

Privacy Policy

Last modified on July 24, 2021

FELLOWSHIP OF FAITH PRIVACY POLICY

Fellowship of Faith Lutheran Church (FOF), out of respect for the privacy of your personal information, provides the following Privacy Policy related to how we collect, use, share, and protect the personal information you provide us or when you access our website, apps, social media, online giving, online store, or other sites and services (collectively referred to as “our sites” or “FOF sites”). Please read this Privacy Policy carefully. By providing personal information or using FOF sites, you agree to this Privacy Policy and its terms.

Scope of the Privacy Policy

This privacy policy covers FOF's treatment of personally identifiable information that may be collected while you are on our sites, when you make financial transactions (donations, registrations, purchases), that you share with FOF directly, or is shared with FOF by others pursuant to purposes outlined in this policy. This policy does not apply to the practices of companies not owned or controlled by FOF, but only those practices and policies of FOF and individuals employed by and who serve as volunteers on behalf of FOF who have been granted access or authority to access your personal information. This policy does not apply to non-personally identifiable information. If, while using FOF sites, you should ever transfer or link to an outside party's site or app, FOF strongly encourages a review of the outside party's privacy policy before you continue such use. FOF's Privacy Policy specifically addresses the following areas:

- What personally identifiable information is collected by FOF
- How FOF uses this information
- With whom FOF shares this information
- Accuracy of personal information and choices available to you with respect to collection, use, and distribution of that information
- What types of security procedures are in place to protect the loss, misuse or alteration of information under our control

Information Collection

FOF may collect information from you in a variety of ways. First, we collect derivative, aggregate information from all visitors to our sites. Generally this does not identify a specific individual and is an automatic feature of social media and web-based analytics. Examples include IP address, browser type, country or state of origin, dates and times of access, pages visited, etc.; if you use a mobile device, it may include device name and type, phone number, etc. This information is used to generate general statistical reports.

Second, FOF collects personally identifiable information when you share it, interact with us in person or on certain FOF sites, or when it is provided by an outside source. Information provided is stored in third-party church relationship management systems (CRM).

- **Social networking data.** Additionally, we may access personal information from social networking sites and apps, including Facebook, Instagram, LinkedIn, Twitter, Snapchat, or other social networking sites or apps not named specifically here, which may include your name, social network username, location, email address, phone number, age, gender, profile picture, and any other public information. Typically this is done to fill in gaps in our records or correct contact information. If you do not want FOF to access this information, please go to the specific social networking site and change your privacy settings.
- **Financial data.** FOF is legally required to track donations not made anonymously. For purposes of online giving, online purchases and registrations, and the like, you may need to provide your credit card type, number, expiration date and billing address for the credit card. If using other giving methods (automatic bank transfers, a securities transfer, endowments & bequests, etc.), other financial information may be required. We store limited financial data. Most financial data is transferred to our payment processors, bank, or supporting financial institutions. Review their Privacy Policies to determine how they use, disclose, and protect your data.
- **Automatic data collection technologies.** FOF utilizes a number of third-party hosting and data management services to manage our sites which employ the use of cookies and similar technologies (web beacons, pixels,

tags, and device identifiers, herein referred to as “cookies”). Cookies recognize you or your devices. They help facilitate the best possible user experience of our sites, allow us to recognize you and maintain your user preferences from session to session, keep your account safe, improve functionality, and ensure that profile information is used in association with the correct profile. FOF does not use cookies to facilitate interest-based ads from third parties for third party goods or services.

If you use FOF sites without changing your browser or device settings to disable cookies, we assume that you consent to receive all cookies provided through FOF sites. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our sites.

Please note that FOF cannot control or regulate the use of cookies by third-party providers. If you have any questions about targeted content, contact the provider directly or our administrator (contact information below) for a list of third-party providers we use.

- **Data from partners and acquaintances.** At times FOF may receive personally identifiable information from our partners, your friends and acquaintances, or other persons. FOF may use that information to contact you or complete gaps in your CRM profile.

How FOF Uses and Shares Your Information

FOF's goal in collecting your information is to enable us to help you grow in a relationship with Christ, connect with FOF and the greater Church, and to improve our services. Among other things, this may include using the information and data described above to:

- Create and administer internal records and accounts
- Generate a profile that is personalized to you so that future interactions with FOF sites will be more personal
- Deliver any products or services requested by you
- Correspond with you
- Process donations, payments, or registrations
- Contact you about ministries or services

- Interact with you via social media
- Send you newsletters or other updates about FOF
- Notify and invite you to various services, opportunities, and events
- Request feedback from you
- Resolve disputes or any problems
- Compile anonymous statistical data
- Assist law enforcement as necessary
- Prevent fraudulent activity on FOF sites
- Analyze trends to improve our services and sites

Information is accessible to various FOF staff and select volunteers. We may contact you through push notification, email, text, social media, mail, in-app messages, or any other means provided. You may unsubscribe from e-newsletters directly when you receive one or opt out of texting by contacting us.

