



# Donor and Web Visitor Privacy Policy

## 2023-24

**CSH** is a national nonprofit organization whose mission is to help communities create permanent housing with services to prevent and end homelessness. In each of the communities in which we work, CSH serves as both a catalyst, bringing together people, skills and resources, and as a thought leader, designing new programs and policies, creating demonstration models, educating the public, private and nonprofit sector and serving as a leading national advocate for supportive housing.

We are committed to protecting your privacy. To enhance your experience on our website, [csh.org](http://csh.org), (the “Site”) and to gather some information about the kind of visitors using our website, we occasionally ask for information about you. Below, you will find descriptions of the instances when the website requires and/or requests information from you, and how this will benefit you. This policy also outlines our donor privacy protocols that enable you to securely and confidently offer your support of CSH.

### **Registration**

Registration is not necessary on this Site.

### **Email Alerts and Notifications**

You have the opportunity to receive email alerts, e-newsletters and notifications about important news and information from CSH. If you opt in to this service, we will need to know your name, email address, phone number, address as well as some pertinent information about your interests, organizational affiliation and the type of information you would like to receive. As with all information we collect from you, we will never sell this information to anyone without your prior consent. CSH currently utilizes a service called MailChimp for distribution of our alerts, newsletters, etc. Their privacy Policy can be found here:

<http://mailchimp.com/legal/privacy/>

### **Disclosure**

We will not sell any information collected on our website. However, we may share a mailing list with other partners in the community development industry. This will never be done without your ability to opt out or otherwise offer your prior consent. We do reserve the right to release information you have submitted when law requires such release.

### **Mobile Messaging**

Text messaging opt-in data and consent will not be shared with any third party. CSH will send you four text messages per month on average. For help, text HELP or contact [info@csh.org](mailto:info@csh.org). Text STOP to opt-out of text messages. Message and data rates may apply. Carriers are not liable for delayed or undelivered messages. CSH is dedicated to advancing supportive housing solutions.

### **Usage Data**

We currently use a tool called Google Analytics™ to collect information about use of our Site. Google Analytics™ is described as “a web analytics tool that helps website owners understand how visitors engage with their website. Google Analytics™ customers can view a variety of reports about how visitors interact with their website so they can improve it. Google Analytics™ collects information anonymously. It reports website trends without identifying individual visitors.”

Google Analytics™ uses first-party cookies to track visitor interactions. Cookies are small files stored on the hard drive of your computer. This file only identifies your computer to our Site enabling our Site to recognize you when you return to the Site so that it can remember your preferences and personal settings. Browsers do not share first- party cookies across domains.

Google’s ability to use and share information collected by Google Analytics™ about your visit to our website is restricted by the [Google Analytics™ Terms of Use](#) and the [Google Privacy Policy](#)

respectively.

### **Links to Other Sites**

This Site contains links to other websites. We are not responsible for the privacy practices or the content of such websites.

### **Our Use of Information**

By providing information about yourself or your organization on our Site, you are giving consent to us to use this information internally. We reserve the right to change our policy. If our policy should change regarding the use of this information, it will be posted in this privacy statement.

### **Surveys**

From time-to-time, our site requests information via surveys. Participation in these surveys is completely voluntary and you may choose whether or not to participate and therefore disclose this information. Information requested may include contact information (such as name and shipping address), and demographic information (such as zip code, age level). Contact information will be used to offer gift cards or other nominal compensation for survey participation.

Survey information will be used for purposes of monitoring or improving the use and satisfaction of this site and/or more broadly informing the field of supportive housing as in the Annual State of the Industry Survey.

### **Changes to Your Information**

If at any time you need to make changes to the information you have supplied, you may contact us via telephone at 212-986-2966 or via email at [info@csh.org](mailto:info@csh.org)

### **Choice to Opt-Out**

If at any time, you wish to stop receiving information from us, or to have your name and other personal information removed from our contact database please click the "unsubscribe from this list" link at the bottom of the email or forward the e-mail to our Web administrator at [info@csh.org](mailto:info@csh.org)., indicating your desire to opt-out by typing "Remove" in the subject line.

### **Donor-Specific Policies**

- **Notice of contribution on website and in annual report**

CSH wants to recognize our supporters and partners. Therefore, we post a listing of our supporters on our website. This recognition is also given in our annual report which is posted online. You may notify CSH if you want your information to remain private or to be listed as anonymous. To opt out of being listed, simply contact CSH at [info@csh.org](mailto:info@csh.org).

- **Solicitation – opt-out option**

Occasionally (once or twice a year), CSH will send out email or hard mail solicitations for support from individual donors based on past contribution or otherwise identified interest. If you do not wish to be contacted for this purpose, you can contact CSH at [info@csh.org](mailto:info@csh.org).

- **Anonymous Donor Status**

CSH respects any donor that wishes to remain anonymous in their support of our work. If you provide an indication with your donation that you seek to remain anonymous, CSH will not publish your name or affiliation on our website or in any documents. We will, however, maintain your information in our donor database for tracking purposes and any stewardship that may be required.

- **Third party for credit card processing**

CSH does not process any credit card information via our website. In the case of donations, the website has a link to secure sites, such as Network for Good, which abide by a privacy policy of their own.

If you feel that we are not abiding by this privacy policy, you should contact us immediately via telephone at 212-986-2966 or via email at [info@csb.org](mailto:info@csb.org)