

International Veterinary Outreach (“IVO”, “we”, and “us”) respects your privacy. You are free to visit www.ivo.vet (“our Website”) without telling us who you are or providing any personally identifiable information to us. However, because you will need to provide personally identifiable information in order to interact with certain features of our Website, we have developed this Privacy Policy. We believe you should always know what data we collect from you and how we use it, share it, and protect it, and that you should have meaningful control over these actions to the fullest extent possible.

This Privacy Policy describes how we collect, use, share, and protect information in connection with each of your visits to and use of our Website. This Privacy Policy is not applicable to any third party website or application, even if such website or application can be reached through an external link available on our Website.

By accessing the Website, you are consenting to the information collection, use, sharing, and protection practices described in this Privacy Policy. We strongly suggest that you examine and familiarize yourself with this Privacy Policy prior to interacting with our Website and that you check frequently for any updates to this Privacy Policy during any future visits to our Website. Should you have any questions about our privacy practices that are not answered by this Privacy Policy, please feel free to contact us via the methods provided at the end of this Privacy Policy.

Information We Collect

When you visit and/or engage with our Website, we may collect the following information:

Information you give us

- **Personal Information.** When you sign up on our Website to receive our newsletter, volunteer with us, donate to us, register for an event with us, partner with us, or sponsor us, we may collect information that can be used to identify you personally, such as your name, email address, mailing address, phone number, company name, company address, country of residence, occupation, languages spoken, and veterinary practice and specialty information (collectively, “Personal Information”). Generally, you can visit our Website without entering any Personal Information. In certain cases, we may ask you for Personal Information to further your engagement with us. You are free to decline to share your Personal Information, though we may be unable to engage further with you without such Personal Information.
- **Payment Information.** When you donate money to us, a third party payment vendor will collect, on our behalf, information from you to complete your payment, such as the name, number, expiration date, certification code, and billing address associated with your credit card or payment card (collectively, “Payment Information”). Such collection, use, and protection of your Payment Information is done according to the terms of the third party payment vendor’s privacy policy and/or terms of use, and we will not gain any access to your Payment Information. Currently, we use the services of Facebook and Paypal Holdings as our third party payment vendors. For more information on their privacy practices, please refer to their privacy policies.
- **Other Information.** When you engage with any discussion with us, whether through email, phone, or mail, we may collect other information about you and your situation or circumstances.

For instance, we may collect information from you about particular veterinary issues that interest you or questions you have about the work that we do.

Information automatically collected

- We automatically log information about you and your computer. For example, when you visit our Website, we may log such information as your computer operating system type, your browser type, your IP address, your browser language, the website you visited before browsing to our Website, pages you viewed, how long you spent on each page, access times, and information about your actions on our Website. We collect this information, which does not include any Personal Information, for operational purposes such as evaluating, updating, and improving the services we provide.
- Cookies. We may log information using “cookies.” Cookies are small data files stored on a user’s computer or device to allow a website to remember the user and give a more personalized experience. We do not use cookies for tracking purposes, but we may use both session cookies (which expire once you close your web browser) and persistent cookies (which stay on your computer until you delete them) to provide you with a more personal and interactive experience on our Website. This type of information is collected to make our Website more useful to you and to tailor the experience with us to meet your special interests and needs. Should you wish, you can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You do this through your browser settings. Since any browser is a little different, look at your browser’s Help Menu or visit websites providing step-by-step guides to learn the correct way to modify your cookies. Please note that your decision to delete or stop accepting cookies may impair your use of some of the features or functionality of our Website.
- We may use third party analytics services to learn how you engage with our Website by giving us the ability to collect information based on your interaction with our Website. No Personal Information is collected or transmitted through this method.

How we use information

We do not entertain any advertising on our site. We may use the information we collect in the following ways:

- To provide you with access to and use of the Website.
- To provide you with a more useful and engaging experience on our Website (i.e., your information helps us to better respond to your individual needs).
- To improve the quality of the content on our Website.
- To follow up with you after you submit Personal Information on our Website, such as to discuss volunteer opportunities or to provide you with our newsletter.
- To contact you regarding veterinary or animal-related issues we feel you may be interested in, to keep you updated regarding IVO’s programs, and to extend an invitation to you to support our programs.
- To protect against, investigate, and deter fraudulent, unauthorized, or illegal activity.

By submitting your contact information, you are providing your express written consent to receive communications from us at the email address and telephone numbers you entered into our contact form, or that you later provide to us or enter into your contact page. Any information that we do have will never be shared except under the circumstances described below in “How we share information.”

