



Effective as of October 01, 2019

## **Privacy Policies**

This document describes Grey Team (“Grey Team App”) use of information regarding the veterans and families we serve, financial supporters of our mission, supporters under the age of 18, and general visitors to our website.

### **General User Privacy Policy**

This privacy policy applies to general users of the Grey Team website and describes how Grey Team protects information you provide when you use this website.

Although elements of this policy may apply to the Veterans we serve, their caregivers, and our donors who visit our website, we do collect additional data from these groups of people. Veterans and their caregivers who register for Grey Team’s programs and services can find additional information about how Grey Team uses their information on our Alumni and Caregiver Privacy Policy. Donors and supporters of Grey Team can find additional information about how Grey Team uses their information on our Donor Privacy Policy. Both policies may be found below.

Grey Team is committed to ensuring that your privacy is protected. It is our goal that you fully understand how we collect information, how we use that information, and the steps we’ve taken to protect that information. We will update this policy from time to time, so make sure to check this page periodically. If you have any questions about this policy, please email us at [info@greyteam.org](mailto:info@greyteam.org)

### **What type of information does Grey Team collect?**

There are two basic types of information that Grey Team might collect: personal and non-personal information.

As you browse the Grey Team website, you may opt to provide Grey Team with personal information. Personal information is information that contains identifiers such as your name, address, phone number, or email address.

Grey Team may also collect non-personal information from you such as an internet protocol address (typically referred to as an “IP address” and defined below) and browsing variables (like your web browser, referral links, or how much time you spent at our website). Although this information may on rare occasions be used to identify you, Grey Team typically uses this information to improve your experience and the experience of other visitors to our website. Grey Team may use cookies to collect this type of information.

**What’s a cookie?** A cookie is a small data text file that individual websites store on your computer’s hard drive – if your web browser permits. The website can later retrieve that cookie to let us know



you've been to our site before. Cookies typically make your use of the site easier, make the site run more smoothly, and help us to maintain a secure site. Many websites use cookies. You are free to decline our cookies if your browser permits, but some parts of our site may not work properly if you do that.

**What's an IP address?** An IP address is a unique number, assigned to each and every computer and other devices on the Internet. Your computer, your phone, your e-reader, and other electronic devices, are all assigned IP addresses.

### **When does Grey Team collect this information?**

We collect non-personal information from you as you use any of the pages on our website. We collect personal information from you only when you specifically provide it to us – for example, if you fill out a form or send us an email.

### **How does Grey Team use the information we collect?**

Grey Team uses information from different site visitors in different ways. We generally use the information provided to us through the donation process in accordance with the Donor Privacy Policy; we generally use the information provided to us by the veterans and caregivers we serve in accordance with the Alumni and Caregiver Privacy Policy. Both policies may be found below.

On rare occasions, we use personal information provided by general users of our website who are not veterans or caregivers and are not engaging in the donation process. We might, for example, ask for your information if you contact a local Grey Team representative or if you upload a personal video message to our veterans.

We may also use your personal and non-personal information in the following ways:

- Entering your information into our databases for internal recordkeeping, reporting, and data analysis.
- Communicating with you to obtain your input, provide information about our programs and events, or request contributions (provided you have opted to receive such communications).
- Improving our programs and services.
- Customizing our website according to your interests.
- Sharing information with third parties who help us manage our website and databases, and who assist us with our marketing efforts.
- Sharing information with third parties as required by law, or a part of a legal process.

We also reserve the right to use non-personal information, such as an IP address, to identify a user when we believe it is necessary to protect the compelling interests of our websites, the veterans we serve, their caregivers, our donors, our employees, or others, or to comply with laws, court orders, or law enforcement requests.



### **Does Grey Team share my information?**

Grey Team may share your personal and non-personal information as discussed herein. We do not, however, sell or rent the personal information of our general website users for profit.

### **Does Grey Team track my online activity while I'm not on the Grey Team site?**

Cookies and other technology may be used to track non-personal information about your web-browsing habits. For example, if a significant portion of our visitors all browses to the same website immediately after visiting us, we may use this information to improve your experience at our site. Grey Team respects web browser "do not track" signals and other mechanisms that provide you the ability to opt-out of having your personal information or online activities collected. But remember, unless you have selected the "do not track" function in your web browser, third parties (not just Grey Team) may collect personal information about your online activities over time and across different websites.

### **How does Grey Team secure my personal information?**

Grey Team is committed to ensuring that your personal information is secure. Your trust in us is important, so we have put in place physical, electronic, and managerial procedures to safeguard and secure the information we collect. Records containing personal information are stored at secure facilities; our websites use SSL (a tool used to verify the legitimacy of a website); and our employees are provided training on how to treat your data securely.