Profile information may be shared with the FOF membership to facilitate church interaction (photo directories, etc.). Limited contact information may be shared with FOF attenders to allow direct personal communication. Limited contact or demographic information may be shared with FOF ministry partners (LCMS entities, mission partners, etc.) to foster greater connectivity to the church at large. If you do not wish your information to be shared as described here, contact our administrator at the information below.

FOF live-streams its worship services and events, records them for public access, and photographs them for marketing purposes. By attending an FOF event or coming on to our campus, you may be recorded and transmitted, appear on our sites, or be included in other ways we advertise our church. As a public place, there is no presumption of privacy. Video and audio recordings can be taken, posted, or distributed.

FOF will not sell your information. FOF may disclose your information to third parties who assist us with various tasks, including payment processing, hosting services, email delivery, communications, mailings & marketing, and customer service. We do not authorize them to use or disclose your personal information except in connection with providing FOF with their services.

FOF will retain your personal data for as long as is necessary for the purposes set out in this Privacy Policy. We will retain and use your data to the extent necessary

to comply with our legal obligations, to resolve disputes, and to administer our policies. FOF will also retain data for analysis and internal purposes.

We may also disclose your personal data as necessary to comply with any legal obligation, to protect your interests, or the vital interests of others or FOF.

- **By Law:** We may share your data as required by law or to respond to legal process, including a subpoena, or as necessary to protect the rights, property, and safety of others. This includes sharing information with other parties to prevent or address fraud and to avoid credit risks.
- **To Protect our church:** We may use your information to protect our church, including to investigate and remedy any violations of our rights or policies. We may also disclose your information as reasonably necessary to acquire and maintain insurance coverage, manage risks, obtain financial or legal advice, or to exercise or defend against legal claims.
- **Church merger or acquisition:** In the unlikely event FOF engages in a merger, acquisition, bankruptcy proceedings, dissolution, reorganization, or similar transaction or proceeding, we may transfer or share your data as part of that proceeding. In such transitions, customer information is one of the church business assets that is acquired by a third party.
- **Interaction with others:** Be aware that if you interact with others on FOF sites, other users may have access to some of your data, including your name, profile picture, and history of interaction with FOF sites such as prior comments or posts. When you post online, your posts may be viewed by others, and FOF may distribute your comments outside the site.

Also note that any personal messages you send or receive using any FOF site or messaging feature are only private to the extent that you and the sender keep them private, and to the extent that your internet provider or hotspot is secure. FOF has no control over whether a recipient of one of your personal messages publicly posts the contents of such a message.

- **Third party providers:** Our sites may include hyperlinks to other websites not controlled by FOF. Although FOF uses reasonable care in including hyperlinks on our sites, we do not regularly monitor the websites of these

third parties, and are not responsible for any damage or consequences by the use of these hyperlinks. We are not bound by the Privacy Policies of any third-party site that you access by a hyperlink, nor are they bound by ours. We encourage you to read the policies of those third-party websites before interacting with them or making purchases. They may collect different information and by different methods than FOF does.

- **Information regarding children.** Minors who attend in-person ministry functions may be asked by staff and ministry volunteers for their name, contact information, age, school, and parental or guardian/family contact information. A profile picture may also be requested for safety and internal ministry purposes. Parents or guardians will be asked to provide a consent as appropriate.

A parent or guardian may consent to the use of our sites by a minor. However, we ask that you discuss the risks of sharing personal information on the internet with your children and require that they refrain from communicating with third parties or sharing personal information online without your supervision. Should you allow your minor child to use our sites, you shall be solely responsible for providing supervision of the minor's use of our sites and assume full responsibility for the processing of any information provided to us by that minor.

When you associate your minor child's information with your account, we will assume you consent to our processing of that information in accordance with this policy. When we are provided a minor's information by an adult or a minor while accompanied by an adult, we will assume that the parent or guardian consents to our use and processing of that information in accordance with this policy. If you believe we might have any information from or about a minor child without parental or guardian consent, please contact us at the information below.

Accuracy and Choices with respect to Your Information

You can help ensure that your information and preferences are accurate, complete, and up to date by periodically checking your information for accuracy. Please notify FOF of contact information changes or to request that we correct inaccurate data.

