

Miles4Migrants Privacy Policy

Effective Date: April 30, 2020

Protecting your information is important to us. The following guidelines (this “Privacy Policy”) set forth our general privacy practices and principles that apply to the collection, use and protection of the personal information of those using the Miles4Migrants.org website and the information we collect through products and services that are owned or operated by Miles4Migrants, a Louisiana non-profit corporation (“Miles4Migrants”, “we,” “us,” or “our” as the context may require). If you have questions or concerns regarding this Privacy Policy, you should contact Miles4Migrants at support@miles4migrants.org.

We encourage you to review our Privacy Policy, and become familiar with it, but you should know that we do not and will never sell or rent our customers’ personal information to third parties. Please note that we review our Privacy Policy from time to time, and we may make periodic changes to this Privacy Policy in connection with that review. Therefore, you may wish to bookmark this page and/or periodically review this page to make sure that you have the current version. You can download a printable copy of this Privacy Policy here. (<https://www.miles4migrants.org/privacy-policy/>)

This Privacy Policy explains the following:

- What personal information we collect from you and how we use it.
- What safeguards we have in place to protect your personal information.
- Choices available to you regarding the use of, your access to, and how to update and correct your personal information.
- Other information you should know about your privacy.

From time to time we may add or enhance services available on our website. To the extent that these services are provided for and used by you, we will use the information you submit to facilitate the service requested. For example, if you email us with a question, we will use your email address, name, nature of the question, etc. to respond to your question. We may also store such information to assist us in making our services and website better and easier to use.

Our website contains links to other sites that are not owned or controlled by Miles4Migrants. Please be aware that we are not responsible for the privacy practices of such other sites. We encourage you to read the privacy policies of all such sites, as their policies may be materially different from this Privacy Policy. Please be very careful, responsible, and alert about your personal information whenever you are online. This Privacy Policy applies only to information collected by this website.

California Residents: If you are a resident of California you may have additional rights regarding your personal information. Please review our California Consumer Privacy Act (“CCPA”) Notice regarding your rights under the CCPA. (<https://www.miles4migrants.org/ccpa-privacy-notice-for-california-residents>)

What information do we collect?

As part of providing products and services to you, we may collect information, including personal information, about you when you use our services.

The information we may collect includes, but is not limited to:

- Contact Information (e.g., name, phone number, address, and email address);
- Geo-Location Information;
- Website, Mobile Application, and Email Usage Data;
- Device Information (e.g., internet protocol (IP) address, device type, unique identifier, app version, operating system, network data, and phone state); and
- Frequent flyer account information.
- Information submitted to us either directly through our website or on forms downloaded from our website.

Where do we get this information?

You provide most of the information we collect. We also receive information through certain digital technologies when you interact with us. Finally, other companies and government entities may share information with us. If you choose not to provide certain information we request, we may be unable to serve you as our products, services, tools or calculators may rely upon this information.

We collect information when you use our services. We collect certain information and usage data whenever you interact with us, whether online, through a mobile application, or through an email. This data may include which websites you visit, what you click on, and when you performed those actions. These activities may be performed by us or a service provider acting on our behalf.

We utilize certain web tracking technologies to collect this information. These technologies include cookies and web beacons. Please see “What types of web and tracking technologies (including cookies) do we use?” for an in-depth discussion of these technologies and how to opt-out.

We also collect information from other companies and government entities. In accordance with their privacy notices, our business partners, and unrelated third-parties may share certain information about you with us.

Additionally, we collect information when you request services or information from us or companies with whom we have a business relationship.

To improve the security of our services, to protect your identity, and to protect your information, we may verify your personal information by matching the information you provide against other publicly available information that we obtain from identification verification companies.

In order to donate miles through our website, you must provide us with certain personal information such as your name, address, telephone number, email address and mileage account information. We require this information so that we can process your donation.

How do we use your information?

We use your information to provide you the products and services you request. We may also use your information, as permitted by law, including: to service and report on your account; offer you relevant information, products, or services; and enhance our products and services. These activities may be performed by us or a service provider acting on our behalf.

Who do we share your information with?

The privacy and security of your information is important to us. We do not sell or rent your information. We will share your personal information with third parties only in the ways that are described in this Privacy Policy. We may, however, provide your personal information to companies that provide services to help us with our business activities. These companies are authorized to use your personal information only as necessary to provide these services to us.

In certain situations, we may be required to disclose personal data in response to lawful requests by public authorities, including to meet national security or law enforcement requirements. We may also disclose your personal information as required by law, such as to comply with a subpoena or other legal process, when we believe in good faith that disclosure is necessary to protect our rights, protect your safety or the safety of others, investigate fraud, or respond to a government request.

