

MOAA Cape Canaveral Chapter Privacy Policy

Updated 01/11/2024.

Welcome to the website of the Military Officers Association of America Cape Canaveral Chapter (MOAA Cape Canaveral). We are committed to ensuring the privacy of our members and other website users. This policy outlines our practices for gathering, using, maintaining, protecting, and disclosing information. This policy applies to all MOAA Cape Canaveral Chapter entities.

Information Collection and Use

This policy describes the type of information we may collect from you or that you may provide when you visit our websites and our practices regarding that information. By accessing or using this website, you agree to the terms outlined in this policy.

If you have any questions or concerns, please contact us: admin@moaacc.org

Information We Collect

1. Information You Provide

- Personal details such as name, phone number, email address, military affiliation, and postal addresses.
- Information provided during membership applications or event registrations.

2. Log Data

- Details about your online interactions, including IP address, browser type, pages visited, search terms, date/time stamps, and other relevant data.

Data Security

We adopt industry-standard security measures to protect your information. Our website undergoes regular security checks and complies with PCI (Payment Card Industry) standards.

Use of Information

We use the collected information for the following purposes:

- Personalizing your experience with MOAA Cape Canaveral
- Providing customer support and services
- Managing membership transactions and event registrations
- Sending relevant communications about our services and activities
- Conducting surveys and promotional contests (participation is voluntary)

Information Sharing

MOAA Cape Canaveral is the sole owner of the information collected on this site. We may share information with our affiliates and trusted third-party vendors who assist us in delivering services.

Your Choices

You may opt out of receiving promotional emails by following the instructions in our communications. You can also choose not to provide certain information, though this may affect your ability to use certain website features.

Policy Changes

This policy may be updated periodically. Your continued use of the website following any changes indicates your acceptance of those changes. Please review this policy regularly for updates.

Comprehensive Privacy Policy for MOAA Cape Canaveral Chapter

Effective Date: 01/11/2025

1. Introduction

The MOAA Cape Canaveral Chapter (hereafter referred to as "the Chapter," "we," "our," or "us") is committed to protecting the privacy and security of our members, donors, volunteers, event participants, and website visitors. This Privacy Policy outlines our practices concerning the collection, use, and protection of personal information. It also details your rights regarding your data and how you can manage your privacy preferences.

2. Scope of This Policy

This Privacy Policy applies to all personal information collected by the Chapter through various channels, including but not limited to:

- Membership forms
- Donation platforms
- Event registrations
- Email communications
- Social media platforms
- Our website and any associated online services

3. Information We Collect

3.1 Personal Information

We may collect the following personal information from you:

- **Identification Information:** Name, date of birth, gender, and military service details.
- **Contact Information:** Mailing address, email address, phone number.
- **Membership Information:** MOAA membership number, chapter affiliation, membership status, and history.
- **Financial Information:** Credit/debit card details, bank account information, donation history, and transaction details.
- **Event Participation:** Registration details, preferences, dietary restrictions, travel arrangements, and event feedback.

- **Communication Preferences:** Preferences for receiving Chapter communications, including newsletters, event notifications, and other updates.
- **Volunteer Information:** Records of your participation in Chapter activities, including leadership roles and committee memberships.
- **Social Media Information:** Publicly available data from social media profiles and platforms if you interact with us through these channels.

3.2 Non-Personal Information

We may also collect non-personal information that does not identify you directly, including:

- **Website Usage Data:** IP addresses, browser type, operating system, device information, pages visited, time spent on the site, and referral sources.
- **Cookies and Tracking Technologies:** Information collected through cookies, web beacons, and other tracking technologies to enhance user experience and analyze website performance.

4. How We Use Your Information

We use your personal and non-personal information for the following purposes:

4.1 Membership Management

- **Processing Applications:** To process new membership applications, renewals, and manage member records.
- **Member Services:** To provide services and benefits associated with Chapter membership, including access to events, newsletters, and special offers.

4.2 Communication

- **Newsletters and Updates:** To send you Chapter newsletters, event invitations, updates, and other relevant communications.
- **Surveys and Feedback:** To conduct surveys and collect feedback to improve our services and member engagement.

