

ASCEND Mental Wellness
PRIVACY POLICY

Types of Information Collected and How It Is Used

ASCEND Mental Wellness (“ASCEND”) recognizes the importance of protecting your personal information and is committed to processing it responsibly and in compliance with applicable data protection laws in places where ASCEND operates. By using ASCEND’s website (“the Website”) or otherwise providing information to ASCEND, you represent that you are the owner of the personal information and/or have the right and authority to provide the personal information, and you accept the practices described in this privacy policy. ASCEND gathers personal information, such as first and last names, home addresses, e-mail addresses and credit card numbers, only when voluntarily submitted by you. ASCEND may store information we collect about you indefinitely, but information generally will be retained only for as long as necessary to fulfill the purpose for which the information was collected. We will use personal information collected from you only for uses consistent with ASCEND mission and activities.

For mailing and email communications occurring through the “Contact Us” page, please do not include personal details such as date of birth or private health information.

Sharing of Personal Information

ASCEND may engage third party companies to perform various functions like technical services for our Website, maintaining our email service, or assisting with our fundraising campaigns or donation collections. Such companies may have access to personal information if needed and those companies may use such personal information for the purpose of performing the designated function. Other than as described in this privacy policy, ASCEND does not sell, transfer or disclose personal information to third parties. ASCEND reserves the right to use or disclose any information as needed to satisfy any law, regulation or legal request, to protect the integrity of the site, to fulfill your requests or to cooperate in any law enforcement investigation or an investigation on a public safety matter.

Access

You are in control of any personal information you provide directly to us. If at any time you would like to correct or remove the personal information provided directly to us from our records, or if you would like to change your preferences for contacts from us, you can let us know by contacting ASCEND at the mailing or email address noted in the “Contact Us” page of the Website.

Children’s Privacy/Note to Parents

The ASCEND Website does not intentionally or knowingly collect, use, maintain, or disclose personally identifiable information about visitors to our Website who are less than 13 years of age. If you are under 13 years of age, then please do not use or access the Website at any time or in any manner without a parent or guardian. If a child under the age of 13 submits information to us through any part of the Website and ASCEND becomes aware that the user submitting the information is under the age of 13, the

information provided will be deleted as soon as it is discovered and not used for any purpose. If you are the parent or guardian of a child under 13 years of age and believe that they have disclosed personally identifiable information to us, please contact us at compliance@ascendmw.org and be sure to include in your message the name and email address that you believe your child submitted, if applicable.

Third-Party Websites and Links

You may navigate to a website linked from ASCEND's Website. If you visit one of these linked websites, you should review its privacy policy and other terms and conditions. Please review the privacy policies of each website you visit to better understand their privacy practices, including any third-party payment processors utilized by ASCEND. ASCEND is not responsible for the policies, practices, and content of other companies or organizations and their respective webpages. ASCEND expressly disclaims any and all liability for the actions of third parties, including but without limitation to actions relating to the use and/or disclosure of personal information by third parties.

Donations

For donations, ASCEND may use third-party services such as Bloomerang Payment Processor ("Bloomerang"). In using their services, Bloomerang collects personal financial information necessary to process the transaction. Collection of your information may include your name, email address, billing address, and payment details. Please review Bloomerang's privacy policy to understand how Bloomerang collects, uses, and protects your information when processing donations.

Except for the specific Bloomerang services identified above, ASCEND does not trade, share or sell a donor's personal information to third parties, nor do we send donor mailings on behalf of other organizations. This policy applies to all donors, online and offline. If you make a donation online at our Website, you are required to enter personal contact information and credit card information. We use this information to process your donation and send you a confirmation receipt. This information will not be sold or shared with outside parties.

What If I Provide Information from Outside the United States?

Our Website is hosted, controlled, and operated in the United States and is governed by US law. Accordingly, by submitting any personal information to us you are transferring your personal information to the United States and you consent to such transfer. We do not represent or warrant that the Website, or any part thereof, is appropriate or available for use in any particular geographic location. If you choose to access our Website, you do so on your own initiative and you acknowledge that you will be transferring your information, including personal information, outside of those regions to the United States for storage and processing, as necessary to provide to you the services available through the Website. If you are visiting the Website from outside the United States, please be aware that your information will be transferred to, stored and processed in the United States where our servers are located and our central database is operated. The data protection and other laws of the United States and other countries might not be as comprehensive as those in your country. By using the Website, 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 Policy. Where required, we comply with applicable legal frameworks relating to the collection, storage, use, and transfer of personal information.

Depending on the jurisdiction in which you reside, you may have the right to access, correct, delete, or restrict use of certain personal information covered by this Privacy Policy. Depending on the jurisdiction, you may also have the right to request that we refrain from processing your personal information. Please bear in mind that if you exercise such rights this may affect our ability to provide our services. For inquiries about your personal information, please contact us by e-mail at compliance@ascendmw.org or through any of the contact information provided below. While ASCEND will make reasonable efforts to accommodate your request, we also reserve the right to impose certain restrictions and requirements on such requests, if allowed or required by applicable laws. Please note that it may take some time to process your request, consistent with applicable law.

Cookies

"Cookies" are pieces of information that an internet site transfers to an individual's hard drive for record-keeping purposes. Cookies allow a certain internet site to remember important information that will make your use of the site more convenient. Like most internet sites, ASCEND may use Cookies for a variety of purposes in order to improve your online experience. We may also employ Cookies to remember you when you return to the site and may associate personal information with a Cookie file in that instance. Use the options in your internet browser if you do not wish to receive a Cookie or if you wish to set your browser to notify you when you receive a Cookie.

Changes to Our Privacy Policy

Our privacy policy became effective on August 7, 2024. From time to time, it may be necessary for ASCEND to change its privacy and we reserve our right to do so.

Security

We take the security of your personal information seriously and use reasonable electronic, personnel and physical measures to protect it from loss, theft, alteration or misuse. However, please be advised that even the best security measures cannot fully eliminate all risks. We cannot guarantee that only authorized persons will view your information. We are not responsible for third-party circumvention of any privacy settings or security measures.

How to Contact us

If you have a question related to this Privacy Statement or request to access, delete or correct your personal information, please contact us at:

ASCEND MENTAL WELLNESS

Address: 3043 State Route 4 Hudson Falls, NY 12839

Phone: 518-747-2284

Email: compliance@ascendmw.org