PRIVACY POLICY

First Candle, Inc. abides by the Better Business Bureau (BBB) standards of accountability. The following is First Candle’s online privacy policy, which governs personal information gathered on our Internet site.  
**FIRST CANDLE’S COMMITMENT TO ONLINE SECURITY**- Physical, electronic and managerial procedures have been employed to safeguard the security and integrity of personal information. First Candle encrypts billing information wherever we request it. All First Candle agents and contractors with access to personal information obtained on the First Candle web site are also bound to adhere to this policy as part of their contract with First Candle.

For credit card transactions, First Candle adds security by using Secure Sockets Layer (SSL) technology. This means that the credit card information you send is encrypted by your computer, and then decrypted again on our side, preventing others from accessing your private information in between. So, when using an SSL capable browser, shopping on www.firstcandle.org web site is the safest kind of transaction possible with a credit card.

**PERSONAL INFORMATION THAT FIRST CANDLE MAY COLLECT ONLINE** – First Candle collects personal information online, including names, postal and e-mail addresses, phone and fax numbers, billing information, and complaint information. First Candle does not knowingly collect or maintain any personal information from children under the age of 18. In addition, no part of our site is designed with the purpose of attracting any person under age 18.

**HOW FIRST CANDLE USES PERSONAL INFORMATION COLLECTED ONLINE** - Unless you otherwise consent, we will use your personal information only for the purpose for which it is submitted, such as to reply to your emails, handle your complaints, and process donations and requests related to our program. Our research may lead to the publication of aggregate demographical data but will not result in the reporting or publication of any personal information provided to us. At certain points where personal information is collected on our site, there may be a box where you may indicate you would like to be on a mailing list to receive information about other First Candle programs and services and about ways to support First Candle This election box only appears in places where the department collecting personal information maintains such lists. At any time you can add or remove your name from a First Candle list by contacting us at info@firstcandle.org

**HOW YOUR INFORMATION MAY BE SHARED** - All donor information is strictly confidential and is never shared with other sources.

Help Us Keep Your Personal Information Accurate  - If your personal information changes or you would like to review the personal information we may have on file, please e-mail us with the new information or your review request at info@firstcandle.org. Let us also know what led to your submission of personal information so we may efficiently locate your information

**COMPUTER TRACKING AND COOKIES**  - Our Web sites are not set up to track, collect or distribute personal information not entered by visitors. Our site logs do generate certain kinds of non-identifying site usage data, such as the number of hits and visits to our sites. This information is used for internal purposes by technical support staff to provide better services to the public and may also be provided to others, but again, the statistics contain no personal information and cannot be used to gather such information. No personal information is collected.

A cookie is a small amount of data that is sent to your browser from a Web server and stored on your computer's hard drive. First Candle uses non-identifying cookies to provide easier site navigation and access to forms. You can still use the First Candle website if your browser is set to reject cookies. Our cookies do not generate personal data, do not read personal data from your machine and are never tied to anything that could be used to identify you.

**LINKS**

The First Candle website contains links to other websites. We do not endorse or otherwise accept responsibility for the content or privacy policies of those websites.

**PROBLEMS OR COMPLAINTS WITH THE FIRST CANDLE PRIVACY POLICY**If you have a complaint about First Candle compliance with this privacy policy, you may contact us at info@firstcandle.org

--revised March 22, 2014