How we share information

We do not sell or trade your Personal Information. We may, however, share information we collect, including your Personal Information, as follows:

- We may transfer or share your Personal Information with trusted and GDPR-compliant third party service providers who assist us in operating our Website, providing technical support, conducting our operations, or servicing you. All such service providers are subject to confidentiality obligations and may only access and utilize your data for purposes of fulfilling their obligations to us.
- We may share Personal Information with your consent. For example, you may let us share your Personal Information with others for their own marketing uses. Those uses will be subject to their privacy policies.
- We may directly upload voluntarily-provided information into third party platforms that have provided us with assurances that they process personal information under suitable data protection arrangements and security controls, such as Facebook and Google, in order to create content-specific advertisements.
- We may also use your Personal Information for legal, protection, and safety purposes.
 - We may share information to comply with laws.
 - We may share information to respond to lawful requests and legal processes, such as subpoenas or court orders.
 - We may share information to protect the rights and property of IVO, our agents, members, and others. This includes enforcing our agreements and policies, including this Privacy Policy.
 - We may share information in an emergency. This includes protecting the safety of our employees and agents, customers, or any person.
- We may share aggregated or anonymized data with third parties without your consent.

Choices with Your Personal Information

Whether you submit any Personal Information to us is entirely up to you. You are under no obligation to provide Personal Information. However, in the event certain Personal Information is essential for us to provide certain services to you or engage with you further, we will be unable to provide you with those services or further engagement if you choose to withhold requested information.

You may revoke your consent to receive marketing communications via text at any time by replying “stop” to any of our texts, or by any other reasonable means. We will make a commercially reasonable effort to comply with any communications from you opting out, but replying “stop” will automatically revoke your consent to further text communications, and we recommend that method. We may take up to 30 days to stop communications if you use a method other than the automatic reply “stop.” You consent to receive a final text message confirming your opt-out. You may revoke your consent to receive email communications by using the “unsubscribe” link in an email or on the website or by any other reasonable means. We will make a commercially reasonable effort to comply with any communications

from you opting out of email, but selecting “unsubscribe” will automatically revoke your consent to further email communications, and we recommend that method. We may take up to 30 days to stop email communications if you use a method other than the “unsubscribe” link. The “unsubscribe” link will also permit you to stop text communications.

You may choose to prevent us from disclosing or using your Personal Information under certain circumstances (“opt out”). You may opt out of any disclosure or use of your Personal Information for purposes that are incompatible with the purpose(s) for which it was originally collected or for which you subsequently gave authorization by notifying us by any reasonable method. We will undertake reasonable efforts to notify third parties with whom we have shared your Personal Information as permitted under this Privacy Policy of your election to opt out. There are some uses from which you cannot opt out, such as to provide information or services that you have requested from us.

How we protect information

We are committed to protecting your privacy. Our website is scanned on a regular basis for security holes and known vulnerabilities in order to make your visit to our site as safe as possible.

Your Personal Information is stored behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential. In addition, all sensitive/credit information you supply is encrypted via Secure Socket Layer (SSL) technology. We implement a variety of security measures when a user submits or accesses their information to maintain the safety of your Personal Information.

However, please note that despite our best efforts, information security measures can never be guaranteed to be 100% effective, and we cannot ensure or warrant the absolute security of any of your information, including your Personal Information, that you provide to us or that we collect. We disclaim any liability for any security breach or any other unintended disclosure of information.

Third Party Links

This Privacy Policy applies only to our Website. Occasionally, we may offer links to third party websites, such as LinkedIn and Instagram, on our website. These third-party websites are governed by different privacy policies. Once you follow a link to a third party website, we cease to have control over your data collection, use, sharing, and protection, as the third party’s privacy policy will apply.

California Online Privacy Protection Act

CalOPPA is the first state law in the nation to require commercial websites and online services to post a privacy policy. The law’s reach stretches beyond California to require any person or company in the United States (and conceivably the world) that operates websites collecting Personal Information from California consumers to post a clearly visible privacy policy on its website stating the information being collected and those individuals or companies with whom it is being shared. - See more at: <http://consumercal.org/california-online-privacy-protection-act-caloppa/#sthash.0FdRbT51.dpuf>

According to CalOPPA, we agree to the following:

Users can visit our site anonymously.

Our Privacy Policy link includes the word 'Privacy' and can easily be found on the page specified above.

You will be notified of any Privacy Policy changes:

- On our Privacy Policy Page

You can change your Personal Information:

- By emailing us at info@ivo.vet

How does our site handle Do Not Track signals?

We honor Do Not Track signals and Do Not Track, plant cookies, or use advertising when a Do Not Track (DNT) browser mechanism is in place.