### **Will you contact me if I give Grey Team my information?**

If you provide us with your contact information, we may provide you with information about how you can help this generation of injured veterans. However, if you would not like to receive these messages, you can opt out of having your personal information used for certain purposes when we ask for your contact information.

### **Links to other websites and third-party services**

Sometimes we'll provide you with a link to another website or service. We typically do this in order to provide you with additional information about one of our sponsors to others who support the mission of Grey Team.

Grey Team may also include other electronic services on our website. For example, this could include a tool that allows you to contact your local politicians, or to create a custom message to send to veterans. These services are typically provided by third parties, and may require you to agree to that service provider's own privacy statement and terms of use. This policy does not cover these third party services or how those third parties may use the information you provide them. We encourage you to review those privacy policies and terms of use.



### **Do you collect information about minors?**

Yes; in limited circumstances Grey Team collects information from general users under the age of 18. Please see our Minor Privacy Policy below.

### **What if I have questions about this policy?**

We'd love to hear from you. Please email us at [info@greyteam.org](mailto:info@greyteam.org)

## **Donor Privacy Policy**

This privacy policy applies to Grey Team supporters and describes how Grey Team uses information you provide when you make a donation to us or sign up to receive emails (the "Donation Process"). When you provide us with your information, rest assured that Grey Team uses industry-standard security measures, including encryption, firewalls, and physical security to protect your data.

Please remember that this policy applies to the information provided by supporters during the Donation Process. veterans who register for our programs and services can find more information at the Alumni and Caregiver Privacy Policy, while users of the website should review the General Privacy Policy. (Both policies can be found above.) For example, if you register for Grey Team's programs and services and also make a donation to Grey Team, the information you provide during your registration will be used in accordance with the Alumni and Caregiver Privacy Policy, while the information you provide while making your donation will be used in accordance with this policy. Other information may be gathered in accordance with our General User Privacy Policy.

It is our goal that you fully understand how we collect information, how we use that information, and the steps we've taken to protect that information. We will update this policy from time-to-time, so make sure to check this page periodically. If you have any questions about this policy, please email us at [info@greyteam.org](mailto:info@greyteam.org)

### **What type of information does Grey Team collect?**

During the Donation Process, Grey Team will likely ask for information that could be used to identify you. This includes your contact information, such as your name, mailing address, phone number, and email address. If you donate via credit or debit card, we will also ask for your card number, expiration date, and other information necessary to process the transaction. If you donate via check, we may ask for limited bank information.

### **When does Grey Team collect this information?**



We collect this information from you during the Donation Process. If you donate online, your donation will not be processed without the certain required information. We may also collect information as we communicate with you after your donation is made. Third parties may also share your information with Grey Team, in accordance with applicable laws, rules, and standards. Rest assured that no matter how we access your information, we'll use it only in accordance with this policy.

### **How does Grey Team use the information we collect?**

We generally use your information to process donations, send you periodic messages, and share with other parties for the purpose of furthering our mission, as required by law, or as part of a legal process. Grey Team may use your information in the following ways:

- Enter your information into our databases for internal recordkeeping, reporting, and data analysis.
- Communicate with you to obtain your input, provide you with information, or request contributions (provided you have not opted out of receiving such communications).
- Provide you with the necessary tax information regarding your donation.
- Customize our website according to your interests; - Share information with third parties who provide goods and services to Grey Team (e.g., parties who process donations or help us manage our website and databases).
- Share information with third parties who may provide services to injured veterans or other groups you may be interested in.
- Share information with third parties as required by law, or a part of a legal process.

### **Does Grey Team share my information?**

Grey Team may share your personal information as discussed herein. When Grey Team shares information with outside organizations, it does so subject to appropriate confidentiality rules designed to protect your information from unintentional disclosure.

### **Can I opt-out of receiving messages and sharing of my information?**

Yes. We provide you with the opportunity to opt-out of having your personal information used for certain purposes when we ask for this information.

If you no longer wish to receive communications from Grey Team, you may opt-out of receiving such please email [info@greyteam.org](mailto:info@greyteam.org)

If you would like to immediately opt-out of all communications, please select "Remove from Mailing/Email Lists" under the "Inquiry Type" email us at [david@greyteam.org](mailto:david@greyteam.org)

If you would like to opt-out of sharing personal information with other organizations, please



select “No Rent/No Exchange” under the “Inquiry Type” email us at [david@greyteam.org](mailto:david@greyteam.org)

### **How does Grey Team secure my personal information?**

Grey Team strives to ensure the security of your personal information. Your trust in us is important, so we have put in place physical, electronic, and managerial procedures to safeguard and secure the information we collect. Records containing personal information are stored at secure facilities; our websites use SSL (a tool used to verify the legitimacy of a website), and we train our employees about how to treat your data securely.

