

**Chicago Methodist Senior Services
Privacy Policy
Updated November 2023**



This Privacy Policy for Chicago Methodist Senior Services (CMSS) ("we," "us," or "our") describes how and why we might collect, store, and use information you provide us when you visit our website at www.cmsschicago.org.

By accessing or using our website, you agree to this Privacy Policy.

Questions or concerns? Please read this Privacy Policy to understand how we use, collect, and store information. If you disagree with our policies and practices, please do not use our website. If you have questions, please contact us at web@cmsschicago.org.

SUMMARY OF KEY POINTS

This is a summary of our Privacy Policy. You can find out more details about any of these topics by clicking the link in the description or using our table of contents below.

What personal information do we process? When you visit, use, or navigate our website, we may process personal information depending on how you interact with us and the website, your choices, and the features you use. [Learn more about the information we collect here.](#)

How do we process your information? We process your information to provide, improve, and administer our website, to communicate with you, to manage security and fraud prevention, and to comply with the law. We may also process your information for other purposes with your consent. We process your information only when we have a valid legal reason to do so. [Learn more about how we process your information.](#)

In what situations and with which parties do we share personal information? Do we receive personal information from third parties? [We do not sell or share your personal information.](#) We do not receive any information from third parties.

How do we keep your information safe? We have organizational and technical processes and procedures in place to protect your personal information. However, no electronic transmission over the internet or information storage technology can be guaranteed 100% secure. [Learn more about how we keep your information safe.](#)

What are your privacy choices? You have the ability to make certain privacy choices to protect your information. [Learn more here.](#)

Have a question? The easiest way to find out more is by reading the policy below and contacting us at web@cmsschicago.org.

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1. What information do we collect?

Personal information you disclose to us

The personal information we collect depends on the context of your interactions with us and the website, your choices, and the features you use. We collect personal information that you voluntarily provide us when you express an interest in obtaining information about us or our services when you interact with our website, or otherwise when you contact us. The personal information we collect when you provide it to us may include the following:

- names
- phone numbers
- email addresses
- zip codes
- contact preferences

Information automatically collected

On our website, we automatically collect certain information through cookies, Google Analytics, and similar technologies when you visit, use or navigate the website. This information does not reveal your specific identity (like your name or contact information), but may include device and usage information, such as your IP address, browser and device characteristics, operating system, language preferences, referring URLs, device name, country, location, information about how and when you use our website, and other technical information. This information is primarily needed to maintain the security and operation of our website and for our internal analytics and reporting purposes. You may opt out of Google Analytics by visiting the Google Analytics opt-out page.

The information we collect includes:

- *Log and Usage Data.* Log and usage data is service-related, diagnostic, usage, and performance information our servers automatically collect when you access or use our website and which we record in log files. Depending on how you interact with us, this log data may include your IP address, device information, browser type, and settings and information about your activity on our website (such as the date/time stamps associated with your usage, pages, and files viewed, searches, and other actions you take such as which features you use), device event information (such as system activity, error reports (sometimes called "crash dumps"), and hardware settings).
- *Device Data.* We collect device data such as information about your computer, phone, tablet, or other device you use to access the website. Depending on the device used, this device data may include information such as your IP address (or proxy server), device and application identification numbers, location, browser type, hardware model, Internet service provider and/or mobile carrier, operating system, and system configuration information.
- *Location Data.* We collect location data, such as information about your device's location, which can be either precise or imprecise. How much information we collect depends on the type and settings of the device you use to access the website. For example, we may use GPS and other technologies to collect geolocation data that tells us your current location (based on your IP address). You can opt out of allowing us to collect this information either by refusing access to the information or by disabling your Location setting on your device. However, if you choose to opt-out, you may not be able to use certain aspects of the website.

Videos on our Website

CMSS links multiple videos on our website from YouTube. Please review Google's Privacy Policy as it relates to YouTube to understand what data is collected and the privacy choices available to you.