COPPA (Children Online Privacy Protection Act)

IVO does not market to or provide any services to children. Our Website is not intended or designed for use by children younger than 13 years old, and IVO will not knowingly collect, use, or maintain information from visitors to our Website younger than 13 years old. In the event that your child has given us Personal Information, please alert us at info@ivo.vet. If we discover that we have collected any Personal Information from children under 13 we will promptly take steps to delete any and all such information and terminate any account created by such children. For more information on COPPA visit the The Federal Trade Commission, website

- <https://www.ftc.gov/tips-advice/business-center/privacy-and-security/children%27s-privacy>.

Fair Information Practices

The Fair Information Practices Principles are the core of privacy law in the United States. They have also played a significant role in the development of data protection laws around the globe. Understanding the Fair Information Practice Principles and how they should be implemented is critical to comply with the various privacy laws that protect personal information.

In order to be in line with Fair Information Practices we will take the following responsive action, should a data breach occur:

We will notify you via email

- Within 7 business days

We will notify our visitors via in-site notification

- Within 7 business days

The Individual Redress Principle requires that individuals have the right to legally pursue enforceable rights against data collectors and processors who fail to adhere to the law. This principle provides individuals with enforceable rights against data users, and also provides recourse to courts or government agencies to investigate and/or prosecute non-compliance by data processors.

CAN-SPAM Act

The CAN-SPAM Act is a law that sets the rules for commercial email, establishes requirements for commercial messages, gives recipients the right to have emails stopped from being sent to them, and spells out tough penalties for violations.

We collect your email address in order to:

- Send information, respond to inquiries, and/or other requests or questions
- Market to our mailing list or continue to send emails to our visitors and members.

To be in accordance with CAN-SPAM, we agree to:

- Not use false or misleading subjects or email addresses
- Identify marketing messages as an advertisement in some reasonable way
- Include the physical address of our business
- Honor opt-out/unsubscribe requests quickly
- Allow users to unsubscribe by using the link at the bottom of each email

Data Retention

We will retain your information, including your Personal Information, for as long as your account is active or as needed to provide you with Services through Veva. We will retain and use your information as necessary to comply with our legal obligations, prevent fraud or abuse, resolve disputes, enforce our agreements, or take other action permitted by law. Aggregated or anonymized data may be retained indefinitely.

Your California Privacy Rights

CCPA Rights Disclosure. The CCPA allows California residents to make certain requests about their Personal Information. In particular, the CCPA allows California residents to ask us to:

- Provide information about the categories of Personal Information we collect or share; the categories of sources of such information; the business or commercial purpose for collecting Personal Information; and the categories of third parties with whom we share/disclose Personal Information.
- Give them access to and/or a copy of certain information we hold about them.
- Erase certain information we hold about them.

The CCPA further provides you with the right to not be discriminated against (as explained further in applicable law) for exercising your rights.

Please note that certain information may be exempt from such requests under California law. For example, we need certain information in order to provide services and information to you. We also will take reasonable steps to verify your identity before responding to a request.

If you are a California resident and you would like to exercise any of your data rights under California law, please email us at: info@ivo.vet. Please include your full name, email address, and residential address

associated with your use of our Website, along with the rights you would like to exercise, so that we can process your request in an efficient manner.

International Users

IVO is located in the United States. By choosing to access our Website or otherwise provide information to us, you agree that any dispute over privacy or the terms contained in this Privacy Policy will be governed by U.S. laws and any disputes arising in connection with IVO will be adjudicated in accordance with U.S. laws.

If you are accessing or using the Website from the European Union or other countries or blocs with laws governing data collection and use, please note that you are agreeing to the transfer of your information to the United States and to processing globally. By providing your information, you consent to any transfer and processing in accordance with this Privacy Policy.

Contacting Us

If there are any questions regarding this privacy policy, you may contact us using the information below and we'll do our best to get back to you within 7 business days.

International Veterinary Outreach

P.O. Box 590938

San Francisco, CA 94159

United States of America

info@ivo.vet

Changes to this Privacy Policy

We may update this Privacy Policy from time to time. The Last Updated date at the top of the page indicates the date the most recent update to this Privacy Policy was made. If IVO updates this Privacy Policy, your continued use of our Website (following the posting of the revised Privacy Policy) means that you accept and agree to the terms of the revised Privacy Policy. Remember, by visiting our Website or otherwise engaging with us, you accept and agree to our Privacy Policy and privacy practices. We strongly suggest that you review this Privacy Policy from time to time to see whether any changes have been made. If we make material changes to how we collect, use, share, or protect information, we will make reasonable efforts to inform you of such changes and obtain your consent to any such changes as required by law.