Storage and Transfer of Personal Data

Personal data collected by us may be stored and processed in your region, in the United States or in any other country where we or our affiliates or contractors maintain facilities. We take steps to ensure that the data we collect under this Privacy Policy is processed pursuant to the terms thereof and the requirements of applicable law wherever the data is located.

We also collaborate with third parties such as cloud hosting services and suppliers located around the world to serve the needs of our business. In some cases, we may need to disclose or transfer your personal data within our company or to third parties in areas outside of your home country. When we do so, we take steps to ensure that personal data is processed, secured and transferred according to applicable law.

What types of web and tracking technologies (including cookies) do we use?

As is true of most websites, we gather certain information automatically. This information may include internet protocol (IP) addresses, browser type, internet service provider (ISP), referring/exit pages, the files viewed on our site (e.g., HTML pages, graphics, etc.), operating system, date/time stamp, and/or clickstream data to analyze trends in the aggregate and administer the site.

Miles4Migrants and its partners use cookies or similar technologies to analyze trends, administer the website, track users' movements around the website, and to gather demographic information about our user base as a whole. You can control the use of cookies at the individual browser level, but if you choose to disable cookies, it may limit your use of certain features or functions on our website. Additionally, Miles4Migrants also may use analytics services, such as Google Analytics and Facebook Pixels, to collect information. Generally, analytics services do not identify individual users. Many analytics services allow you to opt out of data collection. For example, to learn more about Google Analytics practices and to opt out, visit www.google.com/settings/ads or by downloading the Google Analytics opt-out browser add-on at <https://tools.google.com/dlpage/gaoptout>.

Cookies can be controlled, blocked or restricted through your browser settings. Information on how to do this can be found within the "Help" section of your browser. All cookies are browser specific. Therefore, if you use multiple browsers or devices to access websites, you will need to manage your cookie preferences across these environments.

If you are using a mobile device to access our websites, you will need to refer to your instruction manual or other help/settings resource to find out how you can control cookies on your device.

Please note: If you restrict, disable or block any or all cookies from your web browser or mobile or other device, the website may not operate properly and you may not have access to our webpages available through the website. Except as required by applicable law or this Privacy Policy, we shall not be liable for any impossibility to use the website or degraded functioning thereof, including where such are caused by your settings and choices regarding cookies.

How do we respond to web browser "do not track" signals?

We treat the data of everyone who comes to our website in accordance with this Privacy Policy, whatever their “do not track” setting. You can exercise your choices as described in this Privacy Policy.

How do we secure your information?

The security of your personal information is important to us. We utilize administrative, technical, and physical safeguards to protect your information. If you have any questions about the security of our services, you can contact us at support@miles4migrants.org.

Identity theft and the practice currently known as “phishing” are of great concern to us. Safeguarding information to help protect you from identity theft is our priority. For more information about phishing, visit the [Federal Trade Commission](#).

How long do we keep your information?

In accordance with applicable laws, we keep your information for as long as needed to serve you, maintain your account, as needed to operate our business, or to improve our offerings or develop new ones.

Business Transitions

In the event Miles4Migrants goes through a business transition, such as a merger, acquisition by another company, or sale of all or a portion of its assets, your personally identifiable information will likely be among the assets transferred. You will be notified via email or prominent notice on our website for 30 days of any such change in ownership or control of your personal information.

Third-party products and services, including social media features

This Privacy Policy does not apply to products or services offered by third-parties on or through our services (such as partners who process donations). You will be able to recognize when a business partner is associated with your transaction when its logo appears or is shown with our logo. You should carefully read the privacy notices and any terms and conditions applicable to such third-party products or services. When you request products or services from such companies, you give us permission to provide these third-parties with information about you necessary to fulfill or process your request.

Updating or deleting your information

Upon request and after proper identity verification, we will provide you with information about whether we hold any of your personal information. Some of the information we

collect does not identify you personally or is not stored in an online accessible format. You may also have the right to request deletion of your personal information. Please note that such a request could be refused because your personal information is required to provide you with the products or services you requested, e.g., to process a donation or communicate with you about a donee, or that it is required by the applicable law.

Opting-Out

You may choose to limit our use or our ability to share your information in certain circumstances. Our ability to offer you certain products and services and your experience may be affected by your choice. To opt out of electronic communications call us at (504) 300-9365. You may, however, continue to receive e-mail communications related directly to the services and products you request online.

