

Chimes Privacy Policy

Chimes Family of Services respects the privacy of all its stakeholders. Chimes does not exchange or sell lists of donors or any other stakeholders with any organization. If you would like to verify, correct the information we have or request that your name as a donor not be used in our annual report, please contact the Development and Corporate Communications office at 410.358.6400.

Commitment to Online Security

Physical, electronic and managerial procedures have been employed to safeguard the security and integrity of personal information. Chimes policies and procedures outline the responsibilities of all staff in regard to confidentiality. All staff and contractors that require access to personal information are bound to comply with these policies and are given user names and passwords.

Personal Information that Chimes May Collect Online

Chimes may collect personal information online, including names, postal and e-mail addresses, phone and facsimile numbers, billing information, and complaint information. Chimes does not knowingly collect or maintain any personal information from children under the age of 13.

How Chimes Uses Personal Information Collected Online

Chimes only uses your personal information for the purpose for which it is submitted, such as to reply to your emails, handle your complaints, and process payments for donations. We will use such information to provide you additional information about our programs and services. If you wish to discontinue receiving information about Chimes, you may contact Chimes Development and Corporate Communications at 410.358.6400 or submit the request electronically through "Tell Us What You Think" on our website. Chimes does not sell information or lists to any company

How Your Information May Be Shared

In order to process a complaint, Chimes will use the information to respond to your concern. Chimes will also use your information:

- Where release is required by law (for example, a subpoena) or regulation or is requested by a government agency;
- To appropriate persons, where your communication suggests possible harm to others.

Help Us Keep Your Personal Information Accurate

If your personal information changes or you would like to review the personal information we may have on file, please e-mail us with the new information or your review request to Development@Chimes.org or by regular mail to:

Development and Corporate Communications
Chimes International
4815 Seton Drive
Baltimore, MD 21215

Computer Tracking and Cookies

Our web sites are not set up to track, collect or distribute personal information not entered by visitors. Our site logs do generate certain kinds of non-identifying site usage data, such as the number of hits and visits to our sites. This information is used for internal purposes by technical support staff to provide better services to the public and may also be provided to others, but again, the statistics contain no personal information and cannot be used to gather such information. No personal information is collected.

A cookie is a small amount of data that is sent to your browser from a Web server and stored on your computer's hard drive. Chimes uses non-identifying cookies to provide easier site navigation and access to forms. You can still use the Chimes sites if your browser is set to reject cookies. Our cookies do not generate personal data, do not read personal data from your machine and are never tied to anything that could be used to identify you.

Problems or Complaints with Chimes Privacy Policy

If you have a complaint about Chimes compliance with this privacy policy, you may contact us at Development@Chimes.org or submitting a comment through our website, "Tell Us What You Think" or by telephone to the Office of the President, 410.358.3800.