

# PRIVACY POLICY

Revised September 15, 2022

This Privacy Policy (“Policy”) describes how 211 Metro Chicago (“211”) gathers and uses information about your interaction with [www.211metrochicago.org](http://www.211metrochicago.org) (“Site”). This Policy applies only to the Site, and not to communications with 211 outside of the Site.

Please read this Policy carefully to understand our policies and practices regarding your information and how we will treat it. By interacting with our Site, you agree to the collection and use of your information in accordance with this Policy. This Policy may change from time to time. Your continued interaction with our Site after we make changes is deemed to be acceptance of those changes, so please check the Policy periodically for updates.

## **Information We Collect About You and How We Collect It**

We collect several types of information from and about users of our Site, including information that personally identifies you, such as your name, email address, and other contact information, and internet protocol (IP) address (collectively, “Personal Information”).

We collect this information directly from you when you provide it to us and automatically as you navigate through the Site. Information collected automatically may include information about your IP address and how you interact with the Site.

## **Information We Collect Automatically**

As you interact with our Site, we automatically collect information about your use of our Site. For example, when you visit the Site, we collect information about the device you use, your browser, which parts of the Site you visit, and your IP address. This information helps us maintain and improve our Site and make it easier for you to use, including by enabling us to remember you when you return to our Site. The Site uses cookies for this automatic data collection. A cookie is a small text file that is stored in your browser or device and helps us personalize your experience, monitor usage, and improve our services. We use third party service providers, such as Google Analytics, for some of our cookies. You can use your browser or device settings to accept or decline most cookies. If you choose to decline cookies, certain features of the Site may not work fully. Please refer to your browser’s help menu for information on how to manage cookies.

## PRIVACY POLICY

### How We Use Personal Information We Collect From You

We use information that we collect about you or that you provide to us, including any Personal Information, to:

- Provide you with services and information that you request from us;
- Allow you to use interactive features on our Site;
- Provide and improve our services and the Site;
- Comply with our legal obligations, and exercise or defend legal claims;
- Respond to user inquiries and support;
- Administer our Terms and any other applicable rule or requirements;
- Protect our Site and services against fraud or other illegal activity;
- Understand and analyze how the Site is being used, including through the creation of reports;
- Create de-identified and/or aggregated information to use and/or share with third parties;
- In any other way we may describe when you provide us with information; and
- For any other purpose with your consent.

**Disclosure of Your Information** We may disclose Personal Information as described in this Policy. For example, we may disclose Personal Information if such disclosures:

- Are required by law, including, for example, a court order or subpoena;
- Will help identify and prevent any fraudulent or unlawful use of the Site and to enforce our Terms of Use;
- Will protect or defend the safety and security of our Site, databases, or our partners in the Site, including property, or of users of the Site;
- Are needed to permit third parties who perform services on our behalf, to provide, operate, and improve our Site or services;
- For any other purpose disclosed by us when you provide the information; or
- With your consent.

We work with third-party service providers who help us operate and maintain the Site and we may share Personal Information with them for those purposes. These third parties are obligated to hold and use Personal Information only as permitted by this Policy.

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We also may take any Personal Information that we collect from you when you visit and browse the Site and combine it with information about other individuals (aggregated information), or remove characteristics (such as your name) that make the information personally identifiable to you (deidentified information). Our service providers may assist us in aggregating or deidentifying this information. We may share the resulting aggregated or deidentified information with third parties.

### **The Security Measures We Take to Safeguard Your Personal Information**

We take the security of your Personal Information seriously. We and our service providers maintain physical and electronic security measures to protect against unauthorized access to or use of data. Given the nature of computer systems, and the Internet, we cannot guarantee that these steps will prevent unauthorized access to our systems or data.

### **Children**

Our Site is not intended for use by children under age 13. 211 Metro Chicago does not knowingly collect Personal Information from children under the age of 13 years old. If you are under the age of 13, you should not submit any information to us.

### **Accessing Your Information.**

We will provide you with access to any Personal Information you have provided to us, and will correct data that is inaccurate, or delete your data at your request if we are not otherwise required to retain the information for legal purposes. To access your data at this Site, please use the features available on the Site or contact us at [info@211metrochicago.org](mailto:info@211metrochicago.org).

### **Links to Other Websites**

The Site includes links to other websites operated by third parties. This Policy does not apply to those third-party sites. 211 Metro Chicago is not responsible for the content, security, or privacy practices employed by third party websites. We encourage you to review the privacy policy of any website linked to our Site before using it.

## PRIVACY POLICY

### **Amendments to this Policy**

This Privacy Policy is subject to change, and you should periodically review this Policy to remain aware of changes. Changes to this Policy will become effective when we post a revised Policy on our Site. The date the Policy was last revised is posted at the top of this page. If we propose use your Personal Information in a way that is materially different from the purposes for which you initially provided your Personal Information to us, and you have provided your email address to us, we will notify you at that address and provide you with the opportunity to opt-out. You are responsible for ensuring we have an up-to-date email address for you and for periodically visiting our Site and this Policy to check for any changes.

### **Contact Us**

If you have any questions or concerns about the terms in this Policy or how we use information about your interaction with the Site, please contact us at [info@211metrochicago.org](mailto:info@211metrochicago.org), or by mail at United Way of Metro Chicago, 333 South Wabash Avenue, 30th Floor, Chicago, IL 60604, Attn: 211 Metro Chicago.