E-mail communications you receive from us will generally provide an unsubscribe link allowing you to opt-out of receiving future e-mail or to change your contact preferences. Please remember that even if you opt-out of receiving marketing emails, we may still send you important service related information related to your donations or services.

California Shine the Light Law

California Civil Code Section 1798.83 permits users who are California residents to obtain from us once a year, free of charge, a list of third parties to whom we have disclosed personal information (if any) for direct marketing purposes in the preceding calendar year. If you are a California resident and you wish to make such a request, please send an e-mail with “California Privacy Rights” in the subject line to support@miles4migrants.org or write us at: Miles4Migrants, 3629 Laurel Street, New Orleans, LA 70115.

THE GENERAL DATA PROTECTION REGULATION (“GDPR”)

If you reside within the European Union (“EU”), you may be entitled to other rights under the GDPR. These rights are summarized below. We may require you to verify your identity before we respond to your requests to exercise your rights. If you are entitled to these rights, you may exercise these rights with respect to your personal data that we collect and store:

- the right to withdraw your consent to data processing at any time (please note that this might prevent you from using certain aspects of our services);
- the right of access your personal data;
- the right to request a copy of your personal data;
- the right to correct any inaccuracies in your personal data;
- the right to erase your personal data;

- the right to data portability, meaning to request a transfer of your personal data from us to any other person or entity as chosen by you;
- the right to request restriction of the processing of your personal data; and
- the right to object to processing of your personal data.

You may exercise these rights free of charge. These rights will be exercisable subject to limitations as provided for by the GDPR. Any requests to exercise the above-listed rights may be made to: support@miles4migrants.org.

If you reside within the EU, you have the right to lodge a complaint with a Data Protection Authority about how we process your personal data at the following website: https://edpb.europa.eu/about-edpb/board/members_en.

Processing EU Personal Data

In the event that your personal data is subject to the GDPR, we will only use your personal data for the original purpose for which we collected it, unless we reasonably consider that we need to use it for another purpose and that purpose is compatible with the original purpose. If we need to use your EU personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so. We require third parties to only use your EU personal data for the specific purpose for which it was given to us and to protect the privacy of your personal data. If your personal data is no longer necessary for the legal or business purposes for which it is processed, we will generally destroy or anonymize that data.

International Transfers of Personal Data

Whenever we transfer your personal data out of the EU, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is implemented:

- European Commission Standard Contractual Clauses: We may use specific contracts approved by the European Commission, which give personal data the same protection it has in the EU.
- Privacy Shield. Where we use providers based in the US, we may transfer data to them if they are part of the Privacy Shield, which requires them to provide similar protection to personal data shared between the EU and the U.S.

For additional information on the mechanisms used to protect your personal data, please contact our Data Protection Officer at support@miles4migrants.org.

Children's Privacy

OUR PRODUCTS AND SERVICES ARE NOT INTENDED FOR CHILDREN

You must be at least the age of majority in your place of residence to use our website. The website is not directed to or intended for use by minors. Consistent with the requirements of the U.S. Children’s Online Privacy Protection Act, if we learn that we received any information directly from a child under age 13 without his or her parent’s verified consent, we will use that information only to inform the child (or his or her parent or legal guardian) that he or she cannot use our websites, products and services.

California Minors: While our websites, products and services are not intended for anyone under the age of 18, if you are a California resident who is under age 18 and you are unable to remove publicly-available content that you have submitted to us, you may request removal by contacting us at support@miles4migrants.org. When requesting removal, you must be specific about the information you want removed and provide us with specific information so that we can find it. We are not required to remove any content or information that: (1) federal or state law requires us or a third party to maintain; (2) was not posted by you; (3) is anonymized so that you cannot be identified; (4) you don’t follow our instructions for removing or requesting removal; or (5) you received compensation or other consideration for providing the content or information. Removal of your content or information from our website does not ensure complete or comprehensive removal of that content or information from our systems or the systems of our service providers. We are not required to delete the content or information posted by you; our obligations under California law are satisfied so long as we anonymize the content or information or render it invisible to other users and the public.

Contact Us

We may change or supplement this Privacy Policy from time to time. If we decide to change our privacy policy, we will post those changes to this Privacy Policy, the home page, and other places we deem appropriate prior to the change becoming effective so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. If any proposed change is unacceptable to you, you may request that we remove your personal information (and/or that of other individuals for whom you have placed orders). Of course, you may always submit concerns regarding our Privacy Policy or our privacy practices via email to support@miles4migrants.org. Please reference the Privacy Policy in your subject line. Miles4Migrants will attempt to respond to all reasonable concerns or inquiries within one business day of receipt.

Thank you for being a part of Miles4Migrants!