

Call For Action Online Privacy Statement

Call For Action (“CFA”) is committed to protecting consumer privacy online. We believe that greater protection of personal privacy will not only protect consumers, but also increase consumer confidence and ultimately consumer participation in online activities. This Privacy Statement (the “Statement”) describes our practices regarding the online collection, use and disclosure of your personally identifiable information (that is, information from which an individual can be identified) by CFA from visitors to our website, <http://www.callforaction.org> (the “Site”). By using the Site, you signify your agreement to the terms and conditions of this Policy. If you do not agree to this Statement, please do not use the Site.

I. Personally Identifiable Information We Collect

From time to time CFA may collect personally identifiable information and other information that visitors choose to provide us.

In particular, in the course of handling complaints from consumers, we may collect the following information: name; e-mail address; postal address; home/mobile/other phone number; work phone; and home/other fax number. We may also collect other personally identifiable information that you choose to submit in the “Problem Description” section of our complaint form.

II. How We Use the Personally Identifiable Information We Collect

CFA uses your personally identifiable information to:

- Process the complaint(s) you have submitted to us;
- Contact you from time to time regarding your complaint; and
- Respond to other requests you may have.

III. How We Share the Personally Identifiable Information We Collect

CFA will disclose your personally identifiable information to volunteers responsible for responding to your complaint. CFA may also disclose your personally identifiable information to the business organization or agency that is the subject of your complaint. If you choose to answer yes to the question “Would you be willing to talk to the media about your complaint?” in the complaint form, we may share your personally identifiable information with news or other media organization.

CFA also works with third-party service providers and we may share personally identifiable information about you with third parties for the purpose of providing services to CFA, such as: website hosting or information technology consulting services; data analysis, legal or audit services; accounting services; and other administrative, back-up and security services.

We may disclose personally identifiable information, as permitted or required by law, and to: (1) respond to governmental inquiries or requests; (2) protect the rights, privacy, safety or property of CFA; (3) permit us to pursue available remedies or limit damages that we may sustain; and (4) enforce our Terms of Service.

In the event there is a change in the corporate structure of CFA, including, without limitation, through merger, consolidation, sale, liquidation or transfer of substantial assets, CFA may, in its sole and absolute discretion, transfer, sell or assign information collected on and through the Site, including without limitation, personally identifiable information concerning visitors, to one or more affiliated or unaffiliated third parties.

IV. Non-Personally Identifiable Information

CFA also may aggregate the information collected. Such aggregate information does not personally identify any individual. CFA uses aggregate information to measure relative consumer awareness in the various areas of consumer education and gauge the overall numbers affected by specific consumer problems.

Because aggregate information does not personally identify an individual, we may use aggregate information for any purpose and share aggregate information with third parties for any purpose.

V. How We Secure the Information We Collect

CFA has security measures in place to protect against the loss, misuse and alteration of personally identifiable information which is under our control. Unfortunately, however, no security system, or system of transmitting data over the Internet, can be guaranteed to be fully secure. As a result, while CFA strives to protect your personally identifiable information, we cannot guarantee the security of our servers, the means by which information is transmitted between your computer and CFA's servers, or any information provided to us or to any third party through or in connection with this website. If you have reason to believe your communications with us are no longer secure, please email us at office@callforaction.org.

In addition, CFA screens volunteers and trains them on the confidentiality of information collected.

VI. How You Can Change or Delete Information

The provision of information is entirely voluntary and you have the right not to provide information. You may also request that we change or delete personally identifiable information CFA holds about you by contacting us through one of the following methods: (a) sending an e-mail to office@callforaction.org; (b) writing to **11820 Parklawn Dr Suite 340 Rockville MD 20852**; or (c) calling us at **240-747-0229**. These methods may also be used if you wish to receive certain information as to whether or not

personally identifiable information relating to you is held by us and to obtain a copy of such information.

VII. Links to Other Websites

Please note that this Statement applies solely to personally identifiable information collected by CFA through this Site. This Site may include links to other websites not controlled by CFA. Please note that we are not responsible for the collection, use, maintenance, sharing or disclosure of data and information by such third parties. Once you leave this Site, use of any information you provide is governed by the privacy policy of the operator of the site you are visiting. That policy may differ from ours. We encourage you to read the privacy policies of websites that you visit before submitting personal information. If you can't find the privacy policy of any of these websites, you should contact the website directly for more information.

VIII. Changes to This Privacy Statement

We will from time to time update this Statement to reflect changes in the CFA privacy practices. When we do so, changes in this Statement will be effective immediately upon posting the revised policy to the Site. You can tell when the Statement was last revised by checking the "*Last updated*" legend at the top of this Statement. We ask that you periodically review this page to ensure continuing familiarity with the most current version of this Statement. By continuing to use the Site after a revised Statement has been posted, you will be deemed to have agreed to such changes.

IX. Questions?

Questions regarding this Statement should be directed to **office@callforaction.org**. You may also contact us by writing to **11820 Parklawn Dr Suite 340 Rockville MD 20852**, or by calling us at **240-747-0229**.