If you make a donation over the phone or on our website, Grey Team utilizes industry-standard safeguards to protect your information including encryption, network firewalls, and physical security. When we work with other companies to process your payment, those companies also use security measures to protect your data.

### **How do I update my information?**

Please contact the Grey Team Donor Care team at [info@greyteam.org](mailto:info@greyteam.org)

### **Will you contact me if I give Grey Team my information?**

Yes. Grey Team will send you messages about how we are serving injured veterans and service members and how you can help. You can opt-out of receiving these messages as discussed above in the “Can I opt-out of receiving messages and sharing of my information” section above.

### **Do you collect information about minors?**

Yes; in limited circumstances Grey Team collects information from supporters who are under the age of 18. Please see our Minor Privacy Policy below.

### **What if I have questions about this FAQ?**

Please email us at [info@greyteam.org](mailto:info@greyteam.org) with any questions about this policy.

### **Minor Privacy Policy**

This privacy policy applies to Grey Team supporters who are under the age of 18. Note that when you, or your minor child or guardian, provides us information, Grey Team will continue to use industry-standard security measures, including encryption, firewalls, and physical security to protect your data. In short, Grey Team applies the same security measures to minor data as we do for our general supporters, but uses the data for more limited purposes.



Our goal is that you fully understand how we use this information. We will update this policy from time-to-time, so make sure to check this page periodically. If you have any questions, email us at [info@greyteam.org](mailto:info@greyteam.org).

### **What type of information does Grey Team collect?**

Grey Team will likely ask for information that could be used to identify you. This includes your contact information, such as your name, mailing address, phone number, and email address. If you're registering for the QRF®. If you are a minor, you will need your parent or guardian's permission to provide their information.

### **When does Grey Team collect this information?**

We collect this information from you during the registration process for QRF®. We may also collect information as we communicate with you after your registration. Third parties may also share your information with Grey Team, in accordance with applicable laws, rules, and standards. Rest assured that no matter how we access your information, we'll use it only in accordance with this policy.

### **How does Grey Team use the information we collect?**

We generally use your information to process registration, donations, send you periodic messages, and share with other parties for the purpose of furthering our mission, as required by law, or as part of a legal process. Grey Team may use your information in the following ways:

- Enter your information into our databases for internal record keeping, reporting, and data analysis;
- Communicate with you to obtain your input and provide you with information about your QRF®;
- Update you on other events or programs you might be interested in attending or participating in.
- Provide you with necessary tax information regarding your donation;
- Customize our website according to your interests;
- Share information with third parties who provide goods and services to Grey Team (*e.g.*, parties who process donations or help us manage our website and databases);

### **Does Grey Team share my information?**

Grey Team may share your personal information as discussed herein. When Grey Team shares information with outside organizations, it does so subject to appropriate confidentiality rules designed to protect your information from unintentional disclosure.



**Does Grey Team use my information for other purposes once I turn 18?**

Yes! Once you turn 18, Grey Team will treat your information in accordance with our Donor Privacy Policy.

**Does Grey Team use information about children under 13 for any specific purposes?**

Grey Team treats information about children under 13 with special care. Children under 13 are not allowed to register themselves as (Quick Reaction Force) QRF. If you are registering a child under 13 for the QRF®, Grey Team strives to ensure that we communicate with that child only to provide communications about the Carry Forward® event for which he or she is registered. It is Grey Team policy to delete information about children under 13 approximately 30 days following the event for which they are registered.

**Can I opt out of receiving messages and sharing of my information?**

Yes. Please see information above in our Donor Privacy Policy.

**How does Grey Team secure my personal information?**

Grey Team will use the same security methods as discussed above in our Donor Privacy Policy.

**Will you contact me if I give Grey Team my information?**

Yes. As discussed above, Grey Team will send you information specifically about the event for which you are registered, whether you've registered as a QRF® event. You can opt out of receiving these messages as discussed above in the "Can I opt out of receiving messages and sharing of my information" section above. It is Grey Team policy not to directly solicit monetary contributions from supporters under 18.

**What if I have questions about this FAQ?**

Please email us at [info@greyteam.org](mailto:info@greyteam.org) with any questions about this policy.