "Privacy & Security." Under "Cookies and Site Data," click "Clear Data."
- Safari: Go to "Safari" > "Preferences" > "Privacy," then click on "Manage Website Data" and "Remove All."

- Microsoft Edge (formerly Internet Explorer): Go to "Settings" > "Privacy, search, and services," under "Clear browsing data," click on "Choose what to clear," then select "Cookies and other site data" and click "Clear now."

Analytics

We use service providers to help analyze how people use our Site. These service providers use cookies and similar technologies to collect information pertaining to how you use our Site. We use the information we get from these service providers to improve our Site and Services. Some of these service providers include:

- Google Analytics 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. You can opt-out of having made your activity on the Service available to Google Analytics by installing the Google Analytics opt-out browser add-on. The add-on prevents the Google Analytics JavaScript (ga.js, analytics.js and dc.js) from sharing information with Google Analytics about visits activity. For more information on the privacy practices of Google, please visit the Google Privacy & Terms web page: <https://policies.google.com/privacy>

Electronic Newsletters

At any time, you may opt-out of receiving communications from us or may choose to receive only specific communications by contacting us at info@Muchmorethanameal.org or call 513-661-2777. In addition, if at any time you would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email.

Opt-Out or Change Your Contact Information

It is your responsibility to provide us with accurate personal information. To the extent necessary, and for these purposes, we will take reasonable steps to ensure that personal information is accurate, complete, current, and relevant to its intended use. These steps may include comparing and/or supplementing your personal information with information from external data providers. You may update your personal information and prevent unwanted communication from us by contacting us. For more information on changing, correcting, or updating your personal information and communications preferences, please contact us at info@Muchmorethanameal.org with the subject line "Update Information" or call 513-661-2777.

Information from Children

The Site is not designed to solicit or collect data from individuals under the age of 13 or knowingly allow minors under the age of 13 to disclose their personal information to our Site. Our Site and Services are directed to individuals who are 13 years of age and older. If you are a parent or guardian and believe that we might have any information about your child who is under the age of 13, please contact us.

How We Secure and Store Your Personal Information

Meals on Wheels uses appropriate procedures to ensure the security of your personal information and to protect it from unauthorized access. We have adopted appropriate data collection, storage, and processing practices and security measures to help protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information, and data stored. However, no data storage system or transmission of data over the internet or any other public network can be guaranteed to be 100% secure, accurate, complete and/or current. Information collected by third parties may not have the same security protections and we are not responsible for protecting the security of such information. We only retain information for as long as reasonably necessary, and for the purposes set out herein, and in accordance with applicable law.

Third Party Sites and Links

Our Site and Services may provide links or access to third-party websites, services, and payment functionalities outside of our control. We do not endorse, recommend, or otherwise accept responsibility for any of these third-party websites or services, and we make no representation or warranties of any kind regarding them. We are not responsible for their content, quality, nature, reliability, privacy, data security, or other practices or their handling of information you make available to them. Your dealings with these third-parties, and any terms, conditions, warranties or representations associated therewith are solely between you and such third-parties. We recommend that you review the privacy policy or notice of each linked website that you visit.

Changes to this Privacy Policy

We reserve the right to amend this Privacy Notice at any time. When we make changes to this Privacy Notice we will post the updated policy on our Site. Your continued use of our Site and/or our programs and services or efforts following the posting of changes constitutes your acceptance of such changes.

Contacting us

If you have any questions about this Privacy Notice, the ways in which we collect, use or disclose information, the practices of this Site, or your dealings with this Site, please contact us at info@Muchmorethanameal.org.

This Notice was last updated on May 2024.