

ContegraCares.com Online Privacy Policy

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I. INTRODUCTION

This Online Privacy Policy (“Privacy Policy”) describes how Contegra Cares, a Missouri Nonprofit Corporation (also referred to hereinafter as “Company,” “we,” or “us”) collects, uses and shares personal information obtained from you when you visit this website, and describes your privacy choices when accessing and using contegracares.com (referred to hereinafter as the “Site”).

Please read this Privacy Policy carefully. By accessing or using the Site, you consent to our collection, use, and sharing of personal information as described in this Privacy Policy. If you do not accept this Privacy Policy, you should leave and discontinue all use of the Site.

II. HOW WE COLLECT AND USE PERSONAL INFORMATION

Personal Information You Volunteer. We collect any personal information that you provide while visiting or using the Site. This may include your name, mailing address, email address, phone number, and other contact information, and any other personal information that you submit when filling out an application, requesting that we contact you, responding to a survey or questionnaire, or otherwise submitting content on the Site. We use this personal information for the purposes made apparent at the time of collection, as well as to communicate with you regarding the Site, monitor and improve the quality of the Site, and as otherwise required or permitted under applicable law.

Automatic Collection of Information. Certain types of information may be collected automatically when you visit and use the Site. For instance, we may collect the IP address of the computer you are using; the name of the domain and host from which you access the Internet; the Internet address of the Web site from which you linked to the Site; the type of browser you are using; time and date stamp information; and information regarding your visit to the Site, including your landing page, the number and order of pages viewed, and the time spent on a particular page. We do not treat this non-personally identifiable information as personal information, unless it is combined with contact, account or similar information that personally identifies you.

Cookies. Like many websites, this Site may use session-based or persistent “cookies” or similar technologies to automatically gather some information about you or offer a personalized experience when using the Site. We use these technologies to enhance and facilitate use of the Site. Some areas of the Site may require cookies, and cannot be used without enabling cookies. If you are concerned about cookies stored on your computer, we encourage you to follow your web browser’s guidance for deleting cookies after completing a browsing session.

III. HOW WE SHARE PERSONAL INFORMATION

Affiliates and Business Partners. We do not rent or sell your personal information to unaffiliated third parties for mass marketing purposes. We may share personal information collected through this Site with our affiliated entities and our strategic business partners. These affiliates and business partners may use the information to contact you regarding information or services that may be of interest, or as otherwise required or permitted under applicable law.

Service Providers. We may share personal information collected through the Site with companies that perform services on our behalf, including companies that provide support services to us (such as data storage and web hosting services).

Law Enforcement and Protection. We may disclose your personal information when we believe disclosure is appropriate to comply with the law (including a court order or subpoena); to prevent or investigate a possible crime, such as fraud or identity theft; to enforce the terms that govern your use of this Site; or to protect the rights, property or safety of our Site, other users, or third parties. We also reserve the right to report to appropriate law enforcement or government agencies any activities that we, in good faith, believe to be harmful or unlawful, with or without providing notice to you.

Business Transfers. All personal information and other content submitted by you to us is treated as a business asset, and may be transferred to another organization that acquires an ownership interest in the stock or assets of our organization, including as the result of a sale, merger, reorganization, dissolution or liquidation.

IV. PRIVACY PRACTICES OF THIRD PARTIES

Links to Third Party Websites. This Site may contain links to other websites. We do not take any responsibility for monitoring these links, and inclusion of these links should not be construed as any sort of affiliation, sponsorship, endorsement, or approval. You should review the privacy policies of other websites carefully before providing any information to such websites. We shall not be responsible or liable for any information, opinions, goods or services available on or through any third party website, or any third party website's privacy practices.

Publicly Posted Information. Please consider carefully the types of personal information and other content that you post for public display on the Site. We have no control over how other users may respond to, use, or misuse the information that you choose to post publicly. Company, its directors, officers, employees, agents and affiliates are not responsible for any other user's or third party's use of use of personal information or other content that you post for public display on the Site, or for the online or offline actions of any other user or third party, and shall have no liability for any actions or inaction taken in connection therewith.

