

Forward Steps Foundation

DONOR & VISITOR PRIVACY POLICY

1. Information We Collect and How We Use It

We collect personal information only when you voluntarily provide it to us or when it is automatically generated through your use of our website. The following describes the categories of information we may collect and the purposes for which we use each.

A. Information You Provide Directly

When you make a donation, register for an event, sign up for our newsletter, or otherwise interact with us, you may provide:

- Full name, mailing address, email address, and telephone number
- Donation amounts, payment method type, and transaction history
- Employer or organization affiliation (for matching gift purposes)
- Volunteer interests, skills, and availability
- Communications preferences and opt-in selections

This information is used to: process donations and provide tax receipts; communicate updates about our programs and impact; acknowledge your support; fulfill event registrations; and improve our programs and services.

B. Information Collected Automatically

When you visit our website, certain technical information may be collected automatically, including:

- IP address and general geographic location (city/region level)
- Browser type, device type, and operating system
- Pages visited, time spent on site, and referral URLs
- Cookies and similar tracking technologies (see Section 5 for details)

This technical data is used solely to improve website performance, analyze usage patterns, and enhance your experience. We do not link this data to your personal identity without your consent.

C. Information We Do Not Collect

We do not collect sensitive personal information such as Social Security numbers, government-issued ID numbers, or financial account details beyond what is necessary to process a transaction. Full credit card numbers are processed by our secure payment processor and are never stored on our servers.

2. How to Review and Correct Your Personal Information

You have the right to access, review, and request corrections to the personal information we hold about you. We are committed to maintaining accurate, complete, and current records.

How to Make a Request

To request access to your personal information or to request a correction, please contact our Executive Director using any of the following methods:

Email: info@forwardsteps.org

Mail: Forward Steps, ATTN Executive Director, PO Box 3484, Boulder, CO 80307

Phone: 303-404-9966 (Monday–Friday, 9:00 AM – 5:00 PM)

We will acknowledge your request within five (5) business days and will fulfill your request or provide a written explanation of any limitations within thirty (30) days of receipt. There is no fee for accessing or correcting your information.

3. Opting Out of Third-Party Information Sharing

We respect your right to control how your personal information is shared. By default, we do not sell your personal information to third parties for commercial purposes.

When We Share Information

We may share your information only in the following limited circumstances:

- With service providers who assist us in operating our website or processing donations (e.g., payment processors, email platforms) — these parties are contractually prohibited from using your information for any other purpose
- As required by law, court order, or government regulation
- With your explicit written or electronic consent

We do not trade, rent, or sell your personal information to any outside organization for marketing or fundraising purposes without your prior consent.

How to Opt Out

If you do not wish your personal information to be shared outside the Organization in any circumstances beyond those legally required, you may notify us at any time by:

- Emailing info@forwardsteps.org with the subject line "Do Not Share My Information"
- Calling 303-404-9966 and requesting to speak with our Executive Director
- Writing to: Forward Steps, ATTN Executive Director, PO Box 3484, Boulder, CO 80307
- Clicking the "Unsubscribe" or "Opt-Out" link in any email communication from us

We will process your opt-out request within ten (10) business days. Once processed, your information will not be shared with any third parties except as required by law. Opting out will not affect your ability to receive tax receipts or legally required communications regarding your donations.

4. How We Protect Your Information

The security of your personal information is a priority. We employ a multi-layered approach to protecting the information entrusted to us.

Technical Safeguards

- SSL/TLS encryption on all web pages where personal or financial information is submitted
- Payment processing conducted through a PCI-DSS compliant third-party processor
- Firewalls and intrusion detection systems protecting our servers
- Regular software updates and security patching
- Encrypted backups and secure off-site data storage

Administrative Safeguards

- Access to personal information restricted to staff who need it to perform their role
- All staff with data access trained annually on privacy and data security
- Regular internal audits of data access and handling practices

Physical Safeguards

- Physical records containing personal information stored in locked, access-controlled locations
- Secure disposal of physical documents through cross-cut shredding or certified destruction services

While no data transmission or storage method can be guaranteed to be 100% secure, we continuously review and update our security practices to reflect current industry standards. In the event of a data breach that affects your personal information, we will notify you in accordance with applicable law.

5. Cookies and Website Tracking

Our website uses cookies — small text files placed on your device — to improve your browsing experience. Cookies help us understand how visitors use our site so we can improve its performance and content.

You may disable cookies through your browser settings at any time. Please note that disabling cookies may affect the functionality of certain features on our website. We do not use cookies to collect personally identifiable information without your consent.

7. Retention of Information

We retain your personal information for as long as necessary to fulfill the purposes for which it was collected, to maintain accurate donation records, to comply with legal and accounting obligations, and to resolve disputes. Donor records are typically retained for a minimum of seven (7) years in accordance with IRS recordkeeping requirements for nonprofit organizations. Upon request, we will delete or anonymize personal information that is no longer required, except where retention is mandated by law.

8. Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect changes in our practices or applicable law. The revised policy will be posted prominently on our website with the updated effective date. We

encourage you to review this policy whenever you interact with us. Material changes will be communicated to donors via email where we hold a current email address.

9. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or our data practices, please do not hesitate to contact our Executive Director:

Executive Director: Jennifer Falkoski

Organization: Forward Steps Foundation

Address: PO Box 3484, Boulder, CO 80307

Email: info@forwardsteps.org

Phone: 303-404-9966
