

Connections for Heroes Donor Privacy Policy

Changes / Updates

Connections for Heroes reserves the right to make changes to the Privacy Policy at any time. This notice of privacy practices was last updated on September 18, 2026

This notice of donor privacy practices applies to information collected by Connections for Heroes online, via telephone, mail, in-person and via mobile applications.

This Notice of Privacy Practices explains:

- The types of information we collect
- How the information is used
- Our information sharing practices
- Donor communication preferences and Opt-out choices
- Review this notice periodically so that you understand our current privacy practices

Information we collect by source

Donations - We collect information that you provide:
Name, contact details, payment information

Website – If you donate, apply, volunteer or subscribe we collect the information on those forms. Our servers and analytical tools also record technical data such as IP address, browser type and pages viewed so we can operate and improve the website.

How we use the information

We use the information provided by you for the following purposes:

- To process gifts, issue receipts, and meet IRS and state charitable-solicitation requirements
- To improve this website and our programs
- To send updates you asked for, which you can stop at any time

How we share the information

Donor Privacy - We do not sell, rent, trade or exchange donor names or contact information with other organizations for their fundraising purposes. We may share with vendors who process donations, send mail or email for us and host our systems only to accomplish those tasks. Payment cards stay with a PCI-compliant processor and never touch our servers. You can ask to be listed anonymously in any public publication. Donor records are maintained based on the document retention and destruction policy. You can ask us to stop contacting you entirely at privacy@connectionsforheroes.org

External web links – There may be links to other sites or services that are not operated by Connections for Heroes. These links do not fall under our domain. Connections for Heroes takes no responsibility for, and has no control over the organization, views or accuracy of the information contained on their servers. If visiting one of these linked sites, you should review their privacy policy because Connections for Heroes is not responsible for the privacy or data collection practices of other organizations.

Information Security

We use administrative, technical and physical safeguards to protect the information we collect. Staff access is limited to need-to-know per case. If a data breach were to occur, we will notify those affected and the required regulators

Mail and Email & SMS Communications

Connections for Heroes may send the following type of communications through mail, email & SMS:

- Announcements
- Invitations to upcoming events or service opportunities
- Fundraising opportunities
- Program updates

Supporters may choose to opt out at any time, which will cease all communications from Connections for Heroes.

Email – you may opt-out in two ways

- Use the **unsubscribe** link at the bottom of the email
- Send an email to privacy@connectionsforheroes.org with “Unsubscribe” in the subject line

Regular Mail – unsubscribe in writing using the address below:

Connections for Heroes
Attn: Unsubscribe
West Chester, PA 19380

SMS (Text) Communications

Connections for Heroes will have opt-in opportunities at the core of our SMS/Text strategy. We will not text you prior to you opting in to our SMS/Text database.

To stay compliant with **Opt-out requirements** we will implement the following:

- Include opt-out language in our messages. Ex. “Text Stop to opt-out” or “Stop2End”
- Remove contacts from the SMS/Text message database that opt-out
- Stop texting those numbers immediately unless they decide to opt-in again