A variety of choices are available to you in how we store and use your data. Contact us to:

- Update or change any information you have provided us, including preferred methods of contact
- Confirm what data we hold about you and for what purposes
- Request a copy of your personal data (unless it infringes on the rights or privacy of others)
- Transfer your data to another church, ministry entity, or FOF third party provider
- Opt out of texts or future mass email correspondence. You may also unsubscribe from future mass emails by clicking the appropriate link on emails sent.
- Discontinue auto bank withdrawals or other financial transactions before they have been executed.

We collect and process personal data about you where we have lawful bases. Lawful bases include consent, contract, and other legitimate interests. Such legitimate interests include protection to you, us, and third parties; to comply with applicable law; to enable and administer our internal processes; to manage corporate transactions; to generally understand and improve our relationships; and to enable us and other users of our sites to connect with you to exchange information, provided that the foregoing adequately protects your rights and freedoms. Where we rely on your consent to process personal data, you have the right to withdraw or decline your consent at any time and where we rely on legitimate interests, you have the right to object. If you have any questions about the lawful bases upon which we collect and use your personal data, please contact us at the information below.

We are based out of Illinois within the United States and your use and this Privacy Policy are governed by the laws of the United States and the State of Illinois. If you are using one of our sites from outside this state or country, please be aware that your information may be transferred to, stored, and processed in the United States

where we are located. Furthermore, we process data both inside and outside of Illinois and rely upon contractual commitments between us and companies transferring personal data that require the protection and security of such data for your privacy. The data protection and other laws of the State of Illinois might not be as comprehensive and may differ from those in your state or country. By using an FOF site, you consent to your information being transferred to our facilities and to the facilities of those third-parties with whom we share it as described in this Privacy Policy.

The State of California has established its own unique regulations that apply to California residents. If you are a California resident, the California Consumer Privacy Act provides you the right to obtain information about the personal information that we collect, use, and disclose about you. This includes the right to obtain from FOF, once per year and free of charge, information regarding what information we disclose to third-party marketers, and the names and addresses of each third party to whom we disclose your data. If you are a California resident and under the age of 18, you have the right to request that we remove any data that you publicly post on our sites. Note that while we will remove your data that is publicly posted on our sites, we may not be able to completely remove that data from our systems. If you are a California resident and would like to make any such request, please contact us directly or through an authorized agent.

Nevada residents you have the right to opt out of the sale of your personal information. That said, FOF does not sell any personal information obtained from its users.

If you are an EU resident, and as provided in this policy, you have the right to access and correct your personal data as well as restricts its transmission, object to the processing of your personal data, and disallow any automated approvals regarding the use of your personal data. You have the right to complain to a supervising authority if you believe FOF is misusing Your data or has violated any of your rights under this Privacy Policy or applicable law. You may do so in the EU member state in which you reside, have your place of business, or in which the alleged infringement took place. If You are located outside the EU, You may have rights under privacy laws in the jurisdiction where you live.

Security of Information and Privacy Questions

FOF takes reasonable and appropriate steps to protect the personal information of its users. This includes using encryption for access to data stored on our databases and when transmitted between devices. Given the nature of the internet, however, there are no infallible security measures and the total security of your personal information cannot be guaranteed.

We do not store any whole credit card numbers or payment information, but instead process through third-party financial institutions. By utilizing these payment processors, you indemnify FOF and instead assume any and all risk or liability for the security of the payment details, and agree to be bound by the third-party payment processor's applicable terms and conditions of use.

Any communications made through our sites, or directly to phones, mailing, or email addresses are not held privileged or confidential and are subject to viewing and distribution. We own any and all communications displayed on FOF sites, comments, emails, or other media as allowed by the United States of America law, and will not give credit or pay royalties for unsolicited user-generated content such as blog comments or emails.

We maintain a right to republish any submission in whole or in part as reasonably necessary in the course of Our business. You agree not to submit any content or communications that could be illegal or serve an unlawful purpose, including, but not limited to communications that are potentially libelous or maliciously false, obscene, abusive, negligent, or otherwise harmful or inappropriate.

In the event of a data breach, FOF will notify affected individuals as required by law.

If you have any questions or concerns regarding this Privacy Policy please feel free to contact FOF using the contact information below.

Changes to our Privacy Policy

We may update our Privacy Policy from time to time to reflect changes in our practices. As we improve our sites, this may also mean the collection of new data or new ways to use data. If we collect materially different personal data or materially change how we use your data, we may modify this Privacy Policy. We will post any changes to our Privacy Policy on this page. The date the Privacy Policy was last modified is identified at the top of the page. You are responsible for periodically visiting this Privacy Policy to check for any changes.

Contact Information

To ask questions or comment about this Privacy Policy and our privacy practices, you may contact us at: Fellowship of Faith, attn.: Information Use Policy, 6120 Mason Hill Rd., McHenry, IL 60050, or at ministry@fellowshipoffaith.org.