

## **Privacy Policy**

The Arc of the Ozarks values your business and understands that your privacy is important to you. This Privacy Policy was implemented to inform you of the information that we collect, how we collect it, and what we do with it. By using this website, you accept the practices described in this Privacy Policy. For information regarding an individual's privacy, see our Notice of Privacy Practices document for more information.

### ***The collection of personal information***

We collect "personal" information from you when you provide it to us. For example, we may collect your name, mailing address, telephone number, credit card number and email address. If you sign up to receive a newsletter, we will collect your email address.

### ***How we use your information***

We collect only the information necessary to provide and improve our services. This may include name, email address, phone number, etc. We do not sell, rent, or share this information with third parties. The information collected is used solely for communicating with the intended party. We may use the information provided to communicate with you via phone, text (SMS), and email.

We are committed to protecting your privacy. Under no circumstances do we rent, trade or share your name, address, email address or phone number with any other company or organization for their marketing purposes without your consent. We use your personal information for internal purposes such as processing and keeping you informed.

The personal information that you give us is used to process and fulfill your transaction. We also use your personal information for our own internal purposes, such as providing customer support or providing, maintaining, evaluating and improving our products and services.

We use one credit card processing company to assist us in processing your payment. However, that company does not retain, share, store, or use personally identifiable information for any secondary purposes.

We may disclose the personal and non-personal information of our customers to any successor-in-interest of ours, such as a company that acquires our business. We may need to disclose your personal information when required by law or when we have a good-faith belief that such action is necessary to comply with a judicial proceeding, a court order or legal process.

### ***Opt-out choices***

#### **Email**

If you are no longer interested in receiving email announcements and other information from us, please email your request to [thearcoftheoark.org](mailto:thearcoftheoark.org). Please include your complete name, email address and mailing address. Note that you may still receive customer service-related communications from us.

## **Text Messaging (SMS) Terms and Conditions**

**SMS For Consent Communication:** The Phone Numbers obtained as part of the SMS consent process will not be shared with third parties for marketing purposes.

**Types of SMS Communications:** If you have consented to receive text messages from The Arc of the Ozarks, you may receive text messages related to appointment reminders, meetings, and follow-up on cases.

**For Example:** Hello. Thank you for contacting The Arc of the Ozarks. How can we help you? Reply Stop to opt-out at any time. Message and data rates may apply. For assistance, text Help" or visit our <https://thearcoftheozarks.org/civil-rights/>

**Message Frequency:** Our SMS message frequency will be from 50 to 1000 text messages daily across all users.

**Potential Fees for SMS Messaging:** Many carriers charge a fee for each message sent or received. This can vary depending on the carrier's pricing structure and whether the message is sent domestically or internationally.

**Opt-In Method:** Customer will Opt-In for SMS messaging from The Arc of the Ozarks through intake forms on their website located at <https://thearcoftheozarks.org/contact/>. This agreement for SMS will not be shared with third parties for marketing purposes.

**Opt-out:** Customer will be able to opt out of SMS messaging from The Arc of the Ozarks by replying STOP at any time to any received SMS message. Once opted-out they will receive no further SMS communication. They can Opt back In at any time by replying START.

**SMS (Short Message Service) opt-in or phone numbers for the purpose of SMS are not being shared with any third party and affiliate company for marketing purposes.**

## ***Other website links***

Our website contains links to other websites, including federal agencies, state agencies, and private organizations. Please be aware when you leave our site and read the privacy statements of the other websites for their policy. This privacy statement applies solely to information collected by our website.

## ***IP address and cookies***

We also collect "non-personal" information from you, such as your browser type, the URL of the previous web site you visited, your ISP, operating system, and your IP address. "Non-personal" information cannot be easily used to personally identify you. We may use your non-personal information to help diagnose problems with our server and to administer our website. Your non-personal information may also be used to gather broad demographic information and to recognize customer traffic patterns and website usage. This information aids us in merchandising and in developing the design and layout of the website.

In addition, like almost all e-commerce web sites, we use “cookies.” Cookies are bits of information that are stored on your computer by your web browser. Although our cookies don’t store any of your personal information, they do allow us to do things like keep items listed as you process your transaction. Whether you want your web browser to accept cookies or not is up to you. The Help portion of the toolbar on most browsers will tell you how to prevent your browser from accepting new cookies, how to be notified when you receive a new cookie, or how to disable cookies altogether. You can also disable or delete similar data used by browser add-ons, such as Flash cookies, by changing the add-ons settings or visiting the Web site of its manufacturer. However, because cookies allow you to take advantage of some of features and services, we recommend that you leave them turned on. For instance, if you block our cookies, you will not be able to add items to your Cart, proceed to checkout, or use any services that require you to sign in. If you haven’t changed your computer’s settings, most likely your browser already accepts cookies.

### ***Protecting your information***

The security of your personal information is very important to us. When you enter sensitive information such as a credit card number on our deposit or payment forms, we encrypt that information using secure socket layer technology (SSL). For purchases made online with credit cards, we store your credit card number in encrypted form for a limited amount of time, and our employees do not have access to this information. We do not store PIN data or 3-digit security codes.

We follow generally accepted industry standards to protect the personal information submitted to us from unauthorized access or disclosure, both during transmission and once we receive it. However, no method of transmission over the Internet, or method of electronic storage, is 100% secure. Therefore, while we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security. We assume no liability for any disclosure of data due to errors in transmission, unauthorized third-party access or other acts of third parties, or other acts or omissions.

### ***Users under the age of 18***

Our services are intended for users ages 18 and older. We will not knowingly collect or use any personal information from persons that we know to be under the age of 18. If we learn that we have inadvertently collected information from a child under the age of 18, that information will be deleted from our database.

### ***Updating your personal information***

If your personal information changes, you may correct, update or remove personal information previously provided to us by emailing [thearcoftheoarks.org](mailto:thearcoftheoarks.org).

### ***Changes to our Privacy Policy***

If we change our Privacy Policy, we will post a new version on our website. It becomes effective when it is posted. The new policy will apply to all current and past users of the website and will replace any prior policies that are inconsistent with it.

***Contact us***

If you ever have any questions regarding our privacy policy, please contact us at [thearcoftheozarks.org](http://thearcoftheozarks.org).

Effective May 1, 2025.