

## New Hope Equine Assisted Therapy

### Privacy and Security Policy

Your privacy is important so we have created the following Privacy and Security Policy so you know what information we collect when you visit our website, [www.newhopeequine.com](http://www.newhopeequine.com), and why we collect it and how it is used. This Security Policy also addresses our data security practices and control of any personally identifiable information you give to us. We may periodically make changes to this Privacy Policy which will be included on this page. It is your responsibility to check the policy frequently and remain informed about it so we encourage you to visit this page often.

#### What Information do we collect from you? Why?

We may collect information needed to contact you later regarding volunteering, riding therapy, donations or to process invoices. When using our website, we may request your first and last name and/or physical address including street name as well as city or town, your telephone number or other information such as email address. We use this information to complete and support volunteer communication, therapeutic riding accounts and donors. This information is strictly for our internal use only. We use third party tools such as Salesforce to store this information. We do not share or sell this information with/to other parties.

When you use our website, we may collect personal information as described above. You may contact us at a later date and request that all information be deleted.

Credit card processing for lesson payments and donations is done via a 3rd party financial vendor and credit card information is not stored on our website or internally on our server. Refer to the following link for information regarding PayPal privacy and security:

<https://www.paypal.com/us/webapps/mpp/ua/privacy-full>

#### How do we protect information we collect?

We offer secure web pages to collect certain kinds of user information and store other types of data in encrypted form. We follow reasonable guidelines and management practices to help protect the confidentiality, security and integrity of data stored on our system. While no computer system is totally secure, we believe the measures implemented by our website reduce the likelihood of security problems to the level appropriate to the type of transaction involved. The secure navigator and browsers we use ensure that only New Hope Equine Assisted Therapy is able to view customer information.

#### How long do we keep user information?

We generally keep user data on our server or in our archives for as long as we reasonably need it. We may alter this practice according to changing requirements. For example, we may delete some data if needed for additional storage space.

#### Your consent to this policy

By using the New Hope Equine Assisted Therapy website, you agree to this Privacy and Security Policy. This is our entire and exclusive Privacy and Security Policy and supersedes any earlier version. We may change our Privacy and Security Policy by posting a new version of the policy on this page which is the responsibility of the user to review frequently. This Site operates without liability of and is

not responsible for events beyond our direct control. This Privacy and Security Policy is governed by Texas law, excluding conflicts of law.

If you have a privacy question

If you have a privacy question about the New Hope Equine Assisted Therapy website, please contact us at 817-729-5315 during regular business days, 8:30 a.m. to 5:00 p.m. CST. Or write:

New Hope Equine Assisted Therapy  
Attn: Operations Director  
6151 FM1830  
Argyle, TX 76226

Revised and effective April 11th, 2021