4.3 Event Management

- **Event Planning:** To organize and manage Chapter events, including registration, logistics, and post-event follow-up.
- **Special Requests:** To accommodate special requests, such as dietary needs or accessibility requirements.

4.4 Financial Transactions

- **Processing Payments:** To process membership fees, donations, event registrations, and other financial transactions.
- **Donor Acknowledgment:** To acknowledge and thank donors for their contributions unless anonymity is requested.

4.5 Legal and Compliance

- **Regulatory Compliance:** To comply with legal obligations, such as financial reporting and tax requirements.
- **Dispute Resolution:** To resolve disputes and enforce our agreements and policies.

4.6 Website and Service Improvement

- **Analytics:** To analyze website usage and performance, improve user experience, and develop new features and services.

5. Information Sharing and Disclosure

We respect your privacy and do not sell, rent, or trade your personal information to third parties. However, we may share your information under the following circumstances:

5.1 Service Providers

We may share your information with third-party service providers who perform functions on our behalf, including:

- Payment processing
- Website hosting and maintenance
- Event management
- Email marketing services
- Data analysis and IT support

These service providers are required to maintain the confidentiality of your information and are prohibited from using it for any other purpose.

5.2 MOAA National Organization

We may share certain information with the national MOAA organization for membership verification, coordination of benefits, and compliance with MOAA national policies.

5.3 Legal Obligations

We may disclose your information when required by law, such as in response to a subpoena, court order, or other legal process, or to protect the rights, property, or safety of the Chapter, our members, or the public.

5.4 Mergers or Acquisitions

In the event of a merger, acquisition, or other significant organizational change, your personal information may be transferred to the new entity, subject to the same privacy protections.

6. Data Security

We are committed to protecting your personal information and have implemented the following security measures through our NeonOne, LLC service provider:

- **Encryption:** We use encryption technologies to protect sensitive information, such as financial data, during transmission.
- **Access Controls:** Access to personal information is restricted to authorized personnel only.
- **Data Storage:** We store personal information on secure servers with appropriate physical and electronic safeguards.

7. Your Rights and Choices

You have the following rights regarding your personal information:

7.1 Access and Correction

You may request access to your personal information held by the Chapter and request corrections to any inaccuracies.

7.2 Data Portability

You have the right to request a copy of your personal data in a structured, commonly used, and machine-readable format.

7.3 Deletion

You may request the deletion of your personal information, subject to legal and contractual restrictions.

7.4 Communication Preferences

You can manage your communication preferences and opt out of receiving certain communications from us. You may also unsubscribe from our mailing lists at any time by following the instructions provided in our emails.

7.5 Complaints

If you believe your privacy rights have been violated, you have the right to lodge a complaint with the relevant data protection authority or contact us directly to resolve the issue.

8. Cookies and Tracking Technologies

8.1 Use of Cookies

Our website may use cookies to enhance your experience and gather information about how our site is used. Cookies are small data files stored on your device that help us recognize repeat visitors, track website usage, and improve site performance.

8.2 Managing Cookies

You can manage your cookie preferences through your browser settings. Please note that disabling cookies may affect your ability to use certain features of our website.

9. Third-Party Links

Our website and communications may contain links to third-party websites. We are not responsible for the privacy practices or content of these external sites. We encourage you to review the privacy policies of any third-party sites you visit.

10. Children's Privacy

The Chapter does not knowingly collect personal information from children under the age of thirteen (13). If we become aware that we have inadvertently collected such information, we will take steps to delete it as soon as possible.

11. International Data Transfers

If you are located outside the United States, please be aware that your personal information may be transferred to, processed, and stored in the United States, where data protection laws may differ from those in your country of residence. By providing your information, you consent to these transfers.

12. Changes to This Privacy Policy

We reserve the right to update or modify this Privacy Policy at any time. Any changes will be posted on our website with the updated effective date. We encourage you to review this policy periodically to stay informed about how we protect your information.

13. Contact Us

If you have any questions or concerns about this Privacy Policy or how your information is handled, please contact us at: admin@moaacc.org.