Donations. When you make a donation through this Site you are directed to a Third Party Service website to enter your payment information (credit card number, expiration date, and CVV code) it is sent directly to a separate unrelated credit or debit card processing center which

has represented to us that is PCI compliant. We neither take possession nor retain none of your credit or debit card account information.

V. CHANGES TO THIS PRIVACY POLICY

We reserve the right to modify this Privacy Policy from time to time, including without limitation as necessary to reflect new or unanticipated uses of personal information not previously disclosed in this Privacy Policy. Any such modifications shall be effective when posted by us on the Site or otherwise made available to you. Your access to or use of the Site after we have modified this Privacy Policy shall signify your acceptance of the amended terms. However, any significant changes in the way we use or share your personal information will not apply to personal information previously collected by us, unless we notify you of the change on the website or via email and you provide your consent. It remains your responsibility to review this Privacy Policy regularly to ensure that you are updated as to any changes.

VI. TERMS OF USE

This Privacy Policy, and your submission and our use of personal information, is further subject to the Terms of Use Agreement for this Site, available at <https://www.contegracares.org/terms-of-use/>.

VII. CHILDREN

This Site is intended for and directed to adults. In compliance with the Children's Online Privacy Protection Act (COPPA), we do not knowingly permit submission of personally identifiable information by anyone under 13 years of age. If you are under the age of 13, please do not provide us with any personally identifiable information. If we are notified that someone under the age of 13 has provided us with personally identifiable information, we will use reasonable efforts to remove such personal information from our databases.

VIII. ONLINE SECURITY

We implement measures to protect against the loss, misuse or alteration of sensitive personal information under our control and not otherwise publicly posted on the Site. However, please bear in mind that no website or data transmission over the Internet is totally secure. As a result, we cannot promise or guarantee the security of any personal information you provide on or through the Site.

IX. YOUR RIGHTS UNDER THE CALIFORNIA CONSUMER PRIVACY ACT ("CCPA")

If you are a consumer who is a California resident, in addition to our general Privacy Policy, we would like to bring the following to your attention:

Personal Information. The personal information we may collect from you includes:

- Name
- Phone Number
- Email Address
- Geographic Location
- Other personal information volunteered through our contact us form
- IP Address
- Geographic Location
- "Cookie" Information
- Internet or other electronic network activity information, including, but not limited to, browsing history, search history and information regarding your interaction with the Site or advertisements located on the Site.

Your rights as a California Resident. The CCPA may provide you the right to:

- Right to Access/Request. Upon a verifiable request, you are entitled, once a year, free of charge, to receive a copy of the Personal Information we collect about you, which may be delivered by mail or electronically. In addition, you are entitled once a year, free of charge, to request and obtain certain information regarding our disclosure, if any, of certain categories of Personal Information to third parties for their direct marketing purposes in the preceding calendar year. We do not share Personal Information with third parties for their own direct marketing purposes. California residents who have profiles on our website or with respect to any services we provide and are under the age of 18 are entitled, in accordance with California law, to request and obtain removal of content and information that they themselves post on our Site.
- Right to Correct or Rectify. Request correction of the Personal Information that we hold about you. This enables you to have any incomplete or inaccurate Personal Information we hold about you corrected, although we may need to verify the accuracy of the new data you provide to us.
- Right to Erase/Delete. Request erasure/deletion/removal of your Personal Information. This enables you to ask us to delete or remove your Personal Information where we do not have a valid reason to continue to process it. You also have the right to ask us to delete or remove your Personal Information where you have successfully exercised your right to object to processing, where we may have processed your information unlawfully or where we are required to erase your Personal Information to comply with local law. Please Note: we are not required to comply with your request for erasure to the extent Company requires your Personal Information to: (1) complete the transaction for which the Personal Information was collected, provide a good or service requested by you, or reasonably anticipated within the context of Company's ongoing business relationship with you, or otherwise perform a contract between Company and you; (2) detect security incidents; protect against malicious, deceptive, fraudulent, or illegal activity; or prosecute those responsible for that activity; (3) debug to identify and repair errors existing intended functionality; (4) exercise free speech, ensure the right of another consumer to exercise his/her right of free speech, or exercise another right provided for by law; (5) comply with the California Electronic Communications Privacy Act; (6) enable solely internal uses that are reasonably aligned with you expectations based on the your

relationship with Company; (7) comply with a legal obligation; (9) otherwise use your Personal Information, internally, in a lawful manner that is compatible with the context in which you provided the information.

