

## Privacy Policy

**Families Anonymous World Service Website** – This policy explains our online information practices and the information we collect.

### What information do we collect?

We collect information from you when you fill out a form.

When ordering or registering on our site, as appropriate, you may be asked to enter your: name, e-mail address, mailing address or phone number. You may, however, visit our site anonymously.

### What do we use your information for?

Any of the information we collect from you may be used in one of the following ways:

- To personalize your experience: (your information helps us to better respond to your individual needs)
- To improve our website: (we continually strive to improve our website offerings based on the information and feedback we receive from you)
- To improve customer service: (your information helps us to more effectively respond to your customer service requests and support needs)
- To process transactions: *Your information, whether public or private, will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever, without your consent, other than for the express purpose of delivering the purchased product or service requested.*
- To send periodic emails: The email address you provide may be used to send you information, respond to inquiries, and/or other requests or questions.

### How do we protect your information?

We implement a variety of security measures to maintain the safety of your personal information when you enter, submit, or access your personal information.

We offer the use of a secure server. All supplied sensitive/credit information is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our Payment gateway providers database only to be accessible by those authorized with special access rights to such systems, and are required to keep the information confidential.

After a transaction, your private information (credit cards, etc.) will not be kept on file for more than 60 days.

### Do we use cookies?

Yes. Cookies are small files that a site or its service provider transfers to your computer's hard drive through your Web browser (if you allow) that enables the sites or service providers systems to recognize your browser and capture and remember certain information

We use cookies to compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools in the future.

#### **Do we disclose any information to outside parties?**

In keeping with the FA Traditions, we do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others rights, property, or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

#### **California Online Privacy Protection Act Compliance**

Because we value your privacy we have taken the necessary precautions to be in compliance with the California Online Privacy Protection Act. We therefore will not distribute your personal information to outside parties without your consent.

#### **Children's Online Privacy Protection Act Compliance**

We are in compliance with the requirements of COPPA (Children's Online Privacy Protection Act), we do not collect any information from anyone under 13 years of age. Our website, products and services are all directed to people who are at least 13 years old or older.

#### **Online Privacy Policy Only**

This online privacy policy applies only to information collected through our website and not to information collected offline.

#### **Terms and Conditions**

Please also visit our Terms and Conditions section establishing the use, disclaimers, and limitations of liability governing the use of our website at [www.familiesanonymous.org](http://www.familiesanonymous.org)

#### **Your Consent**

By using our site, you consent to our privacy policy.

#### **Changes to our Privacy Policy**

If we decide to change our privacy policy, we will post those changes on this page.

#### **How to Contact Us**

If you have any questions or concerns about this privacy statement, you may contact us at:.

FA World Service Office  
701 Lee St.  
Ste. 670  
Des Plaines, IL 60016  
(847) 294-5877

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