

The Well Outreach

Website Privacy Policy

Effective Date: May 1, 2026 | Last Updated: May 1, 2026
Spring Hill & Mt. Pleasant, TN | thewelloutreach.org

Note: This document was prepared for review by legal counsel. The Well Outreach recommends having these policies reviewed by a licensed attorney before publication.

1. Introduction

The Well Outreach ("we," "us," or "our") is committed to protecting the privacy and security of your personal information. This Privacy Policy describes how we collect, use, share, and protect information gathered through our website at thewelloutreach.org (the "Site"). By using the Site, you consent to the practices described in this Policy.

2. Information We Collect

2.1 Information You Provide Directly

We may collect personal information that you voluntarily provide when you:

- Make a donation (name, address, email, phone number, payment information)
- Register as a volunteer or program participant (name, contact information, availability)
- Sign up for our email or SMS communications
- Submit a contact or inquiry form
- Register for events or programs

2.2 Information Collected Automatically

When you visit the Site, we may automatically collect certain technical information, including:

- IP address and browser type
- Pages visited and time spent on the Site
- Referring website or search terms
- Device type and operating system

We may use cookies, web beacons, and similar tracking technologies to collect this information. You may configure your browser to refuse cookies, though some Site features may not function properly as a result.

2.3 Analytics

We use Google Analytics and similar tools to understand how visitors use our Site. These tools may collect information about your browsing behavior. Google's privacy practices are governed by the Google Privacy Policy, available at policies.google.com/privacy.

3. How We Use Your Information

We use the information we collect to:

- Process donations and issue tax receipts
- Communicate with you about programs, events, and volunteer opportunities
- Send newsletters, updates, and fundraising appeals (with your consent)
- Improve our Site, programs, and services
- Comply with legal obligations
- Protect against fraud and ensure Site security

4. How We Share Your Information

The Well Outreach does not sell, rent, or trade your personal information. We may share information only in the following limited circumstances:

- **Service Providers:** With trusted third parties who assist us in operating our Site and conducting our work (e.g., payment processors, email platforms, volunteer management software, and event sponsors), subject to confidentiality obligations
- **Legal Requirements:** When required by law, court order, or governmental authority
- **Protection of Rights:** To protect the rights, property, or safety of The Well Outreach, our staff, volunteers, or the public
- **Organizational Transfers:** In connection with a merger, restructuring, or transfer of nonprofit operations

5. Donor Privacy

We are committed to protecting donor privacy. Donor information is used solely to process gifts and communicate with donors about the organization's work. We do not sell, share, or trade donor lists. Donors who do not wish to receive future communications may opt out at any time by contacting us at info@thewelloutreach.org or by using the unsubscribe option in our emails.

6. Data Security

We implement reasonable administrative, technical, and physical safeguards to protect your personal information from unauthorized access, use, or disclosure. Our payment processing is handled by PCI-DSS compliant third-party processors. However, no method of transmission over the internet is completely secure, and we cannot guarantee absolute security.

7. Data Retention

We retain personal information for as long as necessary to fulfill the purposes described in this Policy, comply with legal obligations, resolve disputes, and enforce our agreements. Donation records are retained in accordance with IRS requirements for nonprofit organizations.

8. Children's Privacy

We do not knowingly collect personal information from children under 13. If you believe we have inadvertently collected information from a child under 13, please contact us immediately and we will delete that information.

9. Your Rights and Choices

Depending on your location, you may have the right to:

- Access the personal information we hold about you
- Request correction of inaccurate information
- Request deletion of your personal information (subject to legal retention requirements)
- Opt out of marketing communications at any time

To exercise any of these rights, please contact us at info@thewelloutreach.org.

10. Third-Party Links

Our Site may contain links to third-party websites. This Privacy Policy does not apply to those sites. We encourage you to review the privacy policies of any third-party sites you visit.

11. Changes to This Policy

We may update this Privacy Policy from time to time. We will post the revised policy on this page with an updated effective date. We encourage you to review this Policy periodically.

12. Contact Us

If you have questions or concerns about this Privacy Policy or our data practices, please contact us:

The Well Outreach — Chief People Officer

5306 Main Street, Spring Hill, TN 37174

Email: info@thewelloutreach.org

Phone: 615-302-9355