- **Right to Opt Out.** Company does not sell your Personal Information to third parties. However, in the event Company changes that policy, you have the right to object to sale of your Personal Information to a third party and we are prohibited from discriminating against you for exercising this right. You also have the right to object where we are processing your Personal Information for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.
- **Right to Notification of Financial Incentives.** A business may charge a consumer a different price or rate, or a different level or quality of goods or services to the consumer, if that difference is reasonably related to the value provided to the consumer by the consumer's data. Businesses may offer financial incentives, including payments to consumers as compensation, for the collection of information, the sale of personal information, or the deletion of information. A business may also offer a different price, rate, level, or quality of goods or services to the consumer if that price or difference is directly related to the value provided to the consumer by the consumer's data. We do not offer financial incentives for the collection of your personal information. Company will notify you if it offers any such financial incentives.
- **Right Not to Be Discriminated Against.** Company is prohibited from discriminating against you for exercising any of the your rights hereunder, including by: (A) denying goods or services to you; (B) charging different prices or rates for goods or services, including the use of discounts or other benefits or imposing penalties; (C) providing a different level or quality of goods or services to the consumer; or (D) suggesting that you will receive a different price or rate for goods or services or a different level or quality of goods or services. The prohibition on discrimination, however, does not prohibit Company from charging a you a different price or rate, or from denying a particular good or service, or providing a different level or quality of goods or services to you, if that difference is reasonably related to the value provided to you by your personal information, or if your personal information is required in order to provide the particular good or service.

To exercise your rights under the CCPA, please contact us by using the information in the "Contacting Us" section, below. We try to respond to all legitimate requests within 45 days and will contact you if we need additional information from you in order to honor your request.

X. OPTING OUT

When you use our Site, we work to provide you the ability to access, review, correct, edit, or remove your Personal Information and related content that you have provided to us. You may send us an e-mail at <https://www.contegracares.org/#contact> or write to us at 22 Gateway Commerce Center Dr. W., Ste. 110, Edwardsville, IL 62025, to request access to, correct or delete any Personal Information that you have provided to us. Please include your name and any other identifiable information necessary, so that we may locate your information. Under certain privacy laws you may have a right to access your Personal Information that we hold about you,

however, your rights to access your Personal Information are not absolute. We may decline to process requests that are unreasonably repetitive or systematic, require disproportionate technical effort, jeopardize the privacy of others, or would be extremely impractical. In addition, we may not accommodate a request to access or change information if we believe the change would violate any law or legal requirement or cause the information to be incorrect. If we deny your request for access to, or refuse a request to correct Personal Information, we shall explain why. For your information, removal of your Personal Information may impact our ability to provide you or your ability to use our Site or any goods or services we may provide.

If you do not wish to have your e-mail address/contact information used to promote our own or third parties' products or services, you can opt-out by emailing <https://www.contegracares.org/#contact> or write to us at 22 Gateway Commerce Center Dr. W., Ste. 110, Edwardsville, IL 62025. Please include your name and any other identifiable information necessary, so that we might locate your information. If we have sent you a promotional e-mail, you may send us a return e-mail asking to be omitted from future e-mail distributions or simply click unsubscribe at the bottom of the notification.

IX. CONTACTING US

If you have questions about this Privacy Policy, desire to make corrections to personal information submitted to us, or any other questions or comments concerning this Site, please contact us at: <https://www.contegracares.org/#contact> or write to us at 22 Gateway Commerce Center Dr. W., Ste. 110, Edwardsville, IL 62025.