

# United Way of Lea County Privacy Policy

Effective date: February 10, 2026

## Overview

United Way of Lea County (UWLC) is committed to respecting your privacy and safeguarding the personal information you share with us through our website, programs (including 211), events, fundraising, and communications. This Privacy Policy explains what we collect, how we use it, how we protect it, and the choices you have.

## Information we collect

We may collect information you provide directly, such as your name, email address, phone number, mailing address, employer/sponsor information, and any message or form details you submit (for example, volunteer interest forms, event registration, business directory submissions, or requests for assistance).

We may also collect donation-related information (such as donation amount, date, and confirmation details). Payment card details are processed by our third-party payment processor and are not stored on UWLC servers.

When you visit our website, we may automatically collect limited technical information such as IP address, device/browser type, pages viewed, and referral/exit pages. This is typically collected through cookies or similar technologies for analytics and site functionality.

## How we use information

We use collected information to:

- Deliver services and respond to requests (including 211-related support and referrals)
- Process donations, issue receipts, and maintain donor records
- Register participants for events and volunteer opportunities
- Communicate about UWLC programs, impact updates, campaigns, and community resources
- Improve our website, user experience, and content effectiveness
- Maintain internal records for compliance, auditing, and organizational reporting

## **How we share information**

We do not sell your personal information. We may share information only as needed to operate UWLC programs and services, including:

- Service partners and referral agencies (when you request help through 211 or related programs and a referral is appropriate)
- Vendors that support our operations (such as website hosting, email platforms, CRM tools, and payment processors), under appropriate confidentiality and security expectations
- Legal or compliance purposes, when required by law or to protect the rights, safety, and security of UWLC and the community

We share only the minimum information needed for the specific purpose.

## **Cookies and analytics**

Our website may use cookies or similar tools to support essential site functions and to understand how visitors use our site. You can adjust your browser settings to refuse or delete cookies, though some site features may not function properly.

## **Data security**

We use reasonable administrative, technical, and physical safeguards designed to protect personal information. No method of transmission over the internet is 100% secure, but we work to prevent unauthorized access, disclosure, alteration, or destruction of data.

## **Your choices**

You may opt out of non-essential emails at any time by using the unsubscribe link in our messages or by contacting us. You may also request to review, update, or delete certain personal information we maintain, subject to legal and operational requirements (for example, donation record retention).

## **Children's privacy**

UWLC's website and general communications are not intended for children under 13. If we learn that personal information from a child under 13 has been collected without appropriate consent, we will take steps to delete it.

## **Third-party links**

Our website may link to third-party sites (such as partner agencies, sponsors, or event platforms). UWLC is not responsible for the privacy practices of those sites. We encourage you to review their privacy policies.

## **Contact us**

If you have questions about this Privacy Policy or your information, please contact:

United Way of Lea County

Website: [www.uwolc.org](http://www.uwolc.org)

Email: [info@uwolc.org](mailto:info@uwolc.org)

Phone: (575) 397-4999

Mailing Address: (add UWLC mailing address)

## **Updates to this policy**

We may update this Privacy Policy from time to time. We will post the updated version on our website with the effective date.