

Privacy Policy

Introduction

At the Humane Society of Central Oregon (HSCO), we prioritize the safety and privacy of our users. We strive to make our website a secure place for everyone and are committed to protecting your privacy. We want to make you aware of how we handle your information and the steps you can take to protect your privacy. By using our website, you are agreeing to the terms outline in the policy below.

What You Need to Know

HSCO will not require you to register or provide any personal information to access most of the basic features of our websites. However, certain actions and areas of the site will require personal information, including:

- Making a donation.
- Submitting forms for lost/found pets or to surrender a pet.
- Applying for jobs or volunteer positions.
- Making appointments with our veterinary professionals.
- Submitting your adoption story.
- Registering for or requesting a class.
- Signing up for our e-newsletters or other communications.

Information We Collect

We collect various types of information to facilitate your interaction with our services, including:

- Personal Information: Your name, address, email address, and phone number.
- Transaction Information: Details of the services you have used, payments made, and other related financial information.
- Pet Information: We may need to collect pet name, breed, and medical history.

Use of Personal Information

We use the information you provide to:

- Deliver services and information you request, including providing veterinary treatment to your pets.
- Process donations and transactions.
- Communicate with you about HSCO activities, news, and fundraising campaigns.
- Send informational messages such as appointment reminders, account notifications, and other service-related updates. Message frequency varies. Message and data rates may apply. For help, reply HELP or email us at giving@hsc.org.
- Maintain internal records and manage inquiries. HSCO does not sell, rent, exchange, or otherwise disclose your personal information to outside parties except for authorized third-party vendors who provide specific services on our behalf, such as processing donations and maintaining our database.

Opt-Out

You may opt out of any future contacts from us at any time, including SMS/text communications. To opt out of text messages, reply STOP to any message you receive. To opt out of email or other communications, please email us at giving@hsco.org or write to us at 61170 SE 27th St, Bend, OR 97702.

Children's Privacy

We do not knowingly collect information from children under the age of 13.

Automatically Collected Information

We automatically collect certain information about your visit to our website, such as your IP address and how long you spend on our site. We use this data to understand visitor behavior and to enhance our website's usability and performance.

Security

We take the security of your personal information seriously. Our website is protected with industry-standard security measures like firewalls and secure data storage. Our servers are only accessible to authorized personnel.

Data Retention

We retain your personal information for as long as necessary to provide you with services, or as required by law.

Your Rights

You have the right to access, correct, or request deletion of your personal information. Please contact us at giving@hsco.org if you wish to make such a request.

Changes to This Policy

We may update this privacy policy from time to time. Please check our website for the latest version. Your continued use of our services after any changes to the privacy policy constitutes acceptance of those changes.

Contact Us

If you have any questions about this privacy policy or our privacy practices, please email us at giving@hsco.org or call us at 541.382.3537.

Compliance with Local Laws

HSCO complies with applicable local privacy laws regarding the collection, use, and retention of personal information. If you have questions about how we handle data in relation to specific legal requirements, please contact us.