2. How do we process your information?

We process your personal information for a variety of reasons, depending on how you interact with our website, including:

To send you marketing and promotional communications. We may process the personal information you provide us for our marketing purposes if this is in accordance with your marketing preferences. You can opt out of our marketing emails at any time. See "9. What are your privacy choices?" below.

To identify usage trends. We may process information about how you use our website to better understand and improve our website.

To determine the effectiveness of our marketing and promotional campaigns. We may process your information to better understand how to provide marketing and promotional campaigns that are most relevant to you.

We may also process your information for other purposes with your consent.

3. What legal bases do we rely on to process your information?

We only process your personal information when we believe it is necessary and we have a valid legal reason (i.e., legal basis) to do so under applicable law, like with your consent, to comply with laws, to provide you with services to or fulfill our contractual obligations, to protect your rights, or to fulfill our legitimate business interests.

4. Do we sell or share personal information?

No. We do not sell or share your personal information or receive personal information from third parties.

5. Do we use cookies or other tracking technologies?

Yes, our website uses cookies and Google Analytics. You may opt out of Google Analytics by visiting the Google Analytics opt-out page.

Cookies are a technology of web browser software that allows web servers to recognize the computer used to access a website and store information, including visitors' preferences. You may refuse to accept browser cookies by activating the appropriate settings on your browser. Unless you have adjusted your browser setting to refuse cookies, our system will issue cookies when you direct your browser to our website.

6. How long do we keep your information?

If you choose to provide us with additional information about yourself through an e-mail, form, survey, etc., we will maintain the information for up to two years or as long as needed to respond to your question or to fulfill the stated purpose of the communication.

7. How do we keep your information safe?

We have implemented appropriate and reasonable technical and organizational security measures designed to protect the security of any personal information we process. Despite our safeguards and efforts to secure your information, no electronic transmission over the Internet or information storage technology can be guaranteed to be 100% secure, so we cannot promise or guarantee that hackers, cybercriminals, or other unauthorized third parties will not be able to defeat our security and improperly collect, access, steal, or modify your information. Although we will do our best to protect your personal information, transmission of personal information to and from our website is at your own risk. You should only access the website within a secure environment.

8. Do we collect information from minors?

We do not knowingly solicit data from or market to children under 18 years of age. By using our website, you represent that you are at least 18 year of age or that you are the parent or guardian of such a minor and consent to such minor dependent's use of our website. If we learn that personal information from users less than 18 years of age has been collected, we will take reasonable measures to promptly delete such data from our records. If you become aware of any data we may have collected from children under the age of 18, please contact us at web@cmsschicago.org.

9. What are your privacy choices?

By accessing or using our website, you agree to this Privacy Policy. If you disagree with our policies and practices, please do not use our website.

Opting out of marketing and promotional communications: You can unsubscribe from our marketing and promotional communications at any time by clicking on the unsubscribe link in the emails that we send or by contacting us using the details provided in the section "How can I contact you about this Privacy Policy?" below. You will then be removed from the marketing lists. However, we may still communicate with you — for example, to respond to service requests or for other non-marketing purposes.

Cookies, Google Analytics, and similar technologies: Most Web browsers are set to accept cookies by default. You may refuse to accept browser cookies by activating the appropriate settings on your browser. Unless you have adjusted your browser setting to refuse cookies, our system will issue cookies when you direct your browser to our website. If you prefer, you can choose to set your browser to remove cookies and to reject cookies. If you choose to remove cookies or reject cookies, this could affect certain features or services of our website.

You may opt out of Google Analytics by visiting the Google Analytics opt-out page.

If you have questions or comments about your privacy rights, you may email us at web@cmsschicago.org.

10. Do we make updates to this Privacy Policy?

We will update this privacy policy from time to time.

11. How can I contact you about this Privacy Policy?

If you have questions about this notice, you may email us at web@cmsschicago.org or